



# **FLEXSOURCE**

INNOVATIVE WORKFORCE SOLUTIONS

## **Employee Handbook**

**WELCOME TO CPL SOLUTIONS LTD T/A FLEXSOURCE**

**“Employee of Choice”**



## Introducing the Flexsource Solutions team

We would like to take this opportunity to welcome you to Flexsource Solutions as a valued new member of our Team.

This booklet will contain all of the information you need while working with Flexsource.

Throughout your employment, your Account Manager will be at hand to answer any questions you may have.

We want your experience with Flexsource Solutions to be both a happy and successful one.

We are working together to develop your career and deliver our service to our Clients!

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# 1. FLEXSOURCE POLICIES

## Equal Opportunities

Flexsource is committed to equal opportunities and is proud to be an equal opportunities employer.

Employees are selected on the basis of their abilities and merits to perform the tasks required.

Our policy is to be fair and consistent in all aspects of our business. We recognise, respect and value differences and diversity.

We embrace equality as part of our normal way of doing things because we believe that it is the right thing to do for our employees, our customers and our success. Flexsource acknowledges the right of employees to belong or not belong to a union or any other type of workers organisation.

### **Scope:**

This policy applies to all employees, including those who job-share, work part-time and/or are on temporary fixed term contracts or permanent contracts.

### **Rationale:**

To demonstrate to employees Flexsource's belief concerning the importance of equality.

### **Suspected Abuse of this policy:**

Suspected abuse of this policy is subject to investigation as provided for in the Corrective Action Process policy.

### **Questions:**

For any questions on Flexsource's Equal Opportunities Policy, please contact your Flexsource Account Manager.

If you believe that you are suffering from unfair treatment, you are encouraged to raise a complaint directly with your Flexsource Account Manager at the first instance.

\*Please see the Employee Problem Resolution policy for further information\*

Any discussions with your Flexsource Account Manager will be kept entirely confidential and no investigation will be carried out or action taken unless you decide to make a formal complaint.

If you do decide to make a formal complaint, you will need to contact your Flexsource Account Manager.

## **Cpl/Flexsource Paternity Leave and Benefit Policy**

### **Purpose**

The purpose of this policy is to provide time off for eligible agency workers around the birth or adoption of their child or the child of their spouse or partner.

### **Scope**

This policy is applicable to all Cpl/Flexsource (the company) agency workers provided they meet the conditions of the Paternity Leave and Benefit Act 2016. Paternity Leave is available to employees who are deemed to be the 'relevant parent' of a child.

### **Fixed Term Contract**

All fixed term agency workers have Paternity rights under the Paternity Leave and Benefit Act 2016. When a contract is due to expire during the Paternity leave period, protection under the Act also expires on that date.

### **Statutory Paternity Leave**

Agency workers are requested to advise the Company of their intention to take Paternity Leave at least 6 weeks before the intention to take leave. Paternity Leave will apply to births or adoption placements that take place on or after 1 September 2016.

Agency workers are entitled to a continuous period of 2 weeks Paternity Leave subject to proper notification being provided. The leave period may be taken at the time the agency workers selects, provided that the leave commences on or after the expected birth date or date of adoption placement of the child. The leave cannot commence later than 26 weeks after the date of birth or date of adoption placement of the child.

Agency workers must submit proof of the expected date of birth or adoption placement of their child to their Manager a minimum of 6 weeks before the date on which Paternity Leave is to commence. Agency workers are entitled to State Paternity Leave for the duration of Statutory Paternity Leave. Agency workers should apply for paternity benefit at least six weeks before their baby is due, using form **PB 2 form**. All forms and further information on statutory paternity benefit are available on-line on the Department of Social Protection website [www.welfare.ie](http://www.welfare.ie)

[Paternity Benefit will be paid by satisfying the PRSI contributions as set out by The Department of Social Protection. Please visit \[www.welfare.ie\]\(http://www.welfare.ie\) for further details.](#)

### **Early delivery**

Should your baby be born prematurely (before you're Paternity Leave and Paternity Benefit is due to begin) and you wish to change your leave dates, you should notify [insert contact]. The Company will then notify the Paternity Benefit section of The Department of Social Protection of your updated leave dates.

### **Stillbirth or miscarriage**

If there is a stillbirth or miscarriage any time after the 24<sup>th</sup> week of pregnancy, you are entitled to Paternity Leave & Benefit provided you satisfy the PRSI requirements. The application process remains the same.

### **Benefits during Paternity Leave**

During Paternity Leave all terms and conditions of employment are retained including full annual leave and public holiday entitlements.

