

TC Facilities Management's **Colleague Handbook**



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“

Dear colleague,

I want to begin by sending a warm welcome to you as you join our team here at TCFM!

TCFM is a privately owned business which has been trading for over 60 years! We work with many household names and are extremely proud to be one of the UK's top 25 facilities management providers.

At TCFM we believe our people are our greatest asset, and together we can achieve remarkable outcomes and contribute to the growth and success of TCFM. We understand this transition may bring excitement and change and our team are here to support you throughout this journey and lead TCFM into an even brighter future.

I am extremely confident about the future and the in direction TCFM is headed. We are committed to providing you with an environment that assures your sense of security, robust support from your management team and many opportunities for growth and advancement.

Once again, welcome, I wish you the best of luck and an enjoyable journey with us, we are delighted to have you on our team.

”



Mark O'Dwyer
CEO

Who We Are

TC Facilities Management (TCFM) are a delivery and people-focused facilities management company, specialising in cleaning, security, and specialist services. We are a privately owned business and have been in operation for over 60 years organically growing to become one of the top 40 facilities management providers in the UK by turnover.

Our work is fuelled by a genuine care for people and planet. We heavily invest in training and recruiting the best people for the roles, delivering exceptional quality services, making your environments clean and safe places to be.

We recognise that our people are our most valuable asset and the key to continued success, growth and profitability.

We are committed to creating a safe environment in which colleagues can develop their talents and contribute to our success as part of an energetic and enthusiastic team.

What Makes Us Different



People

We look after our teams, and they reward us with quality work, a great attitude, and long-term loyalty. (Wagestream, Perkbox, Health Assured). We heavily invest in training and career progression. This helps us deliver exceptional services and retain exceptional colleagues.



Quality

Our customer retention score is 99%, and we consistently achieve 95%+ KPI audit scores; when customers start working with us, they don't leave. We always use our experience and knowledge to deliver exceptional results for our customers.



Initiative

We nurture a culture of continuous improvement in the pursuit of best results for our customers. We lead with a flexible approach, innovative thinking, and an agile infrastructure for efficient decision making.

Our Core Values

TCFM has grown and developed based on the knowledge, skills, dedication and personalities of all our colleagues and teams and everyone is encouraged to live our core values of:



Care

- We believe that a smile costs nothing and saying thank you can make someone's day.
- We are warm, open and transparent in our dealings with people - we are always approachable and helpful.
- We care enough to take the time to ask people how they are doing and if there is anything we can do to help.
- The sense check of how we behave and our decisions is tested by asking ourselves "Would my family be proud of me for doing this?"



Expertise

- We believe that trusting the colleagues around us to get on with their jobs and recognising the expertise and skills they bring makes us better as a team.
- Having the confidence to say if we need help is a strength and learning to be better everyday is to be recognised and celebrated.
- Questioning and curiosity is the way we ensure we are always striving to be better - we never settle for average
- Everyone gets the training they need to be the best they can be.



Respect

- Displaying good manners and showing people the respect they deserve is just common decency - being rude is simply not acceptable in our business.
- We take time to understand other people, their roles and their pressures by putting ourselves in their shoes.
- We create trust and don't let people down because we do what we say we are going to do - if we can't, we explain why.
- We will not accept a blame culture in our teams or across the business. We learn from our mistakes.
- We always work together as a team and accept that sometimes we might have to give something up for the benefit of the group.



Initiative

- We positively encourage that the people who do the jobs in our business become the ones who help decide how they are best done.
- Everything we do makes things better for the customers we serve and the colleagues we employ and new ideas are welcomed and explored.
- It's everyone's job to make sure we understand what is important to our customers and how we do a good job for them - most importantly, we then make it happen and lead their thinking - we will never be accused of being complacent.
- Working hard, using our initiative and not waiting for others to get the job done means our teams and customers can rely on us.

Starting Out

How to Use Your Handbook

We have produced this Handbook to help you to understand more about how we work, the great benefits we provide and our policies. The Handbook does not form part of your Contract of Employment. However, we do ask that you abide by its contents during your employment which will ensure a happy and straightforward working environment is created for both you and your colleagues within the business.

Please ensure that you read this Handbook and keep it in a safe place as you may find it useful to refer to from time to time during your employment with us.

TCFM reserves the right to review and amend the Colleague Handbook when necessary.

Should there be a change, you will be notified that a new version is available and this will be published on TCFM intranet.

As we cannot include everything in the Handbook if you need any information not contained here, please contact your line manager or the People Support Team who will be more than happy to assist you.

Personal Details

We keep certain details relating to your employment with us on file at the Support Office on our computerised HR, Time and Attendance and Payroll systems.

