

# EMPLOYEE HANDBOOK



## **Introducing the Flexsource team**

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

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

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

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

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

**Section 1**

Flexsource Policies Equal  
Opportunities Paternity  
Leave Policy Maternity  
Leave Policy Parental Leave  
Policy  
Adoptive Leave  
Parent Leave  
Time & Attendance  
Uniform  
Annual Leave  
Employee Problem Resolution  
Bullying & Harassment Data  
Protection Corrective Action  
Process

**Section 2**

Salary and Taxation

**Section 3**

Contacting Us

## 1. FLEXSOURCE POLICIES

### Equal Opportunities

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

Employees are selected based on their abilities and merits to perform the tasks required. Our policy is to be fair and consistent in all aspects of our business. We recognise, respect and value differences and diversity.

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

#### **Scope:**

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

#### **Rationale**

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

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

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

#### **Questions:**

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

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

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

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

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

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

### **Purpose**

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

### **Scope**

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

The legislation defines a relevant parent as:

- The father of the child.
- The partner (spouse, civil partner, or cohabitant) of the mother of the child.
- The parent of a donor-conceived child
- In a case where a child is adopted, the spouse, civil partner or cohabitant may be the qualifying adopter of the child.

### **Fixed Term Contract**

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

### **Statutory Paternity Leave**

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

Employees are entitled to a continuous period of 2 weeks Paternity Leave subject to proper notification being provided. The leave period may be taken at the time the employee selects, provided that the leave commences on or after the expected birth date or date of adoption placement of the child. The leave cannot commence later than 26 weeks after the date of birth or date of adoption placement of the child. If more than one child is born or adopted at the same time (such as twins), an employee can take only one single period of 2 weeks' paternity leave.

Employees must submit proof of the expected date of birth or adoption placement of their child to Cpl with a minimum of 4 weeks' notice before the date on which Paternity Leave is to commence. You must provide certification from your spouse/partner's doctor confirming when your baby is due or a letter confirming the date of the child's placement if an employee is adopting a child. Employees should apply for Paternity benefit at least six weeks before their baby is due, using form **PB 2 form**. All forms and further information on statutory Paternity benefit are available on-line on the DSFA website [www.welfare.ie](http://www.welfare.ie)

Paternity benefit is paid by satisfying the PRSI contribution conditions as set out by The Department of Social Protection. Please visit [www.welfare.ie](http://www.welfare.ie) for further details.

### **Early delivery**

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

### **Stillbirth or miscarriage**

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

### **Benefits during Paternity Leave**

During Paternity Leave all terms and conditions of employment, other than bonus payments are retained including full annual leave and public holiday entitlements.

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

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

### **Pay**

You will not receive pay from Cpl while you are on Paternity Leave.

You may be entitled to the state Paternity Leave Benefit of €245 per week from the Department of Employment Affairs and Social Protection provided you have made sufficient PRSI contributions.

### **Absence from Work**

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

### **Postponement of Paternity Leave due to late birth/postponed adoption placement**

An employee can postpone Paternity Leave if, for example, the birth is later than expected or if there is a delay in the placement of an adopted child. The employee should notify Cpl of this change.

### **Postponement of Paternity Leave due to illness of the relevant parent**

If an employee is sick before their Paternity Leave starts, they can postpone the Paternity Leave until they recover. They should notify Cpl in writing and provide evidence of their illness.

### **Postponement of Paternity Leave when the child is hospitalised**

If an employee's child is hospitalised, they can request in writing to Cpl to postpone all or part of the paternity leave.

### **Death of a Parent**

If the parent entitled to Paternity Leave dies, the surviving parent may be able to avail of their Paternity Leave.