Should a public holiday fall during the agency worker's Paternity Leave period, the agency worker is entitled to that public holiday and this will be added on to the end of the period of Paternity Leave.

If an agency worker works on a part-time arrangement, and is not normally rostered to work on the public holiday, they will be paid one fifth of their weekly rate of remuneration for that public holiday.

### **Pay**

There is no entitlement to basic salary or any other payments during Paternity leave.

### **Absence from Work**

Absence from work on statutory Paternity Leave will not be treated as part of sick leave, annual leave or any other leave.

### **Procedure**

The procedure to avail of Paternity Leave is as follows:

1. You must, in writing, make your CPL/Flexsource Service Delivery Manager aware of the fact that you are going to take Paternity Leave at least six weeks before your Paternity Leave commences.
2. You must fill in the **PB 2 form**, Paternity Benefit form (Department of Social Protection) and send to [insert contact] along with a medical certificate confirming the expected birth or adoption placement.
3. Paternity Leave must be taken as a continuous two week period and may not be split or broken down in any way.
4. Paternity Leave must commence after the expected birth or adoption placement date of the baby and must be taken within 26 weeks of the birth or adoption placement.
5. You must register for a Public Service Card (if you do not already have one) and register with 'MyWelfare' ([www.mywelfare.ie](http://www.mywelfare.ie)) prior to making an application for Paternity Benefit to the Department of Social Protection.

### **Changes to this policy**

The company reserves the right to amend this policy and will give 1 months' notice of any changes.

## **Time & Attendance**

Responsibility for Time & Attendance rests with the individual employee. Time & Attendance refers to an employee's punctuality and attendance at work.

Note: Flexsource monitors time and attendance very closely.

### **Punctuality**

Punctuality is measured in terms of your scheduled work time. Your Flexsource Account Manager will relay start and finish times to you when giving you details of the booking.

In the event that you will be late for work you must call your Flexsource Account Manager on their mobile phone – it is not acceptable to arrive late to work late without making prior contact with Flexsource.

### **Attendance**

In the event that you cannot attend work for any reason, you **MUST** contact your Flexsource Account Manager, giving as much notice as possible, but no later than 2 hours prior to your start time. You must make contact by phone with your Flexsource Consultants – Text messages or voice mails are **NOT** accepted as a method of informing Flexsource that you will not be at work.

Should you be absent due to illness, a doctor's certificate must be submitted to Flexsource should the period extend over 3 days.

### **Sick Leave**

Sick pay is NOT a statutory entitlement. Please note that you will not be paid for any sick leave taken, although you may be entitled to receive a payment from social welfare.

## **Uniform**

Whilst working with Flexsource, you will be representing the client, Flexsource and more importantly yourself, therefore the appropriate attire must be worn at all times.

Should you need to change into a uniform on arrival to a client site, please ensure that you arrive at least 10 minutes early so that you are ready for work at your allocated work start time.

Although Flexsource are not on site at all times, daily reports are received in relation to:

- Punctuality
- Appearance
- Attitude
- Performance

## **Annual Leave**

Holidays are accrued from the time you begin working for Flexsource at 8% of total hours worked and up to a maximum of 20 days. If the client site offers more than your statutory entitlement for annual leave you will be advised of this and the according pro rata equivalent will be applied. Annual leave entitlements are in accordance with the provisions of the Organisation of Working Time Act, 1977.

In the interest of health and personal well-being, all employees must take their annual leave within the current leave year. Payment in lieu of untaken holidays can be made if necessary.

Requests for annual leave must be made in writing to your Flexsource Account Manager.

### **Scope**

This policy applies to all employees, including those who job-share, work part-time and/or are on temporary fixed term contracts.

### **Rationale**

To allow employees who fit the relevant criteria to take annual leave.

### **Procedure**

When taking annual leave you are required to give as much notice as possible before the planned leave date. Every effort will be made to accommodate employee's requests in the interest of a balanced lifestyle. However, in certain circumstances you may need to make alternative arrangements if your absence would cause operational difficulties. From time to time, Flexsource may need to assign annual leave.

### **Suspected abuse of this policy**

Suspected abuse of this policy is subject to investigation as provided for in the Corrective Action Process policy.

### **Questions**

For any questions on annual leave, please contact your Flexsource Account Manager.

## **Employee Problem Resolution**

It is the policy of Flexsource to operate an Employee Problem Resolution process to ensure that problems between an employee and the company are resolved quickly and fairly.

### **Scope**

This policy applies to all permanent and temporary employees of Flexsource, including those who job share and/or are on part-time contracts

### **Rationale**

To recognise that, at times, problems can arise and, if not resolved, can lead to an unhappy and strained relationship between the company and the employee. This may result in an unsatisfactory working environment for those involved. There is a clear guide on the process to follow should any issue arise.

