

Welcome to

Sparkling<sup>★</sup>

Updated on 12th November 2021

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# *Sparkling Services*

## Introduction



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Welcome to Sparkling Services!

We are delighted to welcome you as part of our team. This will be a journey of hard work and responsibility, but also support, help and mutual growth. To start, we'll share relevant information about our company so you will be well prepared for your first day at work. By doing so, we ensure that all team members feel treated fairly and consistently.

We are very proud of our history and the team we have built over these 17 years of hard work, as it is through our team that our company comes to life. Our main goal is to provide the highest standards of quality and service in everything we do and, for that, we have adopted a series of principles in the preparation of our employability policies:

- ✦ Offer fair and competitive salaries and benefits to our team;
- ✦ Reflect sensibility to the attitudes and opinions of all members of our team;
- ✦ Promote high standards of occupational health and safety;
- ✦ Promote and fully utilise knowledge, skills and experience to maximise the efficient and timely operation of our activities;
- ✦ Whenever possible, meet future needs, providing development, opportunities and advancement for team members with capacity, ambition and integrity.

Each of us has an important role to play in this construction, and we all depend on each other for the work environment to be harmonious and efficient.

In another file, you will find detailed information about our equality and diversity policies, as well as anti-harassment measures and expected conduct during the exercise of your activities as a member of the Sparkling team, as well as the security practices for the exercise of your duties.

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Here are some basic questions and answers about our company:

### **What is Sparkling Services?**

Sparkling Services is a company that provides cleaning services in London to residential, office, short-let/Airbnb and hotel clients, with a focus on personalised and reliable service. We have over 17 years of industry experience and we also have accumulated numerous certificates and qualifications.

### **Where does the Sparkling name come from?**

The word Sparkling comes from English. We chose this name for our company because this is exactly how we leave our clients' homes and businesses, after our service: everything is *sparkling*. This concept is very important because it is the image we propagate and you, now part of the team, will also play this role.

### **Who is part of the Sparkling team?**

Our team is composed almost entirely of Brazilian members, who live in London. Your co-workers are dedicated and committed people, who will help you with any queries.

### **Who are Sparkling customers?**

We work with a diverse range of clients and you will be assigned to meet this demand as needed. We prefer to keep team members and customers fixed, as this facilitates service delivery, but this will not always be possible. Therefore, in a week you will be able to provide services to different clients, always taking the Sparkling brand with you.

### **How should I prepare for my first day on the job?**

You will receive guidance from company management on where to go. We recommend checking the route and travel time beforehand to avoid delays.

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We also advise you to use light clothing (preferably in black colour) which allows you to move easily, and comfortable shoes. The equipment, chemicals and accessories for the work are supplied by our company. You will have a 30-minute lunch break and also have a snack break.

### **How can I report delays, absences, illnesses or situations that prevent me from working the day I am scheduled?**

It is essential that you keep us informed of any absences or delays, as this could impact the length of service contracted by the customer. We are aware of possible supply limitations and public transport problems in London, so we ask that our team always communicate any situation that may lead to the absence of the pre-established schedule with the client.

In case of illness or any other situation that prevents you from working on the day you are scheduled, we ask that you inform us as soon as possible so that we can redeploy the team and avoid service failure.

You can inform us directly by WhatsApp: +44 7476 010040.

### **How will my salary be paid?**

We make payments weekly, in the bank account indicated by you at the time of contracting. Some banks may take a few hours to process the transfer. The value will correspond to the total hours worked in the indicated period. The frequency of payment depends on whether you have a contract (every two weeks) or are self-employed (weekly). We will send you a calendar with payment dates. In case of a financial emergency and you need a payment in advance, you can always talk to us so we can sort it out.

### **How do I request a day off or holiday?**

We consider holiday or day-off requests on a first-come, first-served basis, always taking into account the needs of the business and ensuring adequate staffing levels.

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When you set the date, you must let us know four weeks in advance, in case the off period is of seven days or more, and in the case of a single day off, let us know one week in advance. If you take a holiday without prior authorisation, you will be subject to disciplinary action and/or dismissal.