### **Procedure**

The procedure to avail of Paternity Leave is as follows:

1. You must, in writing, make your Cpl Representative aware of the fact that you are going to take Paternity Leave at least six weeks before your Paternity Leave commences.
2. You must complete the Paternity Leave Application form and return along with a certificate, confirming the expected week of confinement or the confirmation of the baby's birth or adoption placement where the leave is being applied for after the birth / adoption placement has occurred.
3. You must fill in the **PB 2 form**, Paternity Benefit form (Department of Social Protection – [www.welfare.ie](http://www.welfare.ie)) and send to Cpl for completion.
4. Paternity Leave must be taken as a continuous two-week period and may not be split or broken down in any way.
5. Paternity Leave must commence after the expected birth / adoption placement date of the baby and must be taken within 26 weeks of the birth/adoption placement.
6. You must register for a Public Service Card (if you do not already have one) and register with 'MyWelfare' ([www.mywelfare.ie](http://www.mywelfare.ie)) prior to making an application for Paternity Benefit to the Department of Social Protection.

### **Changes to this policy**

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

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

All expectant employees are eligible to avail of 26 weeks' unpaid maternity leave together with 16 weeks' additional unpaid maternity leave begins immediately after the end of maternity leave.

Under the Maternity Protection (Amendment) act 2004 at least 2 weeks must be taken before the end of the week of your baby's expected birth and at least 4 weeks after. You can decide how you would like to take the remaining weeks. Generally, employees take 2 weeks before the birth and the remaining weeks after. If you qualify for Maternity Leave at least 2 and no more than 16 weeks must be taken before the end of the week the baby is due.

If you become pregnant or are adopting a child, you should notify HR at an early stage so that the statutory maternity and adoptive leave provisions can be explained to you.

### **How to Apply for Leave**

You must notify the Flexsource onsite representative in writing at least six weeks before your intent to stop work, advise us of your due date and whether your intent to take up your right to return to work. Following the period of conferment. You will be required to provide a medical certificate to the Flexsource onsite representative indicating the date of the expected due date. While you have no obligation to inform us of your pregnancy immediately, we would advise that you do so as soon as possible a practicable so that we can do everything to ensure the health and safety of you and your baby.

### **Antenatal Care**

All expectant employees are entitled to paid time for antenatal and post-natal care. To avail of this time off you must: Provide a copy of your appointment card

- You must provide the Flexsource onsite representative 2 weeks written notice before each appointment
- The entitlement to paid antenatal leave applies all the way through your pregnancy
- Failure to provide evidence of your appointment in the form of a letter/appointment card may exclude you from payment for the time taken until such evidence is received

### **Return to Work**

The Flexsource onsite representative can advise you about your right to return to work and will give you any assistance possible in arriving at your decision. To exercise your right to return to work, you must notify HR in writing at least 4 weeks before the date you expect to return.

You must again confirm in writing your intention to return 4 weeks before you expect to return to work.

If availing of the additional unpaid period of leave, you must inform Flexsource 4 weeks prior to the date of your original return to work date to advise us of your new return to work date.



During the additional unpaid period of maternity leave, you are then asked to re-confirm your intention to return to work at 4 weeks prior to your return work date.

### **Changes to this policy**

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

## **Parental Leave Policy**

### **Purpose**

The purpose of this policy is to provide time off for eligible employees to take care of young children.

### **Scope**

This policy applies to all Cpl/Flexsource (the company) employee who work and/or are a permanent/ temporary employee of Cpl/Flexsource, including those who job shares and/or are on part-time contracts.

### **Policy**

Employees are requested to advise Cpl/Flexsource of their intention to take parental leave at least 6 weeks before the intention to take such leave.

Employees are entitled to 26 weeks unpaid Parental leave. The leave may be taken in one continuous block of 26 weeks or in 2 separate blocks of no less than 6 weeks with a gap of at least 10 weeks between each block.

Following agreement with Cpl/Flexsource, Parental Leave may be broken down into smaller periods of time. This entitlement will be at the management's discretion. The organisation must decide how the leave can be broken down in accordance with what suits the business needs.

Employees must have 1 years' consecutive service with Cpl/Flexsource before he/she is entitled to take Parental Leave. However, if an employee has more than 3 months' service, and where the child is approaching the age threshold, he/she will be entitled to 1 weeks' Parental Leave for every month of continuous employment completed with Cpl/Flexsource.

The leave must be taken before the child reaches 12 years of age or where a child has a disability, 16 years of age.