## Procedure

The primary relationship between the company and the employee is based on fairness, trust, integrity, openness and honesty by all parties.

There are 4 stages in the Employee Problem Resolution process. At each stage of the process, you may choose that a fellow employee attends any meetings with you. You will need to put your grievance in writing.

## The 4 stages of the process are as follows:

### Stage 1

In the event of a problem arising, make your Flexsource Account Manager aware of the problem and discuss the matter with him/her. It is expected that the majority of problems will be resolved utilising this channel. However, if you do not receive a response within 1 week or are unhappy with the response that you receive, you can utilise Stage 2 of the process. Alternatively, if the problem is related to your Flexsource Account Manager, you can progress directly to Stage 3, without discussing the problem with your Manager.

### Stage 2

At Stage 2, raise the problem with your Flexsource Account Manager and discuss the problem with them. Every effort will be made to resolve the matter at this level. If you do not receive a response within 1 week, you can move to Stage 3 of the process. If you are unhappy with the response that you receive, you can move to Stage 3 of the process within 1 week of any decision.

### Stage 3

At Stage 3, raise and discuss the issue with the Flexsource Operations Manager. If you do not receive a response within 1 week, you can move to Stage 4 of the process. If you are unhappy with the response that you receive, you can move to Stage 4 of the process within 1 week of any decision.

### Stage 4

At Stage 4, you can raise and discuss the issue with the Flexsource Managing Director. This is the final step in the internal process and the decision of the Managing Director is final.

In attempting to resolve an issue, it may be necessary to speak with or interview other employees. Where the issue involves another employee's behavior or conduct, copies of statements or interview notes will be made available to the other employee for comment.

## Questions

For any questions on Employee Problem Resolution please contact your Flexsource Account Manager.

## **Bullying & Harassment**

It is the policy of Flexsource to maintain an atmosphere characterised at all times by mutual respect. Flexsource does not condone and does not tolerate any form of bullying or harassment towards any of its employees - by our colleagues, by managers or by

third parties in our workplace such as vendors, clients or visitors. We are committed to preventing bullying and harassment, particularly before it rises to the level of a possible violation of the law. If we determine that violations of this policy have occurred, we take disciplinary action against the offending party, up to and including dismissal of employment.

Flexsource does not tolerate harassment on the basis of gender, marital status, family status, race, religious beliefs, disability, sexual orientation, age or membership of the Travelling Community.

In addition to violating Flexsource policy, bullying and harassment in the workplace on any of the bases mentioned may be unlawful. Retaliation against an employee for complaining about bullying and harassment or for participating in an investigation of a harassment complaint may also be unlawful and is prohibited by this policy.

All Flexsource employees are responsible for helping to ensure that our environment, either at work or at work-related events, is free from bullying or harassment. All employees are expected to avoid any behavior or conduct that could reasonably be interpreted as a violation of this policy. It is the responsibility of each Flexsource employee to fully support this policy and to ensure that the policy is effective.

### **Scope**

This policy applies to all permanent and temporary employees of Flexsource, including those who job share and/or are on part-time contracts. This policy also applies to any visitors to Flexsource, as well as any contractors and subcontractors working with Flexsource.

### **Rationale**

To foster an environment where bullying and harassment are not tolerated.

### **Definitions**

Bullying is defined as repeated inappropriate behavior, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, that could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behavior described in the definition may be an affront to dignity at work, but as a once off incident, is not considered to be bullying.

Harassment is defined as repeated unwanted or inappropriate behaviour that is predicated on an individual's gender, marital status, family status, race, age, religious belief, sexual orientation, disability or member of the Travelling community, which has the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the individual(s). The unwanted conduct may consist of acts, requests, spoken words, gestures or the production, display or circulation of written words, pictures or other material.

### **Complaints Procedure**

Should an employee experience or observe unwanted conduct, he or she is encouraged to raise the issue so that it can be resolved speedily. Informal and formal procedures are in place to deal with the issue of bullying/harassment at work. Any investigation will be completed as quickly as possible.

Employees will not be penalised, treated less favorably or subject to other adverse treatment because of pursuing rights by way of taking action, supporting action or giving notice of intention to take or support action under equality legislation.

## **Data Protection**

This policy has been developed in response to the acknowledged need for guidelines describing the acceptable use of the group's data held either electronically or on paper.

