



Employee handbook

TABLE OF CONTENTS

Section 1: Introduction

Section 2: OCCIPITAL Practical Glossary

Section 3: Getting Started with OCCIPITAL

Employment Offer

Hours of Work

 Shift Working

 On Call

 Breaks

Probationary Period

Section 4: Wages & Salary

Details

Tax

When Do I Get Paid?

Timesheets

Queries

Section 5: Leave

Annual Leave

Carry Over

Public Holidays

Sick Leave

Maternity

Parental Leave

Force Majeure Leave

Adoptive Leave

Carer's Leave

Compassionate Leave / Bereavement Leave

Unpaid Leave

Jury Duty

TABLE OF CONTENTS Cont'd

Section 6: Performance Management

Performance Review System
Training Policy

Section 7: Corporate Policy

Confidentiality
Intellectual Property
Patents
Use of Electronic Communication Systems, Software Applications
& Work Stations
Security Policy
 Personal Property
 Right to Search
 ID Badges
Data Protection

Section 8: Health & Safety

Smoking Policy
Fire & Evacuation
Occupational Health
Accidents at Work

Section 9: Company Policies

Grievance Resolution
Performance Improvement & Discipline
Bullying & Harassment Policies
 Bullying & Harassment Policy
 Sexual Harassment Policy
Equal Opportunities Policy
Time & Attendance

TABLE OF CONTENTS Cont'd

Section 10: Other Information & Policies

- Expenses
- Sports & Social Club
- Dress Code
- Gifts & Gratuities
- Changes in Personal Circumstances
- Health Insurance
- Pensions

Section 11: Leaving the Company

- Notice
- Exit Interviews
- Return of Company Property

Section 12: Appendices:

- Appendix 1: Public Holidays
- Appendix 2: Parental Leave
- Appendix 3: OCCIPITAL Force Majeure Leave Policy
- Appendix 4: Carer's Leave
- Appendix 5: OCCIPITAL Training & Development Policy
- Appendix 6: OCCIPITAL Communications Policy
- Appendix 7: OCCIPITAL Bullying & Harassment Policy
- Appendix 8: OCCIPITAL Sexual Harassment Policy
- Appendix 9: OCCIPITAL Expenses Policy
- Appendix 10: OCCIPITAL Data Protection Policy

INTRODUCTION

Welcome to the OCCIPITAL Employee Handbook. As an employee of OCCIPITAL , this Booklet has been drawn up to provide you with information, which will be of benefit to you over the course of your employment. While we want everyone to have a challenging and enjoyable work environment, we are required to provide some basic procedures and regulations to ensure that we operate effectively and efficiently as a company.

For the purpose of this handbook your main point of contact in OCCIPITAL will be referred to as your line Supervisor.

All sections of the handbook will compliment the terms and conditions of employment and will be your reference guide for information on your conditions of employment, related procedures and general standards of professional behaviour. Each person working for OCCIPITAL will receive a contract of employment stating his or her basic conditions of employment.

- Nature of Relationship e.g. – temporary employee of Occipital , or permanent employee or contract consultant or fixed term contract employee.
- Terms and Conditions of Employment.
- Particular terms and conditions of each assignment, including hours of work and rate of pay and any terms and conditions, which are client/site specific.
- Undertakings from Employee
- Confidentiality

The provisions in this handbook are subject to change and/or alteration at the discretion of management and Irish/EU legislation. The information contained within this handbook refers to all OCCIPITAL employees unless otherwise stated. If you need further information, please do not hesitate to ask. You are expected to familiarise yourself with the contents of this handbook.

Sincerely,

David Boylan

Operations Manager

OCCIPITAL PRACTICAL GLOSSARY

Absence: Absence levels exceeding 2% will result in meeting with your team lead and continued abuse will invoke the disciplinary procedure.

Accidents: All accidents to be reported to your Team Lead or HR Department as soon as possible.

Annual Leave: Statutory 20 days per annum pro rata. Also guided by the Working Time Directive 1997. Sample application form at rear of document.

Bank Details: Must be provided to payroll within first week.

Breaks: Time scheduled by Supervisor during your working day to take as recreation, in accordance with the Working Time Act.

Bullying & Sexual Harassment: All forms of Bullying and Sexual Harassment treated very seriously as outlined in policies. May lead to application of disciplinary policy up to and including dismissal.

Carer's Leave: Up to 65 weeks unpaid – entitled to means tested payment from Social Welfare. Additional information also available from the Carer's Leave Act, 2001

Change of Information: Inform your Supervisor ASAP

Communication Meetings: Regular meetings to inform you of changes/developments within your Team. Normally held on a weekly basis.

Company Property: Any information, tools, badges provided by and used in the course of your employment.

Confidentiality: All information relating to OCCIPITAL Ltd and its Clients is considered confidential and the sole property of the company and Client.

Disciplinary Procedure: Process to follow to resolve performance / disciplinary issues.

Dress Code: Company Uniform

Electronic Mail: Business use only.

Emergency Contact Details: Should be provided to HR Department on your first day – please include local as well as family contacts.

Exit Interviews: Meeting prior to leaving the company. All information held in confidentiality.

Expenses: Refunds made for expenses incurred for the business.

Eye Testing: Carried out by the company for those who require it.

Fire & Evacuation: Follow all building procedures as outlined in induction. Exit building and go to designated assembly point without delay.

Grievance Procedure: Process to follow to resolve all employee grievances.

Health Insurance:

Group scheme by VIVAS Healthcare.

Group discount on VHI & [QuinnsDirect](#).

HR Business Partner - Support management in all HR related matters

Injuries: All injuries to be reported to First Aid person or team lead

Intellectual Property: All communications and inventions are the property of OCCIPITAL .

Internet: Business Use only unless specified recreational areas with internet access. See _____. May lead to application of disciplinary policy up to and including dismissal.

Jury Duty: Paid. Must produce proof of attendance.

Maternity Leave: 26 weeks duration. Entitled to Social Welfare payment. Further 16 weeks optional – unpaid.

Notice Period: Duration between informing employer of intention to leave and actually leaving: Less than 6 Months service - 2 weeks notice; More than 6 Months service - 4 weeks notice.

Occupational Health: First Aid facilities are available from the designated first-aid officer in your office or work area who has undergone first aid training.

Overtime: Time worked over and above your standard hours of work.

Parental Leave: 14 weeks per child under 8 yrs. Unpaid. Other information also available from Parental Leave Act 1998

Patents: All patents are the property of OCCIPITAL

Personal Details: Employee Details Form at rear of Document, should be submitted as soon as commence employment.

Pensions: PRSA (Personal Retirement Savings Account)

Performance Review: Performance Management System

PPS Number: Personal Public Security Number. Required for all taxation and communication with government departments.

Probationary Period: Provisional period set at beginning of employment. Timeframe of 6 months outlined in contract of employment.

PRSI: Pay Related Social Insurance. Government levies which apply to all earnings

Public Holidays: 9 Irish Public Holidays. Paid. If worked, time in lieu or overtime payment.

Punctuality: Acceptable level of lateness 2%. Continued abuse may invoke the disciplinary procedure.

Security: Badges to be worn at all times on designated sites. Visitors to be reported to security and accompanied at all times.

Shift Working: Work alternates over various work schedules. Shift allowance associated.

Sick Leave: Unpaid. More than 3 days must be certified.

Smoking: Smoking is banned in the workplace and is permitted in designated areas outside the building only.

Tax: Levy paid to government from all monies earned. For correct tax level, you must submit previous details to payroll department.

Team Lead – Responsible for the day to day efficient running of the desk.

Training Policy: Educational development, career planning, exam reimbursement (min service 6 months)

GETTING STARTED WITH OCCIPITAL

Employment Offer

In reference to your contract of employment you are typically employed under the following types of employment contracts:

1. Permanent contract of employment, which reflects the on going requirement for this role. It is offered and continued subject to:
 - (A) the continued contract with the Client Company
 - (B) the continued requirement of your role within that contract
2. Temporary contract of no fixed duration, which reflects the temporary nature of the role you are employed to do. This can be offered on a week-to-week or month-to-month basis.
3. Temporary contract of a fixed duration, which reflects the business need for your role for a defined period of time. This contract has a clear beginning and finishing date.

Hours of work

Your standard hours of work are outlined in your Offer of Employment with OCCIPITAL . Employees may be required to be flexible with hours or work beyond normal office hours at times.

Breaks

In line with our obligations under the Organisation of Working Time Act 1997 you should not work more than 4.5 hours without a break of 15 minutes or more than 6 hrs without a break of 30 minutes. Your Team Lead will communicate your break times to you.

Overtime

It is fully intended that overtime should neither be excessive or habitual. However, you may from time to time be required to work overtime depending on workloads. This will be at the discretion of management. Where possible you will be notified well in advance. Your Team Lead must approve all overtime.

Shift Working

As stated previously, your hours of work will be laid out in your offer of employment. However, these hours may change as required by business needs. The company reserves the right to alter or change working hours in line with the requirements of the business.