In the case of an adopted child, who is under 10 years at the time of the adoption, the leave must be taken before the child reaches 12 years of age. If the child is aged between 10 and 12 years, at the time of the adoption, the leave must be taken within 2 years of the adoption order.

Each parent has a separate entitlement to Parental Leave from his or her job, up to 14 of these 22 weeks of parental leave may be transferred between parents working in the same company with the agreement between Cpl/Flexsource.

Where a parent has more than one child, they may take no more than 22 weeks' Parental Leave in any 12-month period, except in the case of multiple births.

Employees must submit proof of entitlement to Parental Leave, i.e. birth certificate, adoption order or evidence of parentage.

If you wish to revoke your notice of intention to take Parental Leave, you must do so in writing to Cpl/Flexsource at least 4 weeks before the leave is due to commence otherwise, alterations can only be made by agreement between both parties.

### **Pay**

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

### **Absence from work**

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

### **Changes to this policy**

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

## **Cpl Adoptive Leave Policy**

### **Purpose**

This policy has been developed to cover the grounds and situations in which Adoptive Leave can be taken and to ensure that employees are informed of the procedure for taking Adoptive Leave. The Adoptive Leave Acts 1995 to 2005 and the Family Leave and Miscellaneous Provisions Act 2021 provide for a statutory right to Adoptive Leave for all Qualifying Adopters.

### **Scope**

This policy includes those who job-share, work part-time and/or are on temporary fixed term contracts.

The Policy applies to Qualifying adopters. A qualified adopter is defined as:

- The sole adopter, in the case of a parent who is adopting a child on their own, or
- The nominated parent in the case of an adopting couple

The adopting couple can choose who should take the Adoptive Leave – that is who will be the nominated parent.

An adopting couple is defined as:

- A married couple
- A couple who are civil partners or a cohabiting couple adopting a child.

The employee who does not avail of Adoptive Leave is entitled to Paternity Leave.

### **Rationale**

To ensure employees are aware of the policy regarding Adoptive Leave and to allow employees who fit the relevant criteria to avail of Adoptive Leave.

### **Policy**

All qualifying adopters are entitled to a minimum period of 24 consecutive week's Adoptive Leave, subject to certain notification requirements and to evidence of placement of the child. Employees may be entitled to State Adoptive Benefit for the duration of statutory Adoptive Leave. Information on the Social Welfare Adoptive Benefit and the application form can be found at: [Gov.ie Adoptive Benefit](http://Gov.ie/AdoptiveBenefit)

### **Additional Adoptive Leave**

Employees who wish to commence Additional Adoptive Leave are entitled to 16 weeks provided it is taken immediately after the initial period of Adoptive Leave. Additional Adoptive Leave is unpaid, and the Social Welfare Adoptive benefit does not apply to these 16 weeks.

### **Foreign Adoptions**

In the case of foreign adoptions, some or all the 16 weeks additional leave may be taken before the date of placement, for the purposes of familiarisation with the child who is to be adopted. During this period there is no entitlement to Social Welfare adoptive benefit.

### **Qualifying parent**

Where a qualifying parent dies, the other adopting parent will be entitled to leave from their employment for:

- 24 weeks where the qualifying parent dies before the placement of the child, or
- In a case where the qualifying parent dies on, or after, the day of placement, the remainder of the Adoptive Leave due to them.

This period of Adoptive Leave will commence within 7 days of the death of the qualifying parent or on the day of placement whichever is the later.

In such circumstances, the adopting parent is also entitled to avail of additional unpaid Adoptive Leave of either 16 weeks or the remainder of the qualifying parent's leave if the qualifying parent dies on or after the expiry of the 24 weeks from the date of placement.

### **Time off to attend preparation classes/pre-adoption meetings**

An employee is entitled to time off during work hours, without loss of pay, to attend preparation classes and pre-adoption meetings, which the employee is obliged to attend during the pre-adoption process within the State. This entitlement is subject to the employee notifying Cpl in writing of the dates and times of the classes concerned as soon as practicable but no later than 2 weeks before the date of the first class.