### **Introduction**

Data Protection is the safeguarding of the privacy rights of individuals in relation to the processing of personal data, in both paper and electronic format. The Data Protection Acts 1988 and 2003 (the "Data Protection Acts") lay down strict rules about the way in which personal data and sensitive personal data are collected, accessed, used and disclosed. The Data Protection Acts also permit individuals to access their personal data on request, and confer on individuals the right to have their personal data amended if found to be incorrect.

Please find a copy of the act here: [www.dataprotection.ie](http://www.dataprotection.ie)

This document outlines Flexsource's policy to help ensure that we comply with the Data Protection Acts.

### **Electronic Mail**

All electronic mail (e-mail) messages (and attachments) either received or sent by you are the property of the Company.

The e-mail system operating within the Company must be used for work-related purposes only.

The Company may review e-mails received through and sent from Company e-mail addresses, as part of its internal information technology process. The Company also reserves the right to review e-mails sent internally between employees as part of this procedure.

If the e-mail system is used for non-work related purposes this may constitute a disciplinary offence and will be dealt with in accordance with the Company Corrective Action Process. The measure of corrective action will correspond to the gravity of the offence as weighed by the potential effect on the Company and fellow employees.

The Company will not be liable for any information sent by a user of the e-mail system in the event that he or she chooses to send information in violation of this policy.

### **Internet Use**

The Internet, where it is accessed through Company computers, must be used for authorised work-related purposes only.

If the Internet is used for unauthorised, non-work related purposes, this may constitute a disciplinary offence and will be dealt with in accordance with the Company disciplinary procedure.

## **Company Information and Confidentiality**

You may not make, other than for the benefit of the Company, any notes, memoranda, flow charts or electronically stored information relating to any matter, within the scope of the business operations, concerning any of its dealings or affairs, nor shall you during the continuance of your employment or at any time after you have left the employment of the Company use or permit to be used any such notes, memoranda, flow charts or electronically stored information. Any such documents (including electronically stored information) made by you whilst in the employment of the Company shall be the property of the Company and should be left at its registered office upon the termination of your employment with the Company. All copyright in such notes, memoranda, flow charts or electronically stored information shall vest in the Company.

## **Corrective Action Process (Disciplinary)**

It is the policy of Flexsource to provide a fair and supportive process for performance and behaviour improvements where such performance or behaviour does not meet the required standard. This policy outlines the process by which the company facilitates improvement to an individual's performance or behaviour and the steps taken when such improvements are not reasonably forthcoming.

Flexsource trusts and values its employees and is open and honest in its treatment of all employees. Flexsource is also fair and consistent with all employees in our approach to performance improvement/disciplinary procedures and quality of work output.

Corrective action procedures are drawn up to ensure that all reasonable steps are taken to encourage personal performance improvement to expected standards. You will be made aware, that if you fail to maintain reasonable standards of performance, immediate steps will be taken under the formal procedure to re-emphasise your responsibilities in personal performance improvement.

### **Scope**

This policy applies to all permanent and temporary employees of Flexsource, including those who job share and/or are on part-time contracts.

### **Rationale**

To provide employees with the opportunity to improve performance or behaviour that falls below the required standard within a reasonable time frame. To ensure that employees are treated in a fair and consistent manner in all departments of Flexsource.

### **Performance and Behavior Guidelines**

Flexsource requires certain standards of performance and behaviour from its employees. The following list, which is not an exhaustive list, gives examples of unsatisfactory performance or behaviour:

- Continuous poor timekeeping and attendance
- Inadequate job performance
- Refusal to carry out reasonable instructions
- Disregard for protocol and/or safety procedures on site
- Unauthorised absence from the workplace
- Non-compliance with company policies and procedures
- Misbehaviour while attending company-sponsored events

Acts of gross misconduct can lead to instant dismissal without warning or notice and without pay in lieu of notice.

The following list, which is not an exhaustive list, gives examples of acts of gross misconduct:

Gross incompetence or negligence

Any behaviour or deliberate concealing of information that in any way leads to the compromise of our services

Theft or fraud

Misuse of the internet or e-mail

Physical assault

Any form of discrimination or harassment

Bullying of another employee

Willful damage to company or another employee's property

Being under the influence of alcohol or non-medically prescribed drugs at work

Deliberate breach of the employment contract

### **Corrective Action Process**

There are five stages in the corrective action process as follows:

1. Counselling
2. Verbal Warning
3. Written Warning
4. Final Written Warning
5. Dismissal

In most instances, the stages in this process are implemented sequentially. For example, if a counselling session has occurred and no improvement in performance or behaviour has ensued, a verbal warning is issued to the employee. However, there may be instances where more serious action, including dismissal, is warranted at an earlier stage. All types of warning are held to be active on the employee's personal record for a defined period of time, depending on the stage of the process, as follows:

Counselling — 3 months

Verbal warning — 6 months

Written warning — 12 months

Final written warning — 12 months

The role of the Human Resources department is to be independently objective in the process, that is, ensuring that the process is followed and that employees are treated fairly and equitably at all stages.