**Can I refer a friend or acquaintance to the company?**

Yes! We are always open for referrals from people who want to be part of the Sparkling team.

We hope this brief welcome guide has helped you to be well prepared for this beginning at our company. Please also check out the following content too, which specify the expected conduct of our team members at work and other matters relating to your contract and proper security practices.

Thank you for joining the Sparkling team and joining us on this incredible journey of providing 5 star service to customers in London!



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# *Sparkling Services*

## Conduct



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In this section, you will find specific and detailed guidance on the course of action you should take while performing your duties as part of the Sparkling team. Always remember that you will not only be performing a cleaning service, but also representing our company and our relationship with customers and suppliers.

During working hours, our organisational needs are paramount. You must make sure that your efforts and energies are focused on reaching the stated goals. We expect you to behave reasonably towards anyone you contact on our behalf, and to observe and follow instructions or requests issued by persons authorised to act on our behalf.

We review this content regularly and will inform you of any changes. Where a change could significantly affect your personal terms and conditions of employment, we will consult you. Otherwise, we reserve the right to change the content at our discretion.

### **The Sparkling Conduct**

Our brand is precious and you will be representing it at all times. It is essential to pay attention to this, as we have a very close relationship with our customers and any failure is always reported to management. The posture, the uniform, the way of talking to customers and dealing with challenging situations are all part of the Sparkling conduct. Throughout this document, you will be able to better understand what is expected of you in this regard and what is not acceptable.

### **Confidentiality**

Your Sparkling job puts you in a position of confidence and security. In carrying out your duties, you will inevitably see and use sensitive confidential information and data about people's relationships with this organisation, as well as details about the operation of businesses and customer homes.

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You must not, except for the proper performance of your job or required by law, disclose any confidential information or data relating to our organisation. This also applies to our customers. This is a legal and contractual obligation, which must be respected even when leaving the company.

This determination includes, but is not limited to:

- ✦ Confidential information and data about other employees;
- ✦ Sensitive information and data about or received from customers and suppliers, among others;
- ✦ Unpublished financial accounts or statistical data;
- ✦ Commercial or operational procedures, methodology or analyses.

Under no circumstances, unless with our prior authorisation, you may disclose, publish or misuse this information/data. You must not provide them to any person or organisation. It is also not permitted to remove, store, send or transmit our documents, materials or data physically or electronically. We expect you to take all appropriate steps to maintain the security and sensitivity of our information and report any suspected violations promptly.

When requested and/or in case of termination of your contract, you must return all our documents and equipment. This includes the information belonging to us that you may have stored on portable or external electronic media. Our request to delete, destroy, remove or erase confidential information contained in documents, electronic storage of media/devices, disks, etc., must also be complied with immediate effect. This applies to all material in your possession or control, regardless of location.

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## **Uniform and Personal Protective Equipment (PPE)**

Our company will provide you with a uniform consisting of a t-shirt, our gold pin and an apron, which you must wear during all your work activities. We recommend the use of jeans or another fabric with neutral/black colours, which is comfortable for the exercise of your functions. We also recommend the use of shoes that are suitable for work and comfortable.

Personal Protective Equipment (PPE), such as gloves, masks, sneakers and others, are also provided by us and **MUST** be used in all activities during your work shift. During your training, you will be informed about the correct dress and use of this equipment. Cases of non-use of PPE may result in disciplinary action.

## **Attendance to work**

It is essential that you arrive at the workplace ready to start performing your duties within the hours previously determined by management. You must observe and comply with the time registering procedure informed by management. Lateness and absence will be recorded and passed on to calculate your weekly salary. Unacceptable levels of lateness and attendance, especially where no prior notice is given, will result in disciplinary action.

Basic procedures for justifying absence:

- ✦ If you need to leave work during working hours, you must obtain permission from management;
- ✦ If you are going to be absent, you must always inform management of the duration of the absence and the reasons;
- ✦ You must notify us immediately of, for example, illness, late return from a holiday, a domestic or family emergency, etc. If we're expecting you at work and you are unable to attend, you must let us know immediately. If you are physically unable to do so in person, you must arrange for someone else to contact us urgently. You must later provide any evidence necessary to support your absence, eg. a doctor certificate.