Where applicable, pre-agreed shift allowances will be paid to the employee to compensate working flexible and/or anti -social hours.

On-Call Work

Where any employee works "On-Call", details of rates and conditions will be communicated to them by their Supervisor.

Probationary Period

All new employees will be subject to a probationary period of 6 months from commencement of employment. During this time the contract may be terminated by either party, in accordance with the provisions of the Minimum Notice and Terms of Employment Acts, 1973 to 2001.

If there are concerns over your level of performance, or adherence to OCCIPITAL Policy and Procedures, the probationary period may be extended at the discretion of your supervisor. Your Supervisor may not confirm an employment contract if they consider that the employee is incapable of performing, or has materially failed to perform, the duties of the post to the required standard.

SALARY & TAXATION

What is needed, in order to get you set up on the OCCIPITAL Payroll System.

Details:

When starting employment with us it is important to provide us with certain details to enable us to pay your full entitlements (as soon as possible) and to comply with Revenue Legislation.

Essential Details:

- Full Name
- Home Address
- Dublin /Ireland Address
- Copy of Visa or Work Permit (Where applicable)
- Copy of your passport / drivers license / ID Card
- Home Telephone Number
- Mobile Telephone Number
- Personal E-mail Address
- Work Telephone Number (if known)
- Emergency Contact Details
- Personal Public Service Number (PPSN)
- P45 From Previous Employment (Where applicable)

Personal Public Service Number (PPSN)

In order to enact payment your PPSN needs to be submitted to the OCCIPITAL Payroll Department.

As your unique reference number the PPSN will help you to access benefits and information from public service agencies more quickly and more easily. This includes services such as Revenue, Social Welfare, Public Healthcare and Education.

If you do not have, or do not know your PPSN, you should contact your Local Office of the Department of Social and Family Affairs (DSFA) *in person*. This office will try to trace a number for you or, in the event that you do not have a number, will request one on your behalf.

New PPSN Applications

Applications for new PPS Numbers are processed through the Department of Social & Family Affairs.

Applicants must attend their local social welfare office and submit the following:

- The appropriate paperwork as supplied by the DSFA
- Valid passport, or for EU citizens, their national identity card
- Letter from employer (request from your HR Business Partner)

Your application form and other documentation will be processed and you will be advised of a date to return to collect your PPSN. This usually takes approximately two weeks. All employees will be paid awaiting their PPSN.

All contact with the Department of Social & Family Affairs must be carried out in person.

Once you receive your PPSN, you must register yourself as an employee of this company. Please refer to the following section on taxation.

Please refer to weblink <http://www.welfare.ie/topics/ppsn/apply.html> for additional information on the PPSN and other social Welfare services.

Tax

Tax Credits

Please follow the appropriate instructions to obtain your Tax Credit Certificate.

Until such time as a Tax Credit Certificate is obtained, the tax office will only credit you with Emergency Tax* so it is in your own interest to obtain this as soon as possible. Once received, please submit a copy to the Payroll office so that your allowances can be correctly adjusted.

Employees moving to OCCIPITAL from previous employment:

Employees, who have left their employment immediately prior to commencing with OCCIPITAL, are required to submit a P45 to the OCCIPITAL payroll department. The previous employer issues this P45 once payment has been made of all outstanding monies to the individual.

Employees who have been unemployed in Ireland:

Employees who have been in receipt of Unemployment Benefit payments from the Department of Social Welfare are required to call the Central Revenue Office on their first day of employment and quote:

- The individual's own PPSN
- The organisation for whom they have started work (i.e. OCCIPITAL)
- OCCIPITAL's Employer Registered Number 8241247C

(1) _____

* Emergency Tax: If your new employer does not receive either a certificate of tax-free allowance from the tax office or a P45 from you (which you will receive from your previous employer), they are obliged to deduct tax on an emergency basis when paying your salary. Under this system, a temporary tax-free allowance is given for the first month of employment, after which tax deductions are increased progressively.

You will, in due course receive a Tax Credit Certificate, a copy of which should be submitted to the Payroll Office so that your allowances can be correctly adjusted.

First Time Employees in Ireland

Once you have received your PPSN from the Department of Social Welfare, it is necessary for you to register as an employee within this company. To do this you must complete a 12A form and submit it to:

Department of Revenue & Taxation
15 O'Connell St.
Dublin 1

Important Numbers:

- Tax Office Phone No: 1890 333425
- OCCIPITAL Reg. No: 8241247C
- OCCIPITAL Phone No: 01 6146000
- OCCIPITAL Payroll Number: 01 5005900 / 5005905

When do I get paid?

Upon commencing your role with OCCIPITAL , your HR Business Partner will communicate to you the date on which your salary will be paid directly into your bank account.

Overtime

It is fully intended that overtime should neither be excessive or habitual. However, you may from time to time be required to work overtime depending on business requirements. Whenever possible, you will be notified in advance when overtime will be requested. Overtime is at the discretion of management and must be approved by your team lead.

Pay Queries

Any payment queries should be directed to your Team Lead or HR Business Partner for resolution. Payroll clinics have been established on some sites accommodate such queries. You will be informed of the location and time of the clinics in advance.

Changes in Details

In the event that your bank details change, please notify your Team Lead or HR Business Partner immediately so that your payment processing is not delayed.

LEAVE

Annual Leave

Your holiday leave runs from 1st January to 31st December each year.

The standard number of annual holidays for the Company is set at 20 days. Where you join OCCIPITAL after the commencement of the holiday year, you are entitled to a pro rata equivalent in each calendar month of service where you have worked 117 hours or more, I.E 1.67 days per month.

When taking holiday leave you are required to give as much notice as possible before the planned leave date. You need to submit your holiday request via Time Management System to your team lead or immediate supervisor. Every effort will be made to accommodate employee's requests in the interest of a balanced lifestyle however, in certain instances; employees will be required to make alternative arrangements if their absence would cause operational difficulties.

In the interests of health and personal well-being, we encourage you to take your holidays within the current calendar year.

Carry Over

Annual leave should be taken within the current leave year. Exceptions to this requirement may be made where there are genuine urgent personal needs or special business requirements. Any leave carried over must be taken in the first three months of the new leave year. Payment in lieu of untaken holidays will not be made.

Public Holidays

There are nine (9) public holidays in Ireland each year. These public holidays are in accordance with the Organization of Working Time Act 1997, or future amendments to same and are as follows:

***New Years Day
St. Patrick's Day
Easter Monday
1st Monday in May
1st Monday in June
1st Monday in August
Last Monday in October
Christmas Day
St. Stephen's Day***

Employees who qualify will be entitled to either the public holiday off as paid leave or one of the following alternatives:

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

Public Holidays When Supporting Other Countries

Where employees support countries with different Public Holiday dates to those listed above, the employee will generally take those days off instead as a holiday, up to a maximum of nine, as agreed with their manager. For those supporting countries with less than nine public holidays, employees will be given days off in lieu. For those supporting countries with more than nine (9) public holidays, the balance will be treated as normal working days.

For further details on Public Holidays please see Appendix 1.

Sick Leave

All employees are required to notify their Team Lead on their first day of illness within one hour of their scheduled start time. If absent for three consecutive days or more employees are required to produce a medical certificate. The certificate must be provided to their Team Lead on the day of the employee's return to work or before if so requested.

There is no contractual entitlement to sick pay, but you may be entitled to state benefit. Please consult your HR Business Partner for further details.

Maternity Leave

Arrangements for Maternity leave will be in line with the provisions of the Maternity Protection Act, 1994, as amended. All employees covered by the Maternity Protection Act are entitled to a minimum period of maternity leave of 26 weeks, subject to certain conditions. There is a requirement on the part of the employee to notify Team Lead in writing of her intention to take maternity leave at least four weeks before she intends to go on leave, or preferably sooner. An employee must take at least **4 weeks** leave before the expected birth of the baby and **no less than 4 weeks** after the birth of the baby.

Maternity leave is unpaid leave. However, during your maternity leave you are entitled to State Benefit. A medical certificate confirming pregnancy and the expected week of confinement should accompany this notification.

In addition to the minimum period of maternity leave, an employee may elect to take up to **16 weeks** additional maternity leave. There is no entitlement to State Benefit during the additional maternity leave period.

Each employee must notify your team lead in writing four weeks before the end of the period of maternity leave, if the employee wishes to avail of this additional leave. Further information on Maternity leave can be obtained from your OCCIPITAL Manager.

Parental Leave

Parental leave is available for each child, leave up to 14 weeks per child. Normally the child must be under **8 years** of age, however this upper age limit can be extended in circumstances where an adopted child is involved. Leave is limited to 14 weeks in any twelve-month period where an individual has more than one child but can be longer if OCCIPITAL agrees. Parental leave is unpaid leave.

The format in which the leave would be taken should be discussed with OCCIPITAL to ensure it meets with the agreement of all parties.

For more details in this regard please see Appendix 2.