What Happens at each step?

The following activities occur during the corrective action process:

1. Counselling - First instance of poor performance or minor misbehavior (not considered to be of a serious nature). You receive counselling from your Flexsource Account Manager, who advises you of the poor performance or misbehavior and informs you of the required standard. Your Manager explains that failure to meet the required standard within a defined time frame will result in further disciplinary action.

2. Verbal Warning - Repeated instances of poor performance or minor misbehaviour (not considered to be of a serious nature). You receive a formal verbal warning documenting poor performance or misbehaviour and defining the improvements in performance or behaviour that are required. The warning explains that failure to meet the required standard within a defined time frame will result in further disciplinary action. A copy of the warning is given to you, your Manager and is signed and dated by the necessary parties.
3. Written Warning - More serious instances or continued repetition of poor performance or behaviour. You receive a written warning documenting the poor performance or behaviour, and defining the improvements in performance or behaviour that are required. The warning explains that failure to meet the required standard within a defined time frame will result in further disciplinary action. A copy of the warning is given to you, your Manager and the Human Resources department and is signed and dated by the necessary parties.
4. Final Written Warning - Continued instances of poor performance or behaviour. You receive a final written warning documenting the poor performance or misbehaviour and defining the improvements in performance or behaviour that are required. The warning advises you that further instances of poor performance or misbehaviour will lead to dismissal without further notice. A copy of the warning is given to you, your Manager and the Human Resources department and is signed by the necessary parties.
5. Dismissal - Gross misconduct or continued instances of poor performance or misbehaviour. Gross misconduct or continued instances of poor performance or misbehaviour result in your dismissal. Flexsource gives you a letter documenting the reason for your dismissal. One or a series of previous warnings may be taken into account by Flexsource in deciding upon a subsequent course of action, even though the warning(s) may not be active after a certain period of time.

### Appeals

You have the option to appeal any corrective action at each stage of the procedure. Appeals up to the point of dismissal should be made in writing to a Flexsource Manager no later than one working week after the corrective action has been issued. The Appeal will be heard by a member of the Flexsource management team not involved previously in the process and the next level Manager, as appropriate, to ensure that the principles of natural justice apply. Appeals against dismissal should be made to the Managing Director, no later than one working week after the action has been taken. In the absence of the Managing Director, the appeal may be made to any member of the Flexsource Management Team and a suitable replacement appointed. The decision of the Managing Director is final and binding. A response to any appeal will be made as soon as is reasonably practicable to ensure that the principles of Flexsource apply.

## **Principles of the Corrective Action Process**

That the company gives you details of any unacceptable performance or behaviour as soon as possible after the unacceptable performance or behaviour has occurred

That the company gives you the opportunity to state your case before deciding whether it is necessary to implement the corrective action process

That you can be accompanied by an employee of your choice at any corrective action meetings.

That the company warns you properly and makes you aware of the consequences of further misbehaviour or of failing to improve your performance.

That you can appeal to a higher level of management within 1 week of receiving a corrective action decision, if you disagree with the decision.

That you are given adequate time, assistance, encouragement and coaching to improve your performance or behaviour.

That an employee is not dismissed on the first instance of unacceptable performance or behaviour, except in instance of gross misconduct.

### **Extending Warnings**

It is also important to note that a warning can be extended if there has been some improvement in performance or behaviour but there is still developmental work to be done in order for an employee to meet the standard required.

### **Suspension during an investigation**

The company retains the right, in instances where there is an issue of serious misconduct, to suspend you with pay to facilitate an investigation into facts of an issue.

### **Summary Dismissal**

The company may, where there has been an act of gross misconduct, dismiss you without notice or payment in lieu of notice following an investigation. Acts of gross misconduct are outlined in the Performance and Behaviour Guidelines section of this policy. Please note that the list giving examples of gross misconduct above is not an exhaustive list.

### **Questions**

For any questions on the Corrective Action Process, please contact your Flexsource Account Manager.

### **General**

Natural justice and fair procedures require that certain rights be afforded to the employee under investigation as follows:

The right to know the case against him/her.

The right to representation.

The right to reply.

The right to a proper investigation.

The right to appeal.