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Absence from work without just cause, or failure to notify us of your absence, are issues that will be dealt with in a disciplinary manner. In particularly serious cases, we may regard it as an act of gross misconduct. After investigation, the normal penalty for serious misconduct is summary dismissal.

### **Health and behaviour**

We require that you come to work in a suitable physical and mental condition, which includes not using drugs, other substances (legal, illegal or provided in prescription) or alcohol. You must not come to work in these conditions or be unable to work due to drugs, psychoactive substances, intoxicants, alcohol, etc. Doing this is a serious violation of our safe work procedures. Where there is a violation, disciplinary action will be taken. This can include summary dismissal in severe cases.

Smoking is not allowed anywhere on our premises or at our clients'. This restriction includes the use of electronic cigarettes/vapes. Attempting to do this is a serious violation of work procedures.

### **Personal hygiene**

How you present yourself is also an important part of Sparkling conduct. You are responsible for keeping your uniform clean, odourless, changing it as needed and also for keeping your personal hygiene up to date, as you will be representing our image. If your hygiene conditions are not up to standard (no bath/deodorant, cigarette smell, dirty uniform) you may be excused from your shift and subject to disciplinary action.

### **Conflict of interests**

In general, we will not object to your taking up other employment or voluntary activity, as long as this is stated at the time the contract begins. It is not appropriate for you to take on another job without our company's prior approval.

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Activities of any nature that affect or interfere with the performance of your function are not authorised, as well as the use of our materials and equipment for tasks that are not related to the provision of services for Sparkling. Likewise, jobs that directly compete or conflict with our interests cannot be held by our team members. We consider violations of conflict of interest to be a serious violation of our rules that may, upon investigation, lead to dismissal. We emphasise that our uniform must never be used to provide service to another company or a personal client. Our brand is restricted to our customers and the service hours you will be working with us.

### **Property/Stock**

You must not remove any item from our facility without approval. Materials and equipment must only be used for the intended work purpose. You must report damage or loss to our property or equipment immediately. This includes: cash, inventory, utensils and accessories, samples, personal computers, telephone equipment and vehicles, among others.

We will investigate whether carelessness, negligence, failure to follow procedures or other intentional act caused the loss or damage. This could result in disciplinary action.

You may also be held liable for payment of costs relating to the loss or damage of these items. This includes costs incurred for equipment rental or when we have to reimburse third parties. We may have to claim our insurer for repair or replacement or other losses incurred and you will be subject to the costs of any accumulated insurance deductible. We will give you advance written notice of the amount we will recover from the payment or other amounts due.

### **Return of our materials and equipment**

If you leave the company or are absent for an extended period, you must return any item given to you. This includes, for example, keys, documents, cell phones, disks/personal data, protective clothing and equipment, our gold pin, appliances, materials, stock and samples, among others.

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In case of summary dismissal, you must surrender our property immediately. If you fail to return any property/equipment, you will be responsible for the cost of any loss. The same applies if you return it in unsatisfactory condition, we will take into account deterioration caused by normal wear and tear.

### **Accident at work (see more about safety practices in the following document)**

If you have an accident at work, however minor, you must record it in our accident record book. If you are working away from the office, please document what happened where you are working and let us know later. You **MUST** provide:

- ✦ Details about the nature of the accident or injury.
- ✦ Any first aid or other treatment received.
- ✦ The names of any witnesses with contact details if possible.
- ✦ The date, time and place it occurred.

We remind you that the clothes and equipment we use are for your protection, and must be used while performing your duties. Failure to use it may result in disciplinary action.

### **Illness/injury outside the work environment**

If you suffer from any illness or injury/accident outside the workplace, you must inform management as soon as possible so that we can organise the workflow. If your illness prevents you from communicating, ask a relative, friend or neighbour to do so. You must keep us regularly informed of progress, especially if your absence continues longer than expected. It is important that you present a medical certificate for an absence of less than seven days under certain circumstances. If you are absent for more than seven days, you must submit a statement of aptitude for work issued by your doctor.