### **Postponement of Adoptive Leave**

At the discretion of Cpl, Adoptive Leave and/or additional Adoptive Leave may be postponed in the event of hospitalisation of the child. Employees should request the postponement of the leave in writing as soon as possible. This request should also include a letter of confirmation from the hospital.

## **Procedure**

The procedure to avail of Adoptive Leave is as follows:

1. You must give adequate notice, in writing, to Cpl of your intention to take Adoptive Leave, a minimum of 4 weeks before the expected placement of the child.
2. You must complete the Adoptive Leave Application Form with details of the expected date of placement and a certificate of placement.
3. In the case of a foreign adoption, you must similarly notify Cpl of your intention to take Adoptive Leave and supply written details of the expected date of placement and must give Cpl a copy of the "declaration of suitability" before the commencement of Adoptive Leave or additional Adoptive Leave (whichever is the earlier). Details of the placement must be provided as soon as is reasonably practicable thereafter.
4. In the case of additional unpaid Adoptive Leave, you must inform Cpl, in writing, at least 4 weeks' beforehand of your intention to take the additional Leave. The notice may be given at the same time as notice of intention to take Adoptive Leave.

## **Benefits during Adoptive Leave**

During Adoptive Leave, all terms, and conditions of employment, other than bonus payments are retained including full annual leave and public holiday entitlements.

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

## **Pay**

You will not receive pay from Cpl while you are on Adoptive Leave.

You may be entitled to the state paid Adoptive Leave Benefit of €245 per week from the Department of Employment Affairs and Social Protection provided you have made sufficient PRSI contributions.

## **Return to work**

You have the right to return to the same job under the same contract of employment or under terms and conditions not less favorable than those that would have been applicable to you if you had not been on Adoptive Leave or additional Adoptive Leave.

If it is not reasonably practicable for Cpl to permit you to return to your normal work, you will be entitled to be offered suitable alternative employment in accordance with a new contract of employment.

You must inform Cpl, in writing, of your intention to return to work from Adoptive Leave or additional Adoptive Leave at least 4 weeks before the intended date.

## **Termination of Placement**

Where the placement of the child with the adopting parent is for a period of less than 20 weeks (other than as a result of the death of the child), you should notify Cpl in writing of the date of termination of the placement as soon as is reasonably practicable, but not later than 7 days after the date of termination of placement.

### **Remember the following**

- You must give at least 4 weeks' written notice of your intention to take Adoptive Leave and additional Adoptive Leave.
- There is an entitlement from the Department of Social Welfare for the 24 weeks Adoptive Leave which the Department itself can advise you on. Information about this entitlement can also be accessed by [clicking here](#).

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

Suspected abuse of this policy is subject to investigation as provided for in the Disciplinary Procedure Policy. This may result in corrective action up to and including dismissal.

### **Changes to this policy**

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

## **Parents Leave Policy**

### **Purpose**

This policy covers all part time and full-time employees of Cpl, including those who are on temporary fixed term contracts, if they meet the conditions outlined below. This policy provides parents with temporary time off from work to take care of young children.

The Parent's Leave and Benefit Acts 2019 applies to all employees, including those who job-share, work part-time and/or are on temporary fixed term contracts.

### **Policy**

- Relevant parents whose child is born or adopted on or after 1 November 2019 are entitled to 5 weeks Parents Leave to enable him/her to provide or assist in the provision of, care of a child.
- The legislation defines a relevant parent as:
  - A parent of the child.
  - The spouse, civil partner, or cohabitant of a parent of the child.
  - A parent of the child where the child is a donor-conceived child.
  - The adopting parent or parents of a child.
  - The spouse, civil partner, or spouse of the adopting parent of the child (if the parents have not adopted jointly).
- The leave must be taken within 104 weeks of birth or adoption of a child. Employees either 'use it or lose it'.
- Each parent has a separate entitlement to Parents Leave from his or her job. Leave cannot be transferred.
- Where a parent has more than one child, multiple births or a person adopts 2 or more children at the same time are entitled to no more than 5 weeks Parents Leave.
- There is no minimum service requirement applicable to this leave.
- Any period of probation, training or apprenticeship will be suspended while an employee is on Parents Leave and will be completed on the employees return.