Where statements and other evidence is gathered from co-workers, this evidence must be made available to the employee who is the subject of the investigation and an opportunity should be afforded to that employee to respond and to defend themselves. It is important to bear in mind that in adopting a system of technical measures, an organisation must comply with its own rules. Failure to follow adopted system could result in the Workplace Relations Commission Employment Appeals Tribunal or a court finding that any action taken by the organisation was flawed.

### **Applicable Legislation**

Unfair Dismissals Act (1977) S14 (1)

Industrial Relations Act (1990) (Code of Practice on Grievance and Disciplinary Procedures) (Declaration) Order, 2000 (S.I. 146 of 2000) (the "Code").

### **Health & Safety**

Flexsource recognises and accepts its responsibilities as an employer to provide a safe and healthy workplace and working environment for all employees, customers and visitors to Company premises. This responsibility will be met in so far as it is reasonably practicable, in particular, in relation to the provision and maintenance of a safe place of work, safe access to it, safe exit from it and a healthy working environment.

### **Equipment and Systems that are safe**

Flexsource will provide sufficient information, instruction, training and supervision to enable all employees to avoid hazards, work efficiently and contribute positively to their own safety and health at work.

Employees are reminded of their own duties under the Safety Health and Welfare at Work Act, 2005 which states that all employees must take reasonable care for their own safety and that of others and co-operate fully with the Company or Client to enable it to carry out its own duties successfully.

If an employee notices or suspects a hazard to health or safety they should report it immediately to their Team Leader or Flexsource Account Manager. Equipment that is faulty should not be used and any defects should be reported, immediately.

Personal electrical equipment is prohibited on site due to potential fire and safety hazards; this includes lamps, fans, kettles, radio's etc. This list is not exhaustive.

Flexsource maintains and regularly updates a safety statement and a broad range of safety controls and procedures. Employees are required to acquaint themselves with the Client's safety statement and procedures and to observe them at all times. The safety statement is available through our client.

**Accidents at Work.** All accidents, no matter how minor, must be reported to your Flexsource Account Manager as soon as possible after they occur. There is an obligation on employees to ensure that accidents are recorded.

Employees are obliged to notify appropriate medical responders in the event of an emergency. Details of the site emergency procedures and notification methods will be given at the new employee induction, as well as regular site updates. Methods of informing employees include postings throughout the site, information on websites, email communications etc. Each employee is obliged to familiarise themselves with this information.

### **Smoking Policy**

Flexsource operates a No Smoking Policy. The Company believes that both direct and passive smoking poses a health risk to employees.

All employees are entitled to a healthy, safe and pleasant working environment. In the interests of this, Flexsource specifies that employees may only smoke in outdoor areas that have been specifically designated for this purpose. Smoking in an area that has not been designated as a smoking area may result in both disciplinary action and legal action under the Public Health (Tobacco) Act 2002 and subsequent amendments.

### **Drugs and Alcohol (Intoxicants) in the Workplace Policy**

Flexsource holds a vital interest in maintaining a safe, healthy and efficient working environment for all its employees, contractors and visitors. Being under the influence of a drug or alcohol on the job may pose serious safety and health risks for the user as well as those who work with or otherwise come into contact with the user. The possession, use, or sale of illegal and legal drugs or of alcohol on the job may also pose unacceptable risks for safe, healthy and efficient operations.

It is imperative that all employees come to work at all times in a condition that enables them to perform their duties satisfactorily.

### **Alcohol**

Flexsource prohibits the use, purchase, distribution, dispensing or consumption of alcohol by any employee while performing company business or while on company premises.

### **Drugs**

Flexsource prohibits the use, sale, manufacture, purchase, dispensing, distribution or possession of illegal drugs by any employee while on company/client property, or on company/client business, or attending any company/client sponsored or authorised social function, or attending for work while under the influence of an illegal drug. Flexsource regards legal drugs which have not been legally obtained, as falling within this category. In addition, an employee under the influence of a legal drug (prescription or otherwise) which adversely affects that employee's behaviour, may be asked to take leave of absence or comply with other appropriate action, including assignment to another job position, as determined by Flexsource management in consultation with appropriate medical authorities, while the effects of the drug continue to impair normal performance. This leave may be paid or unpaid depending

on the circumstances of each individual case, each of which is to be reviewed by Flexsource Management.

Employees found to be selling purchasing, consuming or using alcohol and/or illegal drugs while on duty or at any time on company/client premises, or on company/client business as noted above, may be subject to immediate termination of employment, even for a first offence. This is regarded as serious gross misconduct.

In the case of conduct that may amount to a criminal offence, the company reserves the right to also report the matter to the An Garda Síochána or other appropriate authorities. Alleged breaches in any of the above policies, will lead to a disciplinary investigation, which may invoke a disciplinary sanction up to and including dismissal in accordance with the Corrective Action Policy.