Adoptive Leave

Within the Adoptive leave Act, adopting mothers or sole male adopters are entitled, following 4 weeks written notification to OCCIPITAL, to **24 weeks** adoptive leave from the date of placement and an additional **16 weeks** leave at the end of this **24 week** period. Employees who are on adoptive leave will be entitled to payment from the Department of Social Welfare for up to 14 weeks. Further details about such leave and payments are available from the HR Department.

Carer's Leave

The purpose of Carer's leave is to allow employees to provide full time care to a relevant person requiring it. Further information on Carer's leave is located in Appendix 4 but can also be obtained from your HR Department.

Unpaid Leave

In exceptional circumstances unpaid leave may be granted in compassionate or other exceptional circumstances. Please agree this in advance and in writing with your Team Lead specifying your return to work date. A breach of this agreement could result in a breach of employment contract.

Jury Duty

An employee called for jury duty will be paid his/her normal rate of basic pay for the duration of the time he/she is required by the Court. You should notify your Team Lead as soon as you receive the notice or summons from the Court. Evidence of attendance at

Court must be provided on return to work. Please note you will be expected to return to work during any portion of the day not spent on jury duty.

PERFORMANCE MANAGEMENT

Performance Review System

In order to do your job successfully, we recognize that you must have a clear idea of what your job involves both in terms of how it should be completed and the targets and standards you are expected to achieve. All employees participate in this process, and it is an integral part of the management process, as we believe it is important to operate in a fair, open and honest manner.

There are three main parts to the Performance Management process:

One-to-One Discussions

During the course of your employment, you may also have informal discussions with your Team Lead regarding your performance and progress towards your goals. These discussions can be used as an opportunity to improve overall performance.

Performance Improvement Needs

If you have not met the standard of performance expected of you, you will be informed by your Team Lead. A Performance Improvement meeting will be arranged and a Performance Improvement Plan agreed upon. The aim of this plan is to help you to achieve or exceed the standard of performance necessary to continue as a valued member of the OCCIPITAL team.

Training Policy

Development Opportunities for all team members

You have the responsibility to develop your career with OCCIPITAL to the fullest possible degree. OCCIPITAL will support the development of your skills and career potential, based on honest and open discussion of your needs, aspirations, commitment and capabilities.

On-The-Job Training

Upon commencement of this role – or any other new role within the organisation, you will be provided with full training to enable you to carry out your duties and indeed, to develop your existing skills and abilities for the future. Your Team Lead will ensure that you receive adequate and effective training in the requirements of the job.

You will be provided with Induction training to familiarize you with company procedures and you will also be provided with Job specific training. You can discuss any further training ideas you have at your Objective Setting discussion with your Team Lead which should take place within one month of your start date.

Career Discussion and Planning

In order to develop a long-term career, based on realistic planning it is important for you to maximise your skills in your present job. Your further development and planning should be an ongoing process in conjunction with your OCCIPITAL Manager and Client Manager. This could involve:

- Assessment of your skills, interests, prior experience, education and developmental needs.
- Review with your OCCIPITAL Manager of relevant development goals and discussion of how they might be achieved.
- Plan how exactly you can reach these goals with active support from your OCCIPITAL and Client Managers.
- You will be made aware of all positions which become available and which you are eligible to apply for. If you have any questions in this regard you can discuss with your OCCIPITAL Manager.

The ideal time for discussion in this regard is at your Performance Management meetings; however, please feel free to speak with your OCCIPITAL Manager regarding these issues at any time.

COMPANY POLICIES

Performance Improvement & Discipline Policy

Purpose:

The purpose of this policy is to outline guidelines on the application of performance improvement / disciplinary procedures for employees whose general behavior, activities or performance need to be improved in line with OCCIPITAL standards.

By providing you, with clear and comprehensive information, OCCIPITAL will ensure that you are fully aware of all rules and procedures and also expectations regarding standards of work and professional behavior.

Scope:

All employee's of OCCIPITAL Ltd.

Details:

This policy ensures that performance improvement / disciplinary issues are handled in a fair, consistent and timely manner and encourage an environment of openness and trust as well as improvements, as appropriate to individual performance.

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

Disciplinary 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-emphasize your responsibilities in personal performance improvement.

Your team lead or immediate manager is responsible for the day-to-day performance of your work schedule and should respond to all issues as they arise as part of daily working relationships.

The stage at which the performance improvement / disciplinary procedure is initiated will depend on the relative seriousness and circumstances of the situation. In such an event, a member of management will conduct this together with your team lead or immediate manager.

The Performance Improvement and Disciplinary process is a single stream process and may incorporate breaches, which are different in nature as the employee progresses through the process.

During all stages of the improvement / disciplinary procedure, you as an employee have the option of being accompanied by another person, typically an OCCIPITAL colleague.

An employee's previous record with OCCIPITAL will be taken into account when considering any improvement / disciplinary action.

At every stage of the improvement / disciplinary process, the employee will be given an opportunity to state their individual case for consideration by the member of the management team. Finally, they will always be advised of their right to appeal any outcome.

The general format of such a conversation will include the following:

1. The nature of the unacceptable behavior or performance
2. Actions that are required to correct unacceptable behavior or performance
3. A reasonable time frame with specific goals to correct the situation and the length of time the discussion / warning, will be noted or kept on file.
4. Advise of the next step in the corrective action process, i.e. written warning.

The Performance Improvement / Disciplinary Process:

Pre Disciplinary Process – Initial Discussion

Stage 1 – Verbal Warning

Stage 2 - Written Warning

Stage 3 - Final Written Warning

Stage 4 - Dismissal of Employment.

OCCIPITAL reserves the right to commence the performance improvement / disciplinary process at whatever stages it considers appropriate.

All discussions and warnings will be confirmed in writing to an employee. Copies of these warnings are also held on file – typically for a period of 3-months for a verbal warning and 6-months for a written warning. This duration may vary and OCCIPITAL reserves the right to exercise discretion in this matter.

Referrals

OCCIPITAL reserves the right to refer an employee to an independent medical practitioner and / or counselor as appropriate at any stage of the Performance Improvement or Disciplinary stage.

Gross Misconduct

In the case of gross misconduct such as the following:

- Fighting
- Theft
- Willful damage to or unauthorized use of company property
- Reporting for work under the influence of alcohol or drugs
- Harassment (whether sexual or otherwise) of fellow employees
- Breaches of trust, confidential information or security
- Fraudulent activities etc

This list outlines some examples of gross misconduct and is not an exhaustive listing.

OCCIPITAL may summarily dismiss following an investigation of an employee without recourse to the misconduct procedure contained above.

Suspension with Pay

In cases where the company considers that summary dismissal may be warranted, it may suspend an employee with pay in order to facilitate investigation of the particular case. The length of the suspension will be determined by the unique circumstances on a case-by-case basis and typically will last between 3 to 5 days.

Investigations

Two members of the Management team will undertake all misconduct or gross misconduct investigations. The employee will have the opportunity to meet with the Investigators before the final recommendation is made. These Investigators will not be involved in any subsequent appeals procedure.

Appeals

Employees have the option of appeal against performance improvement / disciplinary action under each stage of the procedure. Appeals up to the point of dismissal should be made in writing to your Manager no later than five working days after the improvement / disciplinary decision has been taken. The Appeal will be heard by a member of the OCCIPITAL 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 Service Director, no later than five days after the action has been taken. In the absence of the Accounts Director, the appeal may be made to any member of the OCCIPITAL Management Team and a suitable replacement appointed.

A response to any appeal will be made as soon as is reasonably practicable to ensure that the principles of natural justice apply.

Any decision will become final and binding if an employee chooses not to notify their intention to appeal within this time frame.

CORPORATE SECURITY

Confidentiality

All employees are required to maintain information regarding OCCIPITAL Ltd and its Clients in strict confidence. All information relating to OCCIPITAL Ltd and its Clients is considered confidential and the sole property of the company and Client.

As an employee you shall not during your service or at any time thereafter divulge to any person without the written consent of OCCIPITAL any detail of OCCIPITAL or Client Company, business or affairs known to you as a result of your employment by OCCIPITAL .

All books, diaries, documents, letter, papers, lists of customers, memoranda or communications in the human or machine readable form which you during your employment or at any time prior received from OCCIPITAL or the Client Company, shall be treated as confidential and shall be and remain the property of OCCIPITAL and that you as an employee shall not make, except the purposes of your duties make any copy of, or take extract from any such documents and further shall upon request, return such documents or any of them any copies or extracts to your Team Lead.

As an employee you will not during the continuance of your employment or afterwards use for your own benefit or the benefit of any other person, or disclose to any person any confidential information relating to the business, affairs, transactions, trade secrets, customers, processes, computerized accounts, market positions, trading terms, past, present and contemplated, trading technique, including hedging techniques and currency exposures, product range, margins, market share or trading volumes of the Company or Client or any of its subsidiaries or associates. This list is not meant to be an exhaustive definition of confidential information in this regard.