You must not report to work without medical permission or if you suffer from an infectious disease, including symptoms of Covid-19.

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If in doubt about your illness, consult your doctor and/or seek appropriate medical advice or support. Failure to comply with these requirements may lead to disciplinary action

### **Deductions from your salary**

We follow a deduction procedure for any discount we make from your payment. Any deduction is by way of compensation, based on a genuine assessment of our costs. Where relevant and appropriate, we will define a pre-estimate of losses. The deduction will only be made in relation to circumstances entirely attributable to you or your action. We do not use the deduction provision to impose penalties. However, we can separately investigate the circumstances using our disciplinary provisions. We will notify you in advance and in writing about the amounts we intend to recover.

This applies as a result of your carelessness, negligence, recklessness, violation of procedures/rules or dishonesty/tort. We may require you to return it to us, by deduction of payment or any other method acceptable to us:

- ✦ Reasonable losses of property or money sustained by us or any other employee, our customers, suppliers or visitors;
- ✦ Insurance surpluses imposed by our insurers because of your act or omission or a penalty imposed on you;
- ✦ Any damages, expenses or other amounts reasonably payable by us to a third party for its act or omission;
- ✦ Remuneration, expenses or other payments made by mistake or by your inappropriate allegation / misrepresentation;
- ✦ Vacation allowance already paid that exceeds your vacation entitlement accrued on the date your contract with us ends;
- ✦ The reasonable cost of replacing equipment and/or property entrusted to you during employment. This applies if you fail to keep it properly or do not return it before leaving our company;

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- ✦ An amount equal to our loss or the extra cost of covering your obligations if you fail to work your full contractual notice. This applies when you leave your job early with no agreement;
- ✦ Attachment of income orders and any other statutory deduction orders issued to us;
- ✦ Fines or fixed penalty notices for parking, congestion charges, etc., that you incur while driving our vehicles;
- ✦ Costs resulting from any training agreement you have signed if you leave our company before the agreement expires;
- ✦ Any other amounts due, including but not limited to outstanding loans, advances and leaseback expenses.

### **Overtime**

From time to time, we may ask you to work additional hours beyond the contractual hours initially established. This will be done by prior consultation, to confirm availability, and the same procedures and guidelines will remain valid for overtime.

### **Possible workload reduction**

We work hard to ensure that our workload is maintained and extended, however we cannot anticipate market fluctuations that impact the amount of hours requested by our customers. Where there may be a reduction in work or something that affects the frequency of our operations, we may waive your services or, alternatively, try to introduce shorter working hours.

During your layoff and depending on your situation, you may be eligible for government benefits. We will, whenever possible, offer you any alternative work available. You remain employed continuously during a layoff period. We expect you to remain available to attend work as needed.

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## DISCIPLINARY PROCEDURES

### Complaint Procedure

Whenever possible, you should try to resolve smaller, day-to-day work-related issues informally. Do this through management. We recommend raising any concerns promptly. This is often the best way to resolve issues quickly, effectively and without the need for formalities.

For the avoidance of doubt, please note that the following explanations are not part of your employment contract.

### Procedure

Our formal grievance procedure allows you to voice a grievance or identify an issue of concern that remains unresolved. It's an opportunity for us to consider issues that you cannot informally resolve. You can also use it where you think an informal approach would be inappropriate. The procedure is open to you at all times and we emphasise that we always try to handle matters fairly and consistently.

If you would like a complaint to be formally investigated, please submit it to us by speaking directly to your supervisor. Please provide all the details of the matter and tell us about the solution you suggest. Afterwards, a formal meeting will be organised to discuss and consider the issue. If the matter is not resolved entirely or in a way that you consider not adequate, you can always contact the management, by email: [amandasimoes@sparklingservices.co.uk](mailto:amandasimoes@sparklingservices.co.uk)

### Representation

A co-worker of your choice or representative can accompany you at grievance or appeals meetings. We provide adequate notification of meetings and a postponement will be considered if the date or time is inconvenient for your representative.