### **Drug & Alcohol Testing**

The Company may conduct drug and/or alcohol testing under any of the following circumstances:

**RANDOM TESTING:** Employees may be selected at random for drug and/or alcohol testing at any interval determined by the Company.

**FOR-CAUSE TESTING:** The Company may ask an employee to submit to a drug and/or alcohol test at any time it feels that the employee may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the employee's person or in the employee's vicinity, unusual conduct on the employee's part that suggests impairment or influence of drugs or alcohol, negative performance patterns, or excessive and unexplained absenteeism or tardiness.

**POST-ACCIDENT TESTING:** Any employee involved in an on-the-job accident or injury under circumstances that suggest possible use or influence of drugs or alcohol in the incident may be asked to submit to a drug and/or alcohol test. "Involved in an on-the-job accident or injury" includes not only the individual who was or could have been injured, but also any employee who potentially contributed to the incident in any way.

If an employee is tested for drugs or alcohol outside of the employment context and the results indicate a violation of this policy, or if an employee refuses a request to submit to testing under this policy, the employee may be subject to appropriate disciplinary action, up to and including dismissal. In such a case, the employee will be given an opportunity to explain the circumstances through a fair investigation process. Furthermore, the company will draw all appropriate and reasonable inferences from any refusal to co-operate fully with any such request.

### **GUIDANCE**

All employees are required to refer any matter of suspected or proven alcohol or drug abuse to their Service Delivery Manager/Flexsource Account Manager immediately on becoming aware of the situation themselves. Flexsource will investigate the matter and consult with all relevant parties within a maximum 24 hours of the reported incident.

The Service Delivery Manager/Flexsource Account Manager should be briefed in writing on all facts in relation to the matter.

Any breach of this policy will be dealt with under the Flexsource Corrective Action Policy.

## **Fire & Evacuation**

### **Fire Instructions**

If a fire is detected on the Company's/Client's premises employees should act in accordance with the following instructions:

Immediately operate the nearest fire alarm

Call the Fire Brigade immediately

Use the nearest fire exit

Leave the building and report to the person in charge

### **Do Not:**

Stop to collect personal belongings

Re-enter the building

Detailed site-specific fire safety instructions are available from your Service Delivery Manager/Flexsource Account Manager so that all employees should be aware of the exact procedures to follow on their site. This includes an awareness of the fire warden, as appropriate, for their immediate area. It is the responsibility of each employee to ensure that they are familiar with this information.

## **Occupational Health**

First aid facilities are available from the designated First Aid Officer on the site you are working on. Your Service Delivery Manager/Flexsource Account Manager can give you information in this regard.

Details of the current Fire Officers and First Aid Officers are available from your onsite Manager or as on some sites, on the Intranet. Please ensure you know who the Fire and First Aid officer are for the site you are working on. You have a responsibility to familiarise yourself with this information.

Finally please read and follow all safety regulations posted on the relevant notice boards/intranet sites that are issued to employees from time to time.

The company reserves the right to send you to the Company Doctor when they deem it is necessary.

## **Eye Testing**

Employees who use Visual Display Units as part of their job are entitled to a Visual Display Unit (VDU) eye test be provided by their employer. Please contact your Service Delivery Manager/Flexsource Account Manager

## 2. Getting Paid

### Bank Details

It's ~~crucial~~ essential that we receive bank details from each employee for payment purposes.

It is also essential that these details are to be filled out or provided at time of your registration with Flexsource.

### P45's, Bank Details and Emergency Tax:

Before your first timesheet is submitted to us our Payroll department require a tax certificate from you (P45, Tax Credit Certificate).

If you have already worked in Ireland you should have received a P45 from your previous employer. This needs to be submitted to us as soon as your employment with Flexsource Solutions has commenced. Failure to do so will result in you paying Emergency tax.

Once a P45 has been submitted you must then telephone the tax office to inform them that you have started working for a new employer. The number to call is 1890333425. Once you are connected to speak to someone tell them that you have started work for a new company and that you need to transfer your Tax Credits, USC Cert and Cut Off to PAYE number 8241247C.

Once this is done you must then ask them to post your Determination of Tax Credits out to your current address.

Please note that if this is your first employment in Ireland you need to apply to Tax Office for a Tax Credit Certificate which is done by filling out a 12A Form. These can be provided in the Flexsource office. Once sent it will takes up to 10 working days to receive your Tax Certificate.

If you are currently working elsewhere and you find that you are commencing part-time employment via Flexsource you must also contact the tax office to inform them and ask that they split your taxes. Failure to do so will also result in you being on Emergency tax.