This policy benefits you, as an employee, by protecting the interests of the company and Client in the safeguarding of confidential, unique and valuable information from competitors or others.

Additionally, you should always make arrangements to ensure that all documentation in your work area should be stored in a safe manner, to protect all confidential information.

Intellectual Property

Any discovery, invention, secret process or improvement in procedure made or discovered by you while in the service of OCCIPITAL / Client Company, or in connection with in any way affecting or relating to the business of OCCIPITAL / Client Company capable of being used or adapted for use shall immediately be disclosed to your **OCCIPITAL Manager**. It therefore shall belong and be the absolute property of OCCIPITAL / Client Company or all such others as the OCCIPITAL may nominate.

Patents

If and whenever required during or after completion of your employment you shall at the expense of OCCIPITAL (or its nominee) apply for or join in applying for letters, patent or other equivalent protection in the Republic of Ireland and/or any other part of the World. You will be expected to execute all instruments and carry out all activities necessary for

vesting this patent or other equivalent protection. When this is obtained all right, title and interest belongs to OCCIPITAL (or its nominee) absolutely and as sole beneficial owner.

Use of Electronic Communication Systems, Software Applications & Work Stations

Electronic Mail

Purpose of e-mail:

Electronic Mail is a business tool provided to assist in the effective sharing of business information by facilitating communication between individuals and groups within OCCIPITAL , and its business partners. It should be used for purposes that primarily relate to business matters. Its effectiveness is dependent on correct and responsible use.

Responsibilities of all employees using e-mail:

It is the responsibility of each employee of OCCIPITAL to ensure that e-mail is used appropriately. An employee should not use another employee's e-mail, without prior approval of that employee, a manager or from the IT department.

E-mail should be used for business related communication, but can be extended for limited personal use. (for example communicating by emails to friends and family.)

It is paramount that the content of any e-mail should not cause offence to a recipient. This pertains particularly, but not exclusively, to messages containing inappropriate information of a religious, racial, gender or sexual content, or solicitation of any form, including chain letters or any variation thereof.

Transmission of non-business e-mails to individuals in organisations outside OCCIPITAL , or receiving and forwarding should be treated with due care. Employees should be vigilant when receiving emails or attachments from an unknown source. If an employee receives any e-mail from inside or outside OCCIPITAL that contravenes this standard or which they are apprehensive about they should advise a manager immediately.

Mails to distribution lists outside the employee's own department may only be sent with the approval of the employee's immediate manager.

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

OCCIPITAL and Client Company may review e-mails received through and sent from the Client e-mail addresses, as part of its internal information technology process. The Company and Client also reserve the right to review e-mails sent internally between employees as part of this procedure. By signing the Acknowledgement Form in this Handbook you consent to OCCIPITAL and the Client Company monitoring, copying, auditing, blocking, deleting and reading e-mail messages which you send, store or receive on OCCIPITAL /Client Company's e-mail server, both real-time and after the fact, regardless of whether such use by you is on site or remote.

OCCIPITAL 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.

The Internet

Responsibilities of employees using the Internet:

Access to the Internet is granted where there are clear business reasons for it. Like the use of email, the Internet should be used for business related purposes, but can be extended for limited personal use during your scheduled breaks (i.e.: checking sports results, or weather forecasts), but this facility should never be abused or used inappropriately.

Only information appropriate to the execution of OCCIPITAL 's business (other than limited personal use) should be accessed on the Internet. Accessing and/or downloading information of inappropriate content is prohibited.

Where information is downloaded from the Internet it is the responsibility of the employee doing so, to ensure that they do not infringe any copyright, or censorship laws.

OCCIPITAL reserves the right, in accordance with applicable laws, to monitor employee use of the internet. By signing the Acknowledgement Form in this Handbook you consent to OCCIPITAL /Client Company monitoring your use of the internet on OCCIPITAL /Client Company's internet server, whether such use by you is on site or remote.

Work stations (including desktop systems, portables, telephones and other equipment supplied by the IT department).

All components of a workstation supplied to you including hardware and software applications, are the property of OCCIPITAL and Client Company. It is considered a violation if you alter, add, copy or remove any component of/to your work station or any other workstation, without the express permission of the IT department. Only approved software should be installed on any workstation. If an employee is in any doubt as to the appropriateness of any software, they must verify its suitability with their team lead or immediate manager or from the IT department. All software or applications installed or downloaded on to workstations must be subject to a licensing agreement between OCCIPITAL , the Client Company and the employee. It must not infringe any copyright, or trademark agreement.

OCCIPITAL and Client Company property and equipment supplied to you should be used appropriately. It should not be customised or treated in a negligent manner. This includes screensavers and wallpaper, on PC's whose content should not cause offence to another employee. This pertains particularly, but not exclusively, to messages containing inappropriate religious, racial, gender or sexual content.

Nothing should be added or removed from hardware or software configuration. No hardware should be moved to another location or outside the premises, unless approved previously by your team lead or immediate manager.

Violations of this policy

Violations regarding the misuse of email, and Internet causing offence to another employee are based on the resulting impact the material has on this person or persons and not their intent. Therefore what may seem amusing to one person may be quite offensive to another.

All complaints or potential violations should be reported to an employee's Team Lead or immediate manager and will be dealt with immediately. This may include a thorough investigation. All confirmed violations will be dealt with under the disciplinary procedure up to and including dismissal.

For any additional information on the use of Communications, please refer to the OCCIPITAL Communications Policy in Appendix 6.

Security

We take great care to ensure the security of our employees. You should observe the following guidelines:

- You should not remove any property from the OCCIPITAL premises or from Client premises, unless you have been authorised to do so by your manager.
- You should not bring on site any property onto the OCCIPITAL premises or Client premises, unless you have been authorised to do so by your manager.
- Visitors are not permitted to access OCCIPITAL or Client buildings unaccompanied.
- We regret that we cannot accept responsibility for the loss or theft of, or damage, to personal property on Occipital Ltd or Client premises

Personal Property

Please take care of your personal belongings at all times. It is unwise to keep valuables in the workplace, as the Company will not be responsible for any loss or theft of these. You should report any property lost or found to your Team Lead or immediate manager.

Should you wish to bring any personal property on site with you, please seek advance permission from your immediate manager and Security.

Right To Search

The Company reserves the right to search your person, vehicle and property while on or while departing from the Company premises.

ID Badges

In Client Companies where security access is limited, the Security Department will issue all employees with an identity badge (swipe card) once they commence employment. This card allows you access to the areas in the building, which you specifically will be required to enter in the course of your work. You are expected to wear it **visibly** at all times as it identifies you as an employee.

Any authorised visitor will be issued with a Visitor's Badge, which must be worn at all times.

Any unauthorised visitor to the Client site is a potential risk to you and to the Client business. If you see anybody at any time on the premises without a Visitor's Badge or I.D. badge, please report them to your manager or a member of the security team.

Data Protection

The Data Protection Acts 1988 and 2003 ("the Acts") provide rules which apply to the collection, use, disclosure and transfer abroad of information about individuals which includes employee personal data. The Acts set out the principles that OCCIPITAL must follow when processing personal data about individuals and also gives individuals certain rights in relation to personal data that is held about them. For any additional detailed information please refer to the OCCIPITAL Data Protection policy in Appendix 10.

HEALTH & SAFETY

The Company 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

OCCIPITAL 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, 1989 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 Lead or immediate manager. Equipment that is faulty should not be used and any defects should be reported, immediately.

OCCIPITAL 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 your HR Department.

Accidents

All accidents, no matter how minor, must be reported to your team lead, immediate manager or HR Department as soon as possible after they occur. There is an obligation on employees to ensure that accidents are recorded.

Smoking

OCCIPITAL 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 OCCIPITAL 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.

Fire & Evacuation

Fire Instructions

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

- (i) Immediately operate the nearest fire alarm
- (ii) Call the Fire Brigade immediately
- (iii) Use the nearest fire exit
- (iv) 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 team lead or HR Department 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 in your office or work area who has undergone first aid training. Your team lead or HR Department can give you information in this regard.

Details of the current fire officers and first aid officers are available from your manager or as on some sites, on the Intranet. Please ensure you know who the Fire Officer and First Aid officer are for your area. 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 as are issued to employees from time to time.

Eye Testing

The Company will pay for all staff to have a Visual Display Unit (VDU) eye test if they so wish. If glasses for VDU use are needed as a result of the eye test, OCCIPITAL will pay the cost of a basic pair of VDU glasses. For further details contact your HR Department.

COMPANY POLICIES

Grievance Resolution Procedure

Purpose:

The purpose of the Grievance Resolution Policy is to outline the guidelines on the application of Grievance Resolution procedures and to ensure that grievances are handled in a fair, consistent and timely manner. It's objective is also to maintain and encourage an environment of openness and trust, giving each employee the opportunity to express their personal concerns.

Scope:

All employee's of OCCIPITAL Ltd.

Details:

A grievance should be presented to your Supervisor or immediate manager within 3 days of the event causing the grievance.