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### **Right of Appeal**

If you feel that an issue has not been satisfactorily resolved, you can appeal in writing. This must be done within five days of receiving the written outcome of the meeting. Appeals will be heard, whenever possible, by a more senior management representative without any prior involvement in the matter. The result of the feature is final.

### **Disciplinary process**

We intend that this procedure will help and encourage you to achieve and maintain appropriate standards of conduct and performance. We do not interpret the procedure simply as a punitive action, but an educational one. We make every effort to ensure that the actions we take are consistent, fair and reasonable for all.

General principles: We always prefer informal action, taking formal disciplinary actions only when necessary. We fully investigate all potential disciplinary issues before any action is taken. We may suspend your full payment while we investigate more serious matters, and this action is fully preventative and not a pre-judgment of the outcome. We will inform you of any disciplinary hearing and details of the complaint(s) in advance. We will provide written copies of relevant evidence and witness affirmations. A co-worker or representative can accompany you to disciplinary hearings and appeals. We will provide adequate notification for meetings. We will consider a postponement if the selected date or time is inconvenient for your representative. We will give you the opportunity to provide your views during the hearing and before any decision is made.

We will appoint an appropriate management representative to lead investigations and disciplinary hearings. Where practical, investigations and hearings are carried out by management representatives. When the disciplinary penalty is a dismissal, the reason(s) will be confirmed in writing by a duly authorised representative of the administration.

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You have the right to appeal any formal disciplinary action imposed or your dismissal. A more senior management representative with no prior involvement will hear appeals whenever possible. Only someone specifically authorised by our organisation can make the decision to discipline or resign.

**Appeal Rights:** Informal action on minor issues of misconduct or poor performance is considered part of day-to-day management and does not carry any representation or appeal rights. In the event of formal disciplinary action, you have the right to appeal after any penalty has been imposed, including the decision to terminate. If you wish to appeal, you must do so in writing within five days of receiving the document that will inform the decision. A more senior management representative with no prior involvement will hear appeals whenever possible.

**Short notice:** For the first two years of your employment, including any probationary period, we reserve the right to shorten the disciplinary action procedure. We can do this if we believe that warnings or additional training will not lead to sufficient or effective improvement. We may consider dismissal for an initial violation of disciplinary provisions in addition to gross misconduct. You have the right to be accompanied by a co-worker or representative at any formal hearing. You also have the right to appeal any penalty we impose.

### **The process we follow**

**Informal Action:** We typically deal with minor issues of misconduct or poor performance informally. In some cases, we may provide extra training, coaching, advice or support. This is a normal facet of day-to-day management and is not part of our formal disciplinary process. We hold informal conversations in private. We will take into account your opinions and any extenuating circumstances you provide. Criticism will always be constructive.

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We aim to achieve and sustain improvement through this conversation. We can confirm what is agreed in writing where appropriate. If during the conversation it becomes clear that the matter is more serious than previously anticipated, we will close the conversation and reconvene at a later date under our formal disciplinary procedure. You can then be accompanied by a colleague or representative if you wish.

**Misconduct:** We may issue a written notice if you repeat inappropriate activities or poorly improve following a previous informal notice. Misconduct can also be serious enough in itself to warrant an unannounced written warning. This notice identifies the issue and the improvements we need, the timeframe by which they should happen, and the support available to do so.

**Serious Misconduct:** We may issue a final written warning if you repeat inappropriate activities or insufficiently improve following a prior written warning. We emphasise that serious misconduct alone can justify a first and last warning in writing, without prior notice. This notice identifies the issue and the improvements we need, the timeframe by which they should happen, and the support available to do so.

**Gross Misconduct:** We may suspend you including your full payment for a short period while we investigate an allegation of gross misconduct. A disciplinary hearing will then be held. We can summarily fire you if we believe your behaviour constitutes gross misconduct. Summary dismissal is dismissal without prior notice or payment in lieu of prior notice.