Tax Office contact number: 1890 333425

Flexsource Solutions Employer Registration Number: 8241247C

Please note that until we receive your P45 and/or Tax Certificate you will pay Emergency Tax. If this is the case, on receipt of the above documents you will be refunded this extra tax within a number of weeks. This is refund is done via the Tax Office through your salary.

It is in your best interest to submit this information **as soon as possible**.

### Payment Procedure:

You will need to record your hours worked using the Cpl Webtime system. Once your registration with Cpl is complete you'll receive a login id & password for Cpl Webtime. You MUST activate those **within 24 hours** of receiving the email. After that, your timesheet needs to be completed every Friday by close of business and submitted for authorisation. If your timesheet is not submitted on time you will not be paid. A full video for a guide on how to use Cpl Webtime and clear step by step instructions will be sent to you by your account manager once you are assigned to a role.

## 3. Social Welfare

All Social Welfare forms given to Flexsource MUST be processed through our Payroll Department.

Forms must be dropped into our office. These will NOT be returned until the following Friday after the form has been received by payroll.

Once your Social Welfare form is complete and ready for collection you will receive a phone call from your Flexsource Account Manager on your mobile phone for you to come in and collect it.

All forms must have your Name, PPS Number and Mobile Number clearly marked on each page.

All forms must be stamped with the receipt date.

Note: We do not provide letters for the Social Welfare as part of our Company Policy but are more than happy to complete any forms.

## 4. Contacting Us

Flexsource Blanchardstown  
3 Main Street, Blanchardstown, Dublin 15  
T: +353 1 829 5800  
F: +353 1 5227333  
E: blanch@flexsource.ie

Flexsource Naas  
Unit F & G Naas Town Centre, Wolfe Tone Street, Naas, Co. Kildare  
T: +353 45 898 900  
F: +353 1 5227333  
E: naas@flexsource.ie

Flexsource Swords  
5 St Fintans, North Street, Swords, Co. Dublin.  
T: +353 1 895 5700  
F: +353 1 5227333  
E: swords@flexsource.ie

Flexsource acknowledge the right of employees to submit complaints anonymously. The following communications lines are available email [compliance@flexsource.ie](mailto:compliance@flexsource.ie) or call confidentially on 01 8295828.

**Flexsource are contactable 24/7 in case of emergencies.  
The mobile phone number for your representative will be  
provided to you when you start work.**

The mobile number is only to be called in emergencies after office hours.

Examples of “Emergency” are as follows:

- You are sick and cannot go to work
- You are lost on the way work
- You need help or have forgotten details of job
- You have had an accident in work and need to speak to us urgently to report
- There is a problem on site and you need to speak to us urgently

We can only assist you with pay queries or anything of that nature within office working hours between 9am-5.30pm Monday to Friday. Non urgent queries can be sent via email to your Account Manager.

**“We are working together to develop your career and deliver our service to our Clients”**

**Tips for success:**

- Be on time every day that you work.
- Be polite, cooperative and willing to help whenever you’re asked.
- Maintain confidentiality. Don’t discuss your work with anyone other than your Supervisor or Account Manager.
- If you don’t know how to operate a piece of equipment, ask for help before attempting to use it
- Do not make or receive personal telephone calls at work. You are permitted to make phone calls during breaks and lunch periods only.
- Switch off your mobile phone during work hours.
- Wear appropriate attire for your assignment.
- Do not walk off the job. If your job is not running smoothly, please call Flexsource, as we are your employer (not the client), and we will help you with any job-related problem. Please keep in close contact with us.
- This handbook is not intended to be a contract of employment. Flexsource reserves the right to modify, suspend, revoke, terminate or change in whole or part, any of its policies, procedures, practice or benefits at any time, with or without notice.

**Acknowledgment & Acceptance of Flexsource Policies**

I have read, understood and I promise to adhere to Flexsource’s policies and have covered the outlined topics during orientation with our new associate.

Signed by Flexsource Account Manager

Date

\_\_\_\_\_

\_\_\_\_\_

Signed by Flexsource Employee

Date

\_\_\_\_\_

\_\_\_\_\_

## **Useful phone numbers:**

Tax office: 1890 333 425

The Equality Authority: 01-4173336

## **Useful websites:**

[www.citizensinformation.ie](http://www.citizensinformation.ie)

[www.revenue.ie/en/contact/dublin-region](http://www.revenue.ie/en/contact/dublin-region)

[www.fas.ie](http://www.fas.ie)

[www.entemp.ie](http://www.entemp.ie)