### **Procedure**

The procedure to avail of Parents Leave is as follows:

- 1 You must apply in writing to your Cpl Representative to make them aware of the dates you are intending to take Parents Leave at least six weeks before the leave is due to commence. In the event Cpl is unable to facilitate your preferred dates due to business operational needs, the leave will be postponed to a time that is convenient to you and the business. It will be accommodated within 12 weeks of your intended dates or later convenient to you.
- 2 Once your dates are agreed with Cpl, You must fill in the, Parents Benefit application form (Department of Employment Affairs and Social Protection by clicking on the following link [click here](#)).
- 3 Please complete Cpl Parents Leave Application Form. Once this is completed Cpl will notify payroll. Where Maternity or Adoptive Leave has been taken with a previous

employer the employee must provide evidence of their entitlement to Parents Leave, i.e. birth certificate, or other appropriate certificate confirming the pregnancy and specifying the expected week of confinement/birth or date of placement of the child. Please note sufficient notice must be provided to Cpl to ensure that leave will be granted within 104 weeks of birth or adoption of a child.

### **Taking of Parents Leave**

Parents Leave may be taken in one continuous period or periods each consisting of no less than one week. You must liaise with Cpl where you wish to take this leave in less than one continuous block no less than one week.

As outlined above the following application forms need to be completed:

- I. Cpl Parents Leave Application Form
- II. [My Welfare Parent Leave Application form](#)

Employees on Maternity Leave may commence their Parents Leave once the paid element of the Maternity Leave has concluded. If the employee avails of additional unpaid maternity leave, the employee will be required to take the Parent's Leave once both have concluded.

### **Pay**

You will not receive pay from Cpl while you are on Parent's Leave.

You may be entitled to the state paid Parents Benefit of €245 per week from the Department of Employment Affairs and Social Protection provided you have made sufficient PRSI contributions.

### **Postponement of Parents Leave**

Cpl may postpone Parents leave 4 weeks before the intended commencement of such leave, for a period of up to 12 weeks, if satisfied that the granting of the leave would have a substantial adverse effect on the operation of the business. The reasons for the postponement may include:

- Seasonal variations in the volume of work concerned.
- The unavailability of a person to carry out the duties of the employee in the employment during the period of the leave.
- The nature of the duties.
- The number of employees in the employment or the number thereof whose periods, or parts of whose periods, of Parent's Leave will fall within the period specified in the said notification.
- Any other relevant matters.

### **Postponement of Parents Leave in the event of hospitalisation of the child**

The employee may request to postpone Parent's Leave or part of it in the event of hospitalisation of the child. The postponed leave is to be taken no later than 7 days after the discharge of the child from hospital or such other date as agreed between you and Cpl.

### **Employment rights protection**

All employment rights are protected while on Parents Leave. Employees will return to their normal job on completion of the period of Parents Leave. If it is not practicable for you to return to your original job, then you will be offered a suitable alternative role on terms and conditions no less favorable than would have applied had you not been on leave.

**Death of a child**

Where a child dies on or before the expiration of the period of the Parent’s Leave entitlement concerned, the death shall not affect the entitlement of the relevant parent to such leave.

**Suspected Abuse of this policy**

Parents Leave is granted solely for the purpose of taking care of the child concerned. This leave may be terminated if it is not used for this purpose. Suspected abuse of this policy is subject to investigation as provided for in the Disciplinary Procedure Policy. This may result in corrective action up to and including dismissal.