Examples of gross misconduct:

- ✦ Theft of money or property.
- ✦ Action intended to defraud / deceive.
- ✦ Combat, physical aggression and threatening behaviour.

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- ✦ Behavior or action that potentially takes our organisation into serious discredit.
- ✦ Serious insubordination.
- ✦ Serious violation of health and safety rules or procedures.
- ✦ Deliberate and serious material damage.
- ✦ Discriminatory conduct, intimidation or harassment.
- ✦ Deliberately accessing internet sites that contain pornography, offensive or obscene stuff.
- ✦ Severe inability at work due to alcohol or non-prescription drugs or substances.
- ✦ A serious breach of trust or security.

### **Termination of your employment**

We can release you if there is a large amount of misconduct and misconduct accumulated, or if you are unable to improve to the required standard. A case of misconduct (usually in the gross category) can also be so serious in itself that it warrants dismissal without notice. We will give your reasons for termination in writing and make it clear when your employment ends. We terminate employment with prior notice or payment instead of prior notice in the event of your termination for misconduct. We will summarily terminate your employment (ie, without notice or payment instead of notice) for gross or gross misconduct.

### **DIVERSITY AND CONDUCT WITH CO-WORKERS**

At Sparkling Services, we promote a work environment in which diversity is recognised, valued and encouraged. We recognise the multicultural and diverse nature of the UK and the workforce and our society at large. We are committed to the principles of justice and mutual respect where everyone accepts the concept of individual responsibility. Therefore, it is your responsibility to make sure you observe and adhere to this policy at all times.

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We will take any breach seriously. We will investigate and potentially file disciplinary action. This can include summary dismissal in cases that we consider gross misconduct.

We recognise that any form of discrimination in the workplace is unacceptable and

in most cases, illegal. Our policy is to ensure that job applicants and employees are treated fairly and without favouritisms or prejudice. We are committed to applying this across all areas of work, including recruitment and selection, training and development, benefits, rewards and promotion, dealing with complaints and disciplinary matters.

Our policy complies with current legislation and is regularly reviewed and updated. We also provide support and training whenever necessary to achieve and maintain good diversity, respect and inclusion practices.

### **Individual characteristics**

No job seeker, employee or anyone else our organisation deals with receives less favourable treatment because of their individual characteristics. These are:

- ✦ Inability
- ✦ Gender reassignment
- ✦ Marriage and civil partnership
- ✦ Pregnancy and Maternity
- ✦ Race (including colour, nationality, ethnic or national origin)
- ✦ Religion or belief
- ✦ Gender
- ✦ Sexual orientation

### **Discrimination**

Discrimination is not just treating one person less favourably than another, but also not respecting individuality. We expect you to treat and be treated by other employees and the people the organisation treats with consideration and respect. If you feel subject to discrimination, make it clear to the person concerned that this is unacceptable.

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Personal and respectful discussion at an early stage may be all it takes to resolve the situation without involving anyone else. Alternatively, seek help from a trusted colleague and ask them to approach the offender. If the behaviour continues, or you consider a case particularly serious, implement the grievance procedure. We guarantee that complaints will be dealt with promptly, discreetly and lovingly.

### **Bullying**

Bullying can be characterised as offensive, malicious, intimidating or insulting behaviour, being an abuse or misuse of power by means that harm, humiliate or hurt the recipient

### **Harassment**

Harassment is unwanted conduct related to a relevant individual characteristic, that violates the dignity of an individual or creates an intimidating, hostile, degrading environment, humiliating or offensive to that individual.

### **Your responsibilities**

Each of us is a stakeholder in the success of the practices of inclusion, diversity and respect. We hope that you will make a positive contribution to maintaining an equal opportunity environment throughout the organisation. Please be sure to observe this policy at all times.

It is your duty to treat people with respect; enjoying your feelings and considering your well-being in what you say or do. What may be acceptable to one person may annoy and/or intimidate another. Bullying, discrimination and harassment can take many forms and can range from relatively mild play to stalking or physical, emotional and psychological violence. They can be practiced in a variety of ways and this policy applies to all forms of communication, including text messages, email and comments posted on social media.