Employees are expected to comply with reasonable requests and to work normally, including working under protest if necessary, pending the resolution of the grievance under this policy. The majority of such grievances are resolved quickly with your immediate manager. However if this is not your experience on a particular issue and you feel aggrieved you can exercise your right to the grievance resolution as outlined below. For stages 2 to 4 inclusive it is recommended that you outline your grievance in writing and supply before your grievance meeting.

Stage One

The employee should discuss the matter with their team lead or immediate manager to ensure that they are aware of the situation. As stated above, this must take place within 3 working days.

If it is not appropriate for the employee to discuss the matter with their immediate manager, the matter should be discussed immediately with their HR Business Partner.

Stage Two

Should the matter remain unresolved, it should be escalated to HR Manager who will manage the grievance and endeavour to reach a resolution and respond within a guideline 72-hour period.

Stage Three

In the unlikely event that the matter remains unresolved, it should be discussed with the Site Director with HR Manager in attendance. These parties will endeavour to reach a resolution and respond within a guideline 72-hour period.

Stage Four

If you are unsatisfied with the resolution received at stage three, you may refer the matter to Garret Roche, Director of OCCIPITAL who, with the Site Manager in attendance will respond to your query, as a general guideline, within five working days. This is the final stage of the Grievance Resolution procedure.

At all stages in the process, the employee's complaint shall be thoroughly investigated and recorded in writing stating;

- Full facts and details of the complaint
- The remedy being sought to resolve the complaint
- The steps actually taken to resolve the complaint
- The final resolution details and outcome of the grievance.

Performance Improvement & Discipline Policy

Purpose:

The purpose of this policy is to outline guidelines on the application of performance improvement / disciplinary procedures for employees whose general behaviour, activities or performance need to be improved in line with OCCIPITAL standards.

By providing you, with clear and comprehensive information, OCCIPITAL will ensure that you are fully aware of all rules and procedures and also expectations regarding standards of work and professional behaviour.

Scope:

All employee's of OCCIPITAL Ltd.

Details:

This policy ensures that performance improvement / disciplinary issues are handled in a fair, consistent and timely manner and encourage an environment of openness and trust as well as improvements, as appropriate to individual performance.

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

Disciplinary 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.

Your team lead or immediate manager is responsible for the day-to-day performance of your work schedule and should respond to all issues as they arise as part of daily working relationships.

The stage at which the performance improvement / disciplinary procedure is initiated will depend on the relative seriousness and circumstances of the situation. In such an event, a member of the HR team will conduct this together with your team lead or immediate manager.

The Performance Improvement and Disciplinary process is a single stream process and may incorporate breaches, which are different in nature as the employee progresses through the process.

During all stages of the improvement / disciplinary procedure, you as an employee have the option of being accompanied by another person, typically a OCCIPITAL colleague.

An employee's previous record with OCCIPITAL will be taken into account when considering any improvement / disciplinary action.

At every stage of the improvement / disciplinary process, the employee will be given an opportunity to state their individual case for consideration by the member of the management team. Finally, they will always be advised of their right to appeal any outcome.

The general format of such a conversation will include the following:

5. The nature of the unacceptable behaviour or performance
6. Actions that are required to correct unacceptable behaviour or performance
7. A reasonable time frame with specific goals to correct the situation and the length of time the discussion / warning, will be noted or kept on file.
8. Advise of the next step in the corrective action process, i.e. written warning.

The Performance Improvement / Disciplinary Process:

Pre Disciplinary Process – Initial Discussion

Stage 1 – Verbal Warning

Stage 2 - Written Warning

Stage 3 - Final Written Warning

Stage 4 - Dismissal of Employment.

OCCIPITAL reserves the right to commence the performance improvement/ disciplinary process at whatever stages it considers appropriate.

All discussions and warnings will be confirmed in writing to an employee. Copies of these warnings are also held on file – typically for a period of 3-months for a verbal warning and 6-months for a written warning. This duration may vary and OCCIPITAL reserves the right to exercise discretion in this matter.

Referrals

OCCIPITAL reserves the right to refer an employee to an independent medical practitioner and / or counselor as appropriate at any stage of the Performance Improvement or Disciplinary stage.

Gross Misconduct

In the case of gross misconduct such as the following:

- Fighting
- Theft
- Willful damage to or unauthorised use of company property
- Reporting for work under the influence of alcohol or drugs
- Harassment (whether sexual or otherwise) of fellow employees
- Breaches of trust, confidential information or security
- Fraudulent activities etc

This list outlines some examples of gross misconduct and is not an exhaustive listing.

OCCIPITAL may summarily dismiss following an investigation of an employee without recourse to the misconduct procedure contained above.

Suspension With Pay

In cases where the company considers that summary dismissal may be warranted, it may suspend an employee with pay in order to facilitate investigation of the particular case. The length of the suspension will be determined by the unique circumstances on a case-by-case basis and typically will last between 3 to 5 days.

Investigations

Two members of the HR team will undertake all misconduct or gross misconduct investigations. The Investigators will establish the facts and recommend an outcome and action to the Next Level Manager, who will make an impartial ultimate decision on the matter. The employee will have the opportunity to meet with the Investigators before the final recommendation is made. These Investigators will not be involved in any subsequent appeals procedure.

Appeals

Employees have the option of appeal against performance improvement / disciplinary action under each stage of the procedure. Appeals up to the point of dismissal should be made in writing to your HR Business Partner no later than five working days after the

improvement / disciplinary decision has been taken. The Appeal will be heard by a member of the OCCIPITAL 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 Service Director, no later than five days after the action has been taken. In the absence of the Accounts Director, the appeal may be made to any member of the OCCIPITAL Management Team and a suitable replacement appointed.

A response to any appeal will be made as soon as is reasonably practicable to ensure that the principles of natural justice apply.

Any decision will become final and binding if an employee chooses not to notify their intention to appeal within this time frame.

Bullying/Harassment/Sexual Harassment Policies

OCCIPITAL is dedicated to ensuring the safety and well being of all employees. To ensure that the working environment for all OCCIPITAL employees is safe, productive and free from unwanted behaviour that affects an individual's dignity and/or ability to do their job, there are policies in place to outline what is deemed as unacceptable behaviour. It is not the intent of such behaviour that is important, but rather the impact it has on another person or persons.

Bullying & Harrassment

Harassment takes many forms, occurs on a variety of grounds and may be directed at one person or many people. In order for harassment to have occurred the intention of the perpetrator is not important. The decision will depend on whether the action/ activity is deemed, by normal standards, to be unacceptable. For full details on this policy, please refer to Appendix 7.

Sexual Harassment

This policy outlines the procedure to be followed by any employee who feels that they have been subject to sexual harassment and to ensure that all employees of OCCIPITAL are aware that sexual harassment may be treated as gross misconduct under the company's disciplinary procedure.

Sexual harassment is defined as any conduct towards another person that has a sexual content, nature or overtone and is unwelcome to the recipient. For full details on this policy, please refer to Appendix 8.

If you have any queries or concern regarding harassment at any stage during your employment with OCCIPITAL, please discuss with your HR Business Partner who will be able to provide advice and where applicable, refer to a qualified third party. All information will be treated with the utmost confidentiality.

Equal Opportunities Policy

OCCIPITAL is an equal opportunities employer and its employee policies are based on principles of equal opportunity for all in relation to recruitment, conditions of employment, training, development, transfer and promotion of employees.

Discrimination

Discrimination is defined in the Employment Equality Act, 1998 as “treating a person less favourably than another is, has been or would be treated”. Discrimination may occur where a job applicant, employee or customer is treated less favourably than another for one or more of any of the following reasons:-

Gender, marital/family status, religion, disability, colour, sexual orientation, age, race, nationality/ethnic origin including membership of the traveller community.

Discrimination may also occur where a condition or requirement is applied to all but cannot be so easily complied with by a particular person or group.

Discrimination of any kind against any person including job applicants, employees and customers/clients is prohibited. Furthermore, no job applicant or employee may be placed at any disadvantage by any requirement or condition which has a disproportionately adverse affect on them and which can be shown not to be relevant to his/her job requirement.

Procedure for Dealing with Discrimination-Related Complaints

If you consider that you are suffering from unfair treatment on any of the grounds set out above you are encouraged to raise a complaint directly with your HR Business Partner at the first instance. Any discussions with your HR Business Partner 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 your HR Business Partner will arrange to investigate the matter. Any such investigation will be kept as confidential as possible. Where following that investigation, you are dissatisfied with OCCIPITAL 's response to the investigation, you may pursue your complaint through OCCIPITAL 's Grievance Procedure.

Employees who are found to have acted in breach of this policy will be subject to disciplinary action up to and including dismissal.

Time & Attendance

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

Punctuality

This is measured in terms of your scheduled work time. Your Team Lead or immediate manager will communicate your scheduled start and finish times to you. If you are working in a position where you are required to log on to a call system, the expectation is that you will be logged on and ready to work at that time. Anything in excess of three instances of lateness per month or five instances of lateness per year will be deemed unacceptable and may invoke the disciplinary procedure up to and including ultimate dismissal.