**This table explains the differences between the types of leave for parents.**

Leave	Who gets it?	How long?	Is it paid?
Maternity leave	Female employees	26 weeks and up to 16 unpaid weeks	State €245 per week for the first 26 weeks subject to PRSI contributions.
Adoptive leave	Qualifying adopters	24 weeks and up to 16 unpaid weeks	State €245 per week for the first 24 weeks subject to PRSI contributions.
Paternity leave	New parents of children under 6 months of age (but not the mother of the child)	2 weeks	State €245 per week for two weeks subject to PRSI contributions.
Parental leave	Parents and guardians of children under 12	26 weeks	State No payment
Parent’s leave	Parents of children under 1 year of age Parents of adopted children in the first year of the placement of the child	2 weeks (5 weeks from April 2021)	State €245 per week for two weeks subject to PRSI contributions.



## **Changes to this policy**

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

## **Time & Attendance**

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

### **Punctuality**

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

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

### **Attendance**

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

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

### **Sick Leave**

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

## **Emergency Family / Force Majeure Leave Policy**

Force Majeure Leave entitles all employees to limited leave with pay for urgent family reasons, owing to the unforeseen injury/illness of certain family members where the presence of the employee at the place where the ill/injured person is located is indispensable. The amount of leave taken, as Force Majeure is limited to three days in a 12-month period or 5 days in a 36-month period.

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, domestic dependent and parent / grandparent.

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.

### **Jury Duty Policy**

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 Irish Court.

You should notify your Flexsource Manager as soon as you receive the notice or summons from the Irish Court. You must immediately return to work during any portion of the day not spent on jury duty. For each day an employee attends for jury service, they must provide the company with a certificate of attendance from the County Registrar evidencing the dates and times of the jury service.

Where an employee feels their work, commitments make it impractical for them to carry out jury service, they may apply to the County Registrar to be excused. If an employee needs to provide evidence from the company that it is necessary for them to be excused from jury service, please contact the your Flexsource Team Leader / Direct Manager, which will provide a letter detailing current work commitments

### **Uniform**

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

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

Although Flexsource are always not on site, daily reports are received in relation to:

- Punctuality
- Appearance
- Attitude
- Performance

### **Annual Leave**

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

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

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

A public holiday is a statutory entitlement, as set out in the Organisation of Working Time Act 1997 or future amendments to same. Under this Act, 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.

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

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

#### **Scope**

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

#### **Rationale**

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

#### **Procedure**

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

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

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

#### **Questions**

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

## **Employee Problem Resolution**

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

### **Scope**

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

### **Rationale**

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

### **Procedure**

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

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

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

#### **Stage 1**

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

#### **Stage 2**

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

#### **Stage 3**

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

## **Stage 4**

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

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

## **Questions**

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

## **Bullying & Harassment**

It is always the policy of Flexsource to maintain an atmosphere characterised by mutual respect. Flexsource does not condone and does not tolerate any form of bullying or harassment towards any of its employees - by our colleagues, by managers or by third parties in our workplace such as vendors, clients, or visitors. We are committed to preventing bullying and harassment, particularly before it rises to the level of a possible violation of the law. If we determine that violations of this policy have occurred, we take disciplinary action against the offending party, up to and including dismissal of employment.

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

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

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

## **Scope**

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

## **Rationale**

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

## **Definitions**

Bullying is defined as repeated inappropriate behavior, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the

place of work and/or in the course of employment, that could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behavior described in the definition may be an affront to dignity at work, but as a once off incident, is not considered to be bullying.

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

### **Complaints Procedure**

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

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

### **Data Protection**

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

### **Introduction**

Data Protection is the safeguarding of the privacy rights of individuals in relation to the processing of personal data, in both paper and electronic format. The Data Protection Acts 1988, 2003 and 2018 (the "Data Protection Acts") lay down strict rules about the way in which personal data and sensitive personal data are collected, accessed, used, and disclosed. The Data Protection Acts also permit individuals to access their personal data on request and confer on individuals the right to have their personal data amended if found to be incorrect.

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

### **Electronic Mail**

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

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

The Company may review e-mails received through and sent from Company e-mail addresses, as part of its internal information technology process.

The Company also reserves the right to review e-mails sent internally between employees as part of this procedure.