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In particular, you have individual responsibility to adopt the following practices while performing your roles on the Sparkling team:

- ✦ Do not engage in discriminatory, illegal actions or make decisions contrary to the spirit of this policy;
- ✦ Do not discriminate, harass, abuse or intimidate anyone because of their individual characteristics;
- ✦ Do not pressure any other employee to act in a discriminatory manner;
- ✦ Resist the pressure to discriminate between colleagues and others and report such approaches to management;
- ✦ Please cooperate when we investigate, including providing evidence of conduct that could amount to discrimination;
- ✦ Cooperate with any measures introduced to develop and monitor such situations.

### **Unacceptable behaviours**

The following are examples of behaviour that we find unacceptable:

- ✦ Coarse or insensitive jokes and jokes;
- ✦ Rude or insensitive comments about appearance or character;
- ✦ Display or distribution of offensive material, whether written or pictorial;
- ✦ Inappropriate contributions to social media, blogs or messaging services that potentially violate human dignity;
- ✦ Deliberate exclusion or isolation from conversations or activities;
- ✦ Unwanted familiarity, bodily contact or stalking;
- ✦ Abusive, insulting or threatening language;
- ✦ Demands, threats or abuse of power to intimidate or obtain favours;
- ✦ Threatened or real violence.

### **OTHER CONDITIONS**

#### **Day off**

There may be times when you request time off to attend appointments, for example, with your doctor or dentist or dealing with family matters.

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Requests for time off are granted at our discretion, and must always be made as far in advance as possible, in order not to jeopardise the offer of work and service to our customers. Preferably, arrange appointments outside normal working hours. We will not refuse requests without reason.

### **Holiday pay in case of contract termination**

If your employment is terminated and there are holidays pending, we may require you to take the remaining unused days off before leaving. We pay any outstanding balances with your final payment if you cannot use all days that are due. If holidays taken exceed those due when your employment ends, we deduct a sum equivalent to the final payment. We will notify you of the details in writing in advance.

### **Maternity, Paternity and Adoption**

Regulations relating to maternity, paternity and legal adoption provisions are complex. We observe the legal provisions in force in relation to maternity, paternity, adoption, parental leave and shared parental leave. In certain circumstances you may be eligible for legal benefits and/or pay. We need your support and cooperation to let us know your intentions at the earliest opportunity. Please forward individual requests to management.

### **Pension Provisions**

The legislation requires employers to enrol qualified workers in an automatic workplace pension scheme enrolment. Auto-enrolment schemes feature three elements that make up your "pension pot". These are your own contributions, our contributions and Government contributions (such as tax relief). We will inform you personally before automatically enrolling you in any pension scheme.

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## Personal information and data protection

During the term of your employment, we are required to obtain, process and retain legitimate personal information about you. We usually use this personal data to comply with contractual provisions, such as paying or recording your illness or absence. We often use the data to handle legal obligations, such as paying taxes or ensuring you receive legal benefits. In addition, we may have an additional legitimate interest in collecting and processing of personal data. This could be to measure the ethnic diversity of our workforce, levels of absence, gender pay gaps, etc.

We are responsible for the personal data we collect and:

- ✦ Processing in a legal, fair and transparent manner.
- ✦ Collect only for specific, explicit and legitimate purposes.
- ✦ Confirmation that they are adequate, relevant and limited to what is necessary for the purpose.
- ✦ Processing in a way that ensures adequate security.
- ✦ When you join our company, we establish a personal file for you that contains personal details. You have the right to seek access to the personal information we hold about you free of charge.

## Retirement

If you wish to retire, please notify us of your planned retirement date in writing at the earliest opportunity. We've set the minimum notice to terminate your contract (which includes retirement) in your principal statement. We may also consider requests to work flexibly before your retirement.



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Health & Safety  
at Work



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Every work environment has risks. The causes of accidents and incidents that can happen during your working journey are diverse, which is why it is important to follow the rules that guarantee safety in the workplace. Additionally, Sparkling Services is fully committed to providing all team members with a safe and healthy work environment.