In the event of lateness, please adhere to the following processes:

- If you are aware that you will be late, please call your Team Lead to inform them.
- Report to your Team Lead when you get to work to explain the reason for your lateness.

Attendance

The recommended guideline is that instances of absence should not exceed 2%. You will be required to meet with your Team Lead upon returning from any instance of absence. All instances of absence will be treated with consideration. Breach of the guidelines may invoke the disciplinary procedure up to and including ultimate dismissal.

Please ensure to follow these procedures with all unplanned absences:

- Call your Team Lead within 1 hour of your scheduled start time explaining the reason for your absence.
- If your absence is due to uncertified illness, please call on a daily basis until your return to work.
- Report to your Team Lead on your return to work for a 'Back to Work' meeting.

OTHER INFORMATION

Canteen

Many Client sites have canteen service available. Opening hours will be notified to employees where relevant.

Dress Code

The dress code unless otherwise specified is Company Issue Uniform.

Gifts & Gratuities

Employees must not accept gifts or services from any persons or firm with whom the Company is doing business. Similarly, employees must not offer gifts or favours to other persons where these might appear designed to influence their relationship with the company. Payments in cash, cheques, or other negotiable instruments shall not be accepted under any circumstances.

This policy does not prevent employees from extending or receiving common courtesies of nominal value (i.e. meals, receptions, and mementoes etc.), which are consistent with widely accepted practices. However, if there is any doubt about a particular situation please contact your Team Lead or HR Business Partner for advice.

Changes in your Personal Information

It is in your interest that the company maintains an accurate and up-to-date record of your address and contact details.

It is also a requirement that you provide emergency contact details. These details should also include local contacts, particularly for employees whose next of kin may not be based in Ireland / Dublin.

You should ensure that your Team Lead and HR Business Partner is informed immediately and that this essential information is recorded at the time you join OCCIPITAL and that you notify us of any relevant change when it occurs.

Health Insurance

Upon completion of probationary period you are entitled to sign up for VIVAS Day-to-Day Me-plan. To sign up please talk to your Team Leads after completion of the probationary period.

As an employee of OCCIPITAL , you are also entitled to group membership of VHI and QuinnDirect. This membership amounts to a discount of 10% on the standard annual subscription. Your HR Business Partner will be able to provide additional information on current policy options. Participation in the VHI/ QuinnDirect health insurance schemes

shall be subject always to the rules and conditions applicable to each such scheme, and the terms of qualification and benefits of each scheme may change from time to time.

OCCIPITAL reserves the right at all times to vary or discontinue any health insurance scheme in which you may be eligible to participate. OCCIPITAL shall also have the right to substitute new health insurance schemes for any health insurance scheme of which you may be eligible to participate. Any health insurance scheme which is insured will be subject to and conditional upon the terms and conditions of the relevant policy of insurance.

Pensions

OCCIPITAL offers the facility for you to contribute to a Pension fund through the means of a Personal Retirement Savings Account (“PRSA”) from the time you commence employment with us.

- Invest in an Ark Life Personal Retirement Savings Account

Should you wish to join either of these PRSAs, or require further information, please contact your HR Business Partner. Participation in either of these PRSAs shall be subject always to the rules and conditions applicable to each such PRSA. The terms of qualification and benefits of a PRSA may change from time to time.

LEAVING THE COMPANY

This section covers the procedures to follow when any employee decides to leave the company.

Notice

An employee resigning from OCCIPITAL should confirm notice of resignation immediately in writing to their team lead or immediate manager stating the final date of employment with OCCIPITAL. This document should be signed by the employee.

Your contract of Employment sets out the notice you are required to give, and are entitled to receive, should either you or OCCIPITAL wish to terminate your employment.

Exit Interviews

It is Company Policy to conduct an exit interview with all staff before they leave the company. This will be carried out by HR Business Partner and will be on a confidential basis. Feedback from employees about their experience with the Company is

encouraged and welcomed. Information gained during these discussions allows us to continuously improve the working environment at OCCIPITAL .

Return of Company Property

All employees leaving OCCIPITAL are responsible for returning all company and client property prior to their departure. This includes diaries, security access cards, keys, laptop computers, mobile phones, credit cards and any other printed or computerised data or other property, of OCCIPITAL or Client Company.

Monies Owed and Due

The company is authorized to make such deductions in respect of any outstanding sums owing by you from your final salary.

Likewise, any monies owed to you on your completion date will be paid to you prior to issuing the P45. E.g. overtime, untaken holidays etc...

APPENDICES:

- Appendix 1:** Public Holidays
- Appendix 2:** Parental Leave
- Appendix 3:** OCCIPITAL Force Majeure Leave Policy
- Appendix 4:** Carer's Leave
- Appendix 5:** OCCIPITAL Training & Development Policy
- Appendix 6:** OCCIPITAL Communications Policy
- Appendix 7:** OCCIPITAL Bullying & Harassment Policy
- Appendix 8:** OCCIPITAL Sexual Harassment Policy
- Appendix 9:** OCCIPITAL Expenses Policy
- Appendix 10:** OCCIPITAL Data Protection Policy

Appendix 1

PUBLIC HOLIDAYS

A public holiday is a statutory entitlement, as set out in the Act. Under the Organisation of Working Time Act, 1997 all full-time employees and part-time/casual employees (who have worked at least 40 hours in the five weeks ending on the day before the public holiday) qualify for benefit of the public holiday. Under this legislation OCCIPITAL may decide to give one of the following entitlement:-

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

Appendix 2

Parental Leave

The Parental Leave Act 1998, as amended by the Parental Leave (Amendment) Act 2006, allows parents to take parental leave from employment in respect of:

- Children born on or after 3 December 1993
- Children born on or after 3 December 1993 who were adopted on or after 3 December 1993.

Normally the child must be under 8 years of age, however this upper age limit can be extended in circumstances where an adopted child is involved. In addition an extension may also be allowed where illness or other incapacity prevented the employee taking the leave within the normal period.

Parental leave is available for each child and amounts to 14 weeks per child. Leave is limited to 14 weeks where an individual has more than one child but can be longer if subject to OCCIPITAL agreement.

The 14 weeks leave per child may be taken in one continuous period, or following agreement with OCCIPITAL whereby you can break the leave down into smaller periods of time.

Both parents have an equal separate entitlement to parental leave but entitlements cannot be combined. In other words, you can only claim your own parental leave entitlement (14 weeks per child) and not your partner's leave entitlement also.

You will not receive pay from OCCIPITAL while you are on parental leave nor are you entitled to any social welfare payment equivalent to Maternity or Adoptive Benefit.

Taking parental leave does not affect other employment rights you have. Apart from the loss of salary, your position remains as if no parental leave had been taken. Further information on Parental leave can be obtained from your OCCIPITAL Manager.

Appendix 3

OCCIPITAL Ltd POLICY ON EMERGENCY FAMILY / FORCE MAJEURE LEAVE

Purpose

To provide details on the procedure to be followed by all employees of OCCIPITAL Ltd applying for Emergency Family (Force Majeure) Leave.

Scope

All employees of OCCIPITAL Ltd.

Policy

The Emergency Family (Force Majeure) Leave policy is designed to provide a fair and clear arrangement for all employees who feel they may have an entitlement to it.

Definition

1. Emergency Family Leave is provided in the the [Parental Leave Act, 1998](#) as amended by the [Parental Leave \(Amendment\) Act 2006](#) and the Parental Leave (Notice of Emergency Family Leave) Regulations, S.I. No 454/98.
2. The nature of Emergency Family (Force Majeure) Leave means that the substantial injury or sudden illness of an immediate family member justifying it cannot, by definition, **be forecast or predicted**.
3. The immediate family members of the employee covered for the purpose of Emergency Family (Force Majeure) Leave are a child (natural, adoptive or in the care of the employee), spouse / partner, brother / sister and parent / grandparent.
4. "Injury" in general terms speaks for itself but, having regard to the definition of Emergency Family (Force Majeure) Leave, it must be of a substantial nature to require the **immediate and indispensable presence** of the employee concerned. Routine minor injuries are not a cause to invoke Emergency Family (Force Majeure) Leave.
5. "Illness" must be a serious illness that requires the **immediate and indispensable presence** of the employee concerned. Routine and predictable illnesses are not a cause to Emergency Family (Force Majeure) Leave.
6. The entitlement to Emergency Family (Force Majeure) Leave cannot exceed three working days in any twelve consecutive months, and five days in any thirty-six consecutive months.

Under the Act, Emergency Family (Force Majeure) Leave of less than a day is counted as a day and the employee will be paid a normal days pay for that day.

Notice Of Having Taken Emergency Family Leave

An employee who believes that they have grounds to claim Emergency Family (Force Majeure) Leave must give written notice to their Team Lead or manager immediately upon their return to work. The sample Application for Force Majeure Leave form at the rear of this document should be used for this purpose. All applications for Emergency Family (Force Majeure) Leave are subject to approval by your team Lead or immediate manager.