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

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

### **Internet Use**

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

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

### **Company Information and Confidentiality**

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

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

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

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

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

## **Scope**

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

## **Rationale**

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

## **Performance and Behavior Guidelines**

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

Continuous poor timekeeping and attendance  
Inadequate job performance  
Refusal to carry out reasonable instructions  
Disregard for protocol and/or safety procedures on site  
Unauthorised absence from the workplace

Non-compliance with company policies and procedures  
Any behavior which brings Flexsource into disrepute, including but not limited to behavior whilst attending company-sponsored events

The above list is not exhaustive

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

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

Gross incompetence or negligence  
Any behaviour or deliberate concealing of information that in any way leads to the compromise of our services  
Theft or fraud  
Misuse of the internet or e-mail  
Physical assault  
Any form of discrimination or harassment  
Bullying of another employee  
Willful damage to company or another employee's property  
Being under the influence of alcohol or non-medically prescribed drugs at work  
Deliberate breach of the employment contract

## **Corrective Action Process**

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

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



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

Counselling — 3 months  
Verbal warning — 6 months  
Written warning — 12 months  
Final written warning — 12 months

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

What Happens at each step?

The following activities occur during the corrective action process:

1. Counselling - First instance of poor performance or minor misbehavior (not considered to be of a serious nature). You receive counselling from your Flexsource Account Manager, who advises you of the poor performance or misbehavior and informs you of the required standard. Your Manager explains that failure to meet the required standard within a defined time frame will result in further disciplinary action.
2. Verbal Warning - Repeated instances of poor performance or minor misbehavior (not considered to be of a serious nature). You receive a formal verbal warning documenting poor performance or misbehavior and defining the improvements in performance or behaviour that are required. The warning explains that failure to meet the required standard within a defined time frame will result in further disciplinary action. A copy of the warning is given to you, your Manager and is signed and dated by the necessary parties.
3. Written Warning - More serious instances or continued repetition of poor performance or behaviour. You receive a written warning documenting the poor performance or behavior and defining the improvements in performance or behaviour that are required. The warning explains that failure to meet the required standard within a defined time frame will result in further disciplinary action. A copy of the warning is given to you, your Manager and the Human Resources department and is signed and dated by the necessary parties.
4. Final Written Warning - Continued instances of poor performance or behaviour. You receive a final written warning documenting the poor performance or misbehavior and defining the improvements in performance or behaviour that are required. The warning advises you that further instances of poor performance or misbehavior, will lead to dismissal without further notice. A copy of the warning is given to you, your Manager and the Human Resources department and is signed by the necessary parties.

5. Dismissal - Gross misconduct or continued instances of poor performance or misbehaviour. Gross misconduct or continued instances of poor performance or misbehaviour result in your dismissal. Flexsource gives you a letter documenting the reason for your dismissal. One or a series of previous warnings may be considered by Flexsource in deciding upon a subsequent course of action, even though the warning(s) may not be active after a certain period.

## **Appeals**

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

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

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

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

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

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

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

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

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

### **Extending Warnings**

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

### **Suspension during an investigation**

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

### **Summary Dismissal**

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

### **Questions**

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

### **General**

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

The right to know the case against him/her.

The right to representation.

The right to reply.

The right to a proper investigation.

The right to appeal.

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

### **Applicable Legislation**

Unfair Dismissals Act (1977) S14 (1)

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

### **Health & Safety**

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

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

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

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

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

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

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

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

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

### **Smoking Policy**

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

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

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

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

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

### **Alcohol**

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

### **Drugs**

Flexsource prohibits the use, sale, manufacture, purchase, dispensing, distribution or possession of illegal drugs by any employee while on company/client property, or on company/client business, or attending any company/client sponsored or authorized social function, or attending for work while under the influence of an illegal drug. Flexsource regards legal drugs which have not been legally obtained, as falling within this category.

In addition, an employee under the influence of a legal drug (prescription or otherwise) which adversely affects that employee's behaviour, may be asked to take leave of absence or comply with other appropriate action, including assignment to another job position, as determined by Flexsource management in consultation with appropriate medical authorities, while the effects of the drug continue to impair normal performance.

This leave may be paid or unpaid depending on the circumstances of each individual case, each of which is to be reviewed by Flexsource Management.