We understand that safety encompasses the physical and mental aspects, meaning that not only the body must be safe, but also the psychologic. To ensure this, we offer specific and periodic training, as well as protective equipment that must be used properly. Furthermore, we adopt practices to promote diversity, inclusion and anti-bullying, anti-harassment and anti-discrimination.

We emphasise that each member of the team has a duty to take care of their health and safety and also look after their colleagues. Our rules and procedures must be followed at all times and you must cooperate in doing so. We will treat violations of security rules or procedures as disciplinary infractions.

Please read carefully and periodically reread this brief manual. Further training will also be carried out in addition to and to address more specific situations. Your health and well-being are essential to us.

**1. The prevention of workplace incidents is everyone's job, and your personal safety is your responsibility.**

Everyone has a role in ensuring the workplace is safe, from the administrative assistant who unpacks newly delivered boxes of stationery to the warehouse clerk who makes sure each person on the line has a break. When you take responsibility for your own safety, it creates a safer place for all employees.

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## **2. Dress appropriately, from clothes to shoes.**

Keeping your arms and legs covered, avoiding hanging jewellery or ties, and wearing closed shoes can play an essential role in minimising common injuries and accidents in the workplace. Where applicable, always wear personal protective equipment (PPE) and inspect it for damage before and after use, so that it can be repaired or replaced immediately.

## **3. Keep work areas clean and tidy.**

At the beginning and end of each shift, remove the trash, collect wires and cables, and store the materials in the correct place. Gather together all the materials that are needed to complete your work. This will avoid missing things, as well as having to bend or stretch unnecessarily, trying to reach objects that are out of place or out of reach.

## **4. Follow the rules.**

Don't cut shortcuts or take unnecessary risks. Workplace safety rules are often developed in response to hazard and risk assessments. They are designed in nature to minimise the chances of an employee being injured while performing assigned tasks.

## **5. Report workplace accidents or safety incidents.**

Always report incidents to your supervisor immediately so that the appropriate action can be taken. This may include caring for an injured employee, fixing the problem that caused the injury, or ensuring compliance with regulatory, state, or federal reporting.

## **6. Know and follow emergency procedures.**

To manage emergencies safely and effectively, it is critical that all employees are trained and follow emergency procedures. This helps security coordinators and emergency services to control a situation and determine the best way to manage it.

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**7. Get up, bend and stretch carefully to avoid injury.**

Musculoskeletal problems caused by improper technique when picking up boxes or reaching for objects is one of the most common causes of injuries in the workplace.

**8. Do not operate tools or machines that you were not trained to use.**

While some tools or equipment may seem quite intuitive, it's always best to avoid using items unless you've been trained in proper handling. This is for your safety as well as the safety of those around you.

**9. Do not use psychotropic substances at work.**

Drugs and alcohol not only affect your motor skills, they can also impair your judgment and communication skills. Even prescription drugs can have a serious effect on your ability to safely handle appliances and tools.

**10. Take breaks appropriately.**

Being well-rested helps employees maintain the focus and safety awareness that contributes to workplace safety. Pay special attention to your lunch break and don't miss it.

**SECURITY GUIDELINES REGARDING COVID-19**

**Cleaning, hygiene and hand washing:** Keep your workplace clean and wash your hands often as this reduces the potential for the spread of coronavirus. This is critical to making and maintaining your workplace safer.

**Ventilation and air conditioning:** Good ventilation (including air conditioning) can help reduce the risk of spreading the coronavirus. There are simple steps you can take to improve ventilation while maintaining a comfortable temperature in your workplace, such as simply opening a window.

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**Distancing and Masking:** When necessary, respect the rules of social distancing and wearing masks.

**Vaccination:** We encourage our staff to carry out vaccination as a way to protect themselves and ensure a safe environment for everyone.

**Symptoms:** Observe symptoms and, in case of suspicion, carry out a test to check for contamination by the virus. Immediately inform management of any suspicions so that we can monitor the situation and prevent further contagion.



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