Evidence of Emergency Leave

Where possible an employee should provide written independent evidence to support their having taken Emergency Family (Force Majeure) Leave. Although this is not essential it may help to speed up the approval process.

Following evaluation of the application the Company will inform the employee of its decision within three working days.

Appendix 4

Carer's Leave

Arrangements for taking Carer's Leave are in accordance with the Carer's leave Act, 2001. The purpose of Carer's leave is to allow employees provide full time care to a relevant person requiring it. This leave is unpaid and taken for up to **104 weeks**.

Allocation and monitoring of Carer's Leave is governed by the Department of Social, Community & Family Affairs (DSCFA). The main provisions of the Act are laid out below:

- › Carer's Leave can be taken when the care recipient can be defined as a "Relevant Person" by the DSCFA. More details of eligibility and defining a "Relevant Person" are available under the Carer's Leave Act 2001.
- › The maximum amount of carer's leave that can be taken for any one recipient is **104 weeks**; this can be taken as a solid block or in shorter blocks as agreed with OCCIPITAL .
- › Carer's Leave will not be granted if the care recipient is in receipt of full-time attention from someone else.
- › Carer's Leave may be terminated by the DSCFA during the leave due to non-conformity with regulations or changes in the circumstances of the Carer or the care recipient.

Further information on Carer's leave can be obtained from your HR Department.

APPENDIX 5

OCCIPITAL Training & Development Policy

Exam Reimbursement Scheme

This scheme pertains to exam costs only. Relevant courses should be available in the form of Computer Based courses so external training course costs are not provided for.

A wide variety of types of Exams are eligible for reimbursement. In order to determine if you are eligible for exam fee reimbursement please follow these guidelines.

- You should fill in the Exam Reimbursement Form and submit to your OCCIPITAL Manager and Client Manager for approval
- You should specify full details of the course, its duration, the qualifications etc.
- If you secure approval, you will be reimbursed 50% of the exam cost on passing the exam.

All OCCIPITAL employees who have passed their 6-month probation period will be eligible to apply for this benefit. If you leave OCCIPITAL within 3 months of completion of your exams you will be required to repay the monies received.

This is an opportunity to improve your level of professional knowledge and expertise. You can explore the details further by talking with your OCCIPITAL Manager.

Career Discussion and Planning

With OCCIPITAL, we want you to have a long-term career, based on realistic planning. The starting point for you in your career with OCCIPITAL is to maximise your skills in your present job. Your further development and planning should be on an ongoing process in conjunction with your OCCIPITAL Manager and Client Manager involving the following:

- Careful assessment of your skills, interests, prior experience, education and developmental needs.
- Review of your self-assessment with your OCCIPITAL Manager.
- Review with your OCCIPITAL Manager of relevant development goals and discussion of how they might be achieved.
- Plan how exactly you can reach these goals with active support from your Client Manager.

The ideal time for discussion in this regard is at your Performance Objectives setting discussion or subsequent one-to-ones with your OCCIPITAL Manager. Should you wish to discuss at any other stage please feel free to speak with your OCCIPITAL Manager.

Appendix 6

OCCIPITAL POLICY ON THE USE OF COMMUNICATIONS SYSTEMS

Purpose:

To define good practice associated with the use of the various communication technologies such as the telephone, the Internet, video-conferencing facilities and e-mail.

Definition:

Up-to-date communication systems are provided to allow you to perform your work efficiently and effectively. It is expected that all employees will use such systems in a responsible manner. The following provisions apply to the use of the various systems by all employees of OCCIPITAL :

1. Telephone:

Any communication instrument provided by OCCIPITAL is intended for business purposes only. However, OCCIPITAL is aware and accepts that there will be limited use of this facility for the receipt and making of personal calls. It is expected that the use of the telephone for personal use will be on an exceptional basis only and will not cause undue expense for OCCIPITAL (e.g. international calls). Telephone use is monitored on an ongoing basis and inappropriate use may be the subject of discussions between OCCIPITAL and the individual. Serious inappropriate use will be dealt with through the normal disciplinary procedures. OCCIPITAL reserves the right to monitor any and all of the telephone use by employees.

Personal Mobile phones should be switched off during the day as they are disruptive to the business environment.

2. Videoconferencing:

This can be used for business purposes only. Where required, Manager approval is required prior to making these bookings.

3. Internet:

Your workstation may be equipped with access to the Internet as a tool to allow you access to useful information applicable to your work. Some sites have also provided the use of additional PC's with Internet access for personal use on your own time. This will be communicated to you at induction.

The use of the e-mail by any employee for the sending/deliberate receipt of offensive, inflammatory, obscene language or material, for harassment and/or for theft or misappropriation of OCCIPITAL or Client Company assets is strictly forbidden. Any employee involved in such activities leaves himself or herself open to serious disciplinary action, up to and including dismissal. OCCIPITAL /the Client Company, reserves the right to monitor all e-mails generated to protect its business interests and the interests of our employees. Employee's hours will be monitored on an ongoing basis and excessive use will be dealt with through the normal disciplinary procedures. OCCIPITAL will not condone and strictly forbids the use of the Internet for any offensive, inflammatory and/or obscene purposes.

APPENDIX 7

OCCIPITAL Bullying & Harassment Policy

Purpose:

To ensure that the working environment for all OCCIPITAL employees is safe, productive and free from unwanted behaviour that affects an individual's dignity and/or ability to do their job. The policy also aims to communicate the procedure to be followed by any employee who feels that they have been subject to harassment and to ensure they are made aware that breaches will be treated as serious misconduct under the disciplinary procedure.

Scope:

All employee's, contractors and visitors

Definition:

Harassment and bullying can be defined as unwanted behaviour that a person finds intimidating, upsetting, embarrassing, humiliating or offensive. It may be directed at one person or at specific groups of people. Harassment may take place in the work place or outside.

1. Policy:

Harassment takes many forms, occurs on a variety of grounds and may be directed at one person or many people. In order for harassment to have occurred the intention of the perpetrator is not important. The decision will depend on whether the action/ activity is deemed, by normal standards, to be unacceptable, and the impact it has on an employee.

Harassment and bullying includes but is not limited to the following forms:

- a. physical contact
- b. jokes, gossip, slander, either written (including e-mail) or verbal, in relation to another person
- c. aggressive behaviour written, verbal or physical
- d. isolation or non co-operation
- e. boycotting

2. Employee Complaint Procedure:

Any employee who feels that they are being harassed in the work place should in the first instance request the person to stop. This request need only be made once. If the harassment does not cease then the issue should be brought to the attention of the employee's Team Lead or HR Business Partner.

It will be immediately noted that a complaint has been made and an investigation into the issue will commence.

The person making the complaint may have a colleague attend with them at any meetings on the issue.

All complaints will be dealt with promptly and in a confidential manner.

The person accused of the harassment will be given all details relating to the claim. They will be given an opportunity to respond in detail and will be informed from the outset of their entitlement to have a colleague attend all meetings with them.

Harassment is a disciplinary offence and following investigation the company will decide what form, if any, disciplinary action will take. Depending on the seriousness of the claim and the outcome of the investigation this may lead up to and include dismissal.

OCCIPITAL management will take whatever action it deems appropriate in a case of proven harassment.

It is a disciplinary offence to victimise a complainant for alleging harassment whether or not the complaint was upheld.

Your HR Business Partner is responsible for providing guidance on the interpretation of this policy and procedure.

Employees that are found to be knowingly bringing false claims of harassment may be liable to disciplinary action up to and including dismissal.

APPENDIX 8

OCCIPITAL Sexual Harassment Policy

Purpose:

To ensure that the working environment for all OCCIPITAL employees is safe, productive and free from unwanted approaches from other employees that affects an individual's dignity and/or ability to do their job. To communicate the procedure to be followed by any employee who feels that they have been subject to sexual harassment and to ensure that all employees of OCCIPITAL are aware that sexual harassment will be treated as serious misconduct under the company's disciplinary procedure.

Scope:

All employees, including contractors, and visitors to OCCIPITAL

1. Policy:

OCCIPITAL is committed to a working environment that ensures that all employees, regardless of gender, can carry out their duties free from sexual harassment. To this end the company will inform every employee of this policy and the procedures involved. All allegations of this nature will be treated in a serious, professional and confidential manner. If, following investigation, it is shown that sexual harassment did occur then it would be treated as serious misconduct under the company's Disciplinary Procedure.

2. Definition:

It is defined as any conduct towards another person that has a sexual content, nature or overtone **and** is unwelcome to the recipient. Sexual Harassment takes three forms Verbal, Physical and Visual.

Verbal

- Requests or demands for sexual favours
- Suggestive remarks
- Degrading abuse or insults
- Joke/tricks of a sexual nature.

Physical

- Gesturing of a sexual nature
- Unnecessary touching
- Indecent exposure
- Actual assault, up to rape.