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

In the case of conduct that may amount to a criminal offence, the company reserves the right to also report the matter to the A Garda Síochána or other appropriate authorities.

Alleged breaches in any of the above policies, will lead to a disciplinary investigation, which may invoke a disciplinary sanction up to and including dismissal in accordance with the Corrective Action Policy.

### **Drug & Alcohol Testing**

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

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

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

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

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

### **GUIDANCE**

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

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

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

## **Fire & Evacuation**

### **Fire Instructions**

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

with the following instructions:

Immediately operate the nearest fire alarm

Call the Fire Brigade immediately

Use the nearest fire exit

Leave the building and report to the person in charge

### **Do Not:**

Stop to collect personal belongings

Re-enter the building

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

## **Occupational Health**

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

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

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

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

## **Eye Testing**

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

## 2. SALARY & TAXATION

### Bank Details

It is important we receive bank details from each employee for payment purposes.

These details must be provided prior to start date with Flexsource.

### Bank Details and Emergency Tax:

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

In January 2019 Revenue introduced PAYE Modernisation. This doesn't change the way we calculate employee's PAYE; it just changes how and when we send & receive information to Revenue.

### What do you need to do?

When you are starting a new job, you should register this with Revenue as soon as possible. You will need to be registered with Revenue through ['My Account'](#).

Through your account you can register your new employer details, using the 'Jobs and Pensions' service. To do this you will require our registered number:

Flexsource Employer Registration Number: 8241247C

This ensures that an RPN (Revenue Payroll Notification) is sent to us. The RPN tells us what tax credits and deductions to apply to you. If you don't register, we won't receive any tax credits for you, so it really is in your best interest, so you avoid paying emergency tax.

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

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

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

### Payment Procedure:

You will need to record your hours worked using the Cpl Web time system. Once your registration with Cpl is complete you'll receive a login id & password for Cpl Web time. You MUST activate those within 24 hours of receiving the email. After that, your timesheet needs to be completed every Friday by close of business and submitted for authorization. If your timesheet is not submitted on time you will not be paid.



A full video for a guide on how to use Cpl Web time and clear step by step instructions will be sent to you by your account manager once you are assigned to a role.

### **Overpayments**

If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment but if this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

### **Social Welfare**

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

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

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

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

All forms must be stamped with the receipt date.

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

### 3. Contacting Us

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

Flexsource Naas  
Unit F & G Naas Town Centre, Wolfe Tone Street, Naas, Co. Kildare  
T: +353 45 907100  
F: +353 1 5227333  
E: [naas@flexsource.ie](mailto:naas@flexsource.ie)

Flexsource Swords  
5 St Fintan's, North Street, Swords, Co.  
Dublin. T: +353 1 895 5700  
F: +353 1 5227333  
E: [swords@flexsource.ie](mailto:swords@flexsource.ie)

Flexsource acknowledge the right of employees to submit complaints anonymously. You can email [compliance@flexsource.ie](mailto:compliance@flexsource.ie) confidentially.

**Flexsource are contactable 24/7 in case of emergencies.**

**The mobile phone number for your representative will be provided to you when you start work.**

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

Examples of "Emergency" are as follows:

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

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

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

**Tips for success:**

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

**Acknowledgment & Acceptance of Flexsource Policies**

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

Signed by Flexsource Account Manager

Date

\_\_\_\_\_

Signed by Flexsource Employee

Date

\_\_\_\_\_

\_\_\_\_\_

**Useful phone numbers:**

Tax office: 1890 333 425

The Equality Authority: 01-4173336

**Useful websites:**

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

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

<http://www.solas.ie/ie>

**FLEXSOURCE INNOVATIVE SOLUTIONS**

**Offices: Swords,  
Blanchardstown, Naas,  
Cork, Limerick, Galway,  
Belfast, Waterford**

**Web: [www.flexsource.ie](http://www.flexsource.ie)**

**Tel: +353 1 829 5800**

**Fax: +353 1 522 7333**

**Email: [blanch@flexsource.ie](mailto:blanch@flexsource.ie)**