Visual

- Displaying pornographic materials such as posters and calendars
- Graffiti
- Leering
- Transfer of offensive material through internal communications i.e. internal mail, E-mail, Internet.

3. Responsibility

The list referred to above is not definitive and Sexual Harassment may take many other forms. Each employee should ensure that they do not, either intentionally or unintentionally, place one of their colleagues in any situation that may be construed as sexual harassment.

An employee of OCCIPITAL, convicted of sexual harassment inside or outside the work place, who brings the reputation of the company into disrepute, can be disciplined under the company's disciplinary procedure up to and including dismissal.

4. Sexual Harassment most usually takes two forms: -

Harassment of a more junior employee by a superior. This may be linked to success in promotion or transfer applications and in any event represents an abuse of authority or status by the senior employee.

Harassment by one employee of another employee. This form of harassment will not involve any element of abuse of authority or seniority.

Sexual harassment may also involve the harassment by or of contracting staff and visitors to the facility.

Sexual harassment should not be confused with simple friendly behaviour or with more intimate exchanges, if these are mutually desired or accepted. The difference between friendly behaviour and sexual harassment is that the latter is neither solicited nor accepted by the employee. It is unwelcome and/ or imposed.

Under the Employment Equality Act 1998 an employer must provide a working environment that is free from discrimination and this includes Sexual Harassment.

5. Procedure

An employee who feels that he/she is the victim of sexual harassment should report the matter to his/her HR Business Partner as soon as possible. Once a complaint has been made the investigation will commence.

In the event that a member of a management team is the harasser the employee may report the matter directly to the Service Director up to & including the Director of OCCIPITAL. At all times the issue **will** be dealt with in an objective but sensitive manner.

An employee who is being harassed should be encouraged, in the first place, to try to deal with it informally with the harasser by stating that the behaviour is unwelcome. If this does not succeed in eliminating the behaviour, the matter should be dealt with through the grievance procedure. Every effort will be made by the manager to ensure that the matter is resolved within a reasonable period of time. To ensure that this is the case, all complaints of sexual harassment will be treated as a priority issue.

If it is found that there has indeed been sexual harassment then the issue should be processed through the disciplinary procedure. Both parties concerned should be interviewed separately and detailed statements taken from them. In the interests of

natural justice, however, the alleged harasser must be made aware of the nature of the complaint and be given every opportunity to respond to the detailed allegations made. If following a thorough investigation, it is reasonably evident that there has been sexual harassment, then, depending on the seriousness of the harassment, appropriate action should be taken under the disciplinary procedure.

The company will endeavour to have all complaints investigated to their ultimate conclusion as soon as practical

This policy aims to ensure that all employees know that harassment is unacceptable and that those who use the procedure set down can be confident that their complaints will be dealt with in a professional, confidential and responsible manner.

This policy aims to ensure that all employees know that harassment is unacceptable and that those who use the procedure set down can be confident that their complaints will be dealt with in a professional, confidential and responsible manner.

Employees that are found to be knowingly bringing false claims of sexual harassment may be liable to disciplinary action up to and including dismissal.

APPENDIX 9

OCCIPITAL Expenses Policy

Purpose:

To detail the policy with regard to payment/reimbursement of expenses incurred while in employment

Policy:

OCCIPITAL is aware that circumstances may arise where an employee may incur expenses while operating on behalf of the business. The following procedure outlines what needs to be done in the event that you require reimbursement for business expenses incurred.

Scope:

All OCCIPITAL employees

Provisions:

All expenses incurred by the employee while operating on behalf of the business will be reimbursed as follows:

- Payment will be made by cheque
- Payment will be made within 60 days of receipt of a fully completed expense form
- Expenses incurred in currencies other than € will be converted at the exchange rate at time of payment by OCCIPITAL
- Mileage will be paid per mile (please provide accurate mileage information)
- Receipts must be submitted for all expenses incurred. Expenses submitted without receipts will not be reimbursed.

APPENDIX 10.

Data Protection

The Data Protection Acts 1988 and 2003 (“the Acts”) provide rules which apply to the collection, use, disclosure and transfer abroad of information about individuals which includes employee personal data. The Acts set out the principles that OCCIPITAL must follow when processing personal data about individuals and also gives individuals certain rights in relation to personal data that is held about them. The aims of this Policy are:

- to assist OCCIPITAL in meeting its obligations under the Acts;
- to regulate OCCIPITAL’s use of information relating to employees and others who work for OCCIPITAL ; and
- to ensure that employees and others working for OCCIPITAL are aware of both their rights in relation to the personal data that OCCIPITAL holds about them, and their responsibilities as regards personal data they may process about other individuals as part of their job.

It is important that you read this Policy to ensure that you are aware of the nature of the information that OCCIPITAL holds about employees, and the reasons why it needs to process this information.

Nature of Employee Information

OCCIPITAL holds and processes certain personal information about you as part of its general employee records. The records may include your address, contact details, payroll details, position, etc.

This sort of information is known as “personal data” under the Acts.

Personal data is sensitive if it relates to matters such as race or ethnic origin, political opinions, religious or philosophical beliefs, membership of trade union, health, sexual life or any criminal offence or related proceedings.

Keeping Employee Information

Access to your files is limited to members of the OCCIPITAL management team.

OCCIPITAL will take steps to ensure that the employee information it holds is accurate and up-to-date. Therefore, you will be asked on a regular basis to inform OCCIPITAL of any changes which we need to make to update your employee information (such as a change of address).

Transfer of Employee Information

OCCIPITAL may make some information about employees available to OCCIPITAL's advisers and/or data processors such as lawyers, accountants, payroll administrators, benefits providers (for example, pension scheme providers), to those providing products or services to OCCIPITAL (such as IT and other outsourcing providers) and to government and/or regulatory authorities. These recipients may be located outside the European Economic Area. In this case, OCCIPITAL will, as far as is possible, ensure that the recipients of the information, both within and outside OCCIPITAL, comply with the contents of this Policy.

Your Rights under the Acts

Under the Acts, you are able to:

- Obtain confirmation that OCCIPITAL holds personal information about you, as well as a written description of the information, the purposes for which it is being used, the sources of the information and the details of any recipients.
- Obtain access to the personal information, which is held about you. It is important to note that this is not an absolute right to review all the information that is held about you, as there are various exceptions to this right contained in the Acts. These include:
 - where personal data is kept for the purpose of preventing, detecting or investigating offences and related matters; and
 - where the data is an expression of opinion about you given by another person in confidence.
- In certain circumstances, you can ask for the deletion or rectification of information which is held about you which is not accurate, or request that your personal information be used for specific purposes.
- Requests for access to the personal information that OCCIPITAL holds about you must be made in writing to the HR Department.

Your Responsibilities under the Data Protection Acts

All employees when processing personal data must comply with the provisions of this Policy. Failure to comply with the rules and requirements in relation to data protection may result in disciplinary action being taken against you. In particular please note the following:

If as part of your job, you hold any personal information about OCCIPITAL's employees or about anyone else, then you need to take steps to ensure that you are following the guidelines set out below.

Please note that the following guidelines apply equally to documents containing personal information which are kept in files, as well as information which is kept on a computer database.

- All personal information must be kept securely and should remain confidential.
- You should not keep personal information about people which you no longer need or which is out of date or inaccurate. You should therefore review any personal information that you hold from time to time, bearing these principles in mind.
- All personal information must be kept secure and should remain confidential.
- If you receive a request from someone to give them any personal data about an employee (or other individual) you should refer them to the HR Department. OCCIPITAL needs to verify the identity of the person making such a request and has to balance various considerations when deciding whether and how to respond to such request, including compliance with the Acts. It is therefore important to refer such requests to the HR Department so that they can ensure OCCIPITAL 's obligations are complied with.
- Accessing, disclosing or otherwise using employee or Client Company records or other employee or customer personal data without authority will be treated as a serious disciplinary offence and may result in disciplinary action being taken up to and including dismissal.

If you are unsure about the application of these guidelines to the information you hold as part of your job, you should contact a member of the HR team for further guidance.

Your obligations under the Acts apply equally when you are working for a Client Company.

Acknowledgement Form

By signing the Acknowledgement Form in this Handbook you agree to OCCIPITAL holding and processing, both electronically and manually, personal data about you (including sensitive personal data) for the operations, management security and administration of OCCIPITAL and complying with applicable laws, regulations and procedures.

I confirm that I have taken *force majeure* leave on the above-mentioned date(s) because of urgent family reasons as a result of the injury to/illness of the member of my immediate family stated above and per details stated given as a result of which my immediate presence at that member of my immediate family's address was indispensable.

Declaration:

I declare that the information given by me is true, accurate and complete in all respects and complete in all respects and I both understand and accept that if that is not the case, whether knowingly on my part or otherwise, then, following due investigation by my employer, I may be denied *force majeure* leave and/or liable to appropriate disciplinary action.

Signature of employee: _____

Date: _____

Please note that all information submitted to OCCIPITAL is treated in the strictest confidence.