It is important that we keep our records up to date, so please make sure you tell us as soon as any of the following personal details change:

Information we Need	→	Why it is Important
Contact details, including your name, address, Email address or telephone number	→	We may need to get in contact with you when you're not at work or to send you Important information
Bank details	→	Your pay is sent directly to your bank account
Emergency contact details	→	In the unfortunate event of illness at work we would need to let someone know
Immigration status affecting your right to work in the U.K.	→	We have to meet legal obligations in relation to you right to work in the U.K. and you have a duty to inform us of any changes to your status

Should any of your details change you need to email our Payroll Department at **payroll@tcfm.co.uk** to advise of changes and they will update your records.

If you have any queries about TCFM or your employment, you should firstly contact your line manager. If they are unable to help then you should contact the People Support Team on **01737 819 139** or email **peopleteam@tcfm.co.uk**

Your Working Arrangements

Prior to starting work with TCFM, all our colleagues will be issued with a Contract of Employment. This will confirm how many hours you are expected to work and for how many days, what your rate of pay will be and the site/location you will be working at.



Working Hours

Working long hours without a break can lead to colleagues working less productively and it can affect their wellbeing. Therefore, we encourage you to take the breaks that you are entitled to during your working day.

Here at TCFM we comply with the requirements of the Working Time Directive, and therefore you will not be expected to work more than 48 hours per week (on average). If you do wish to voluntarily opt out of this restriction on your working hours, you must advise the People Support Team in writing.

If you are a night colleague (meaning you work at least three hours between 11.00pm and 6.00am) you cannot opt out of the working Time Directive unless you work in our Security business. Additionally, you should not work more than an average of eight hours daily.

If you think that you will be working more than the allowed hours, you should bring this to the attention of your line manager or the People Support Team so that it can be put right immediately.



Changes to Your Working Hours or Days

In our business there may be times when we need to make changes to your working hours or days, either on a permanent or temporary basis, for a clear business reason. These may include reducing or making significant changes to your working hours or days. If this should happen, we will always consult with you first, taking on board your comments, trying to find alternative solutions and only reaching the decision to change hours or days where there is no other course of action.



Change of Your Job Role

During your working life with TCFM we may also need you to work in a different team or at a different location either on a temporary basis or on a permanent basis. We will only insist on this if there is a genuine business reason, and, more importantly, if it is a reasonable request. We will give you as much notice as we can and will work with you to address any issues or concerns that may arise.



Your Pay

It is really important that you check your terms and conditions of employment to understand what and when you will be paid. Prior to each pay day, normally by close of business on the Thursday before, you will be able to log in to your Timegate app and view your payslip. Your payslip will show you the hours you have been paid for and any deductions which have been made and the reasons for these deductions.

Should there be any queries that you have regarding your pay, you should raise this in the first instance with your line manager so that they can look into it for you. If you still have concerns then you should contact the Payroll Department directly on **01737 819 100** or via email at **payroll@tcfm.co.uk**

At the end of each tax year, you will be issued with a P60 form which shows the total pay that you have received from us during the year, along with the deductions for income tax and national insurance. You may also be issued with a P11D form and this shows any taxable benefits you have received from us. You must keep these documents in a safe place as the law does not allow us to make additional copies and you may need them if you have any queries or concerns.



Automatic Pension Enrolment

Planning for the future is important and we would like to support you, helping to give you peace of mind that comes from knowing that money is being set aside now so you have an income when you are no longer working.

We may be required, under current legislation, to automatically enrol you into a pension scheme which meets the statutory requirements and to which both you and TCFM make contributions. The People's Pension is the automatic pension enrolment scheme that TCFM operates. If you are eligible to join the scheme, our Payroll department will deduct from your pay any pension contributions due from you in connection with your membership of this pension scheme and will pay these deductions into your pension fund on your behalf in accordance with the rules of the scheme.

You will receive separate documentation from The People's Pension once you have been enrolled in the scheme. You should keep this in a safe place for future reference.

Timegate

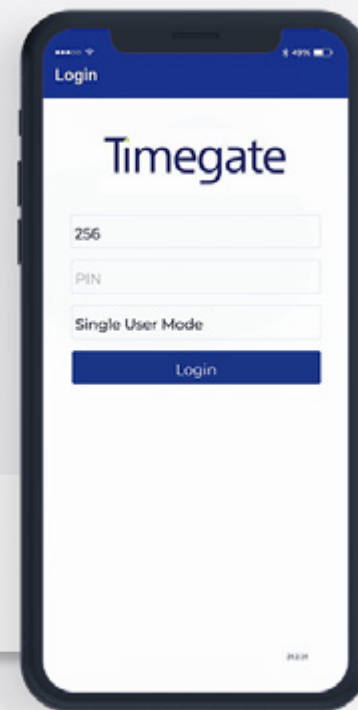
Once you have been given your payroll number by your line manager you can use our Timegate Colleague App to log in and out for your shifts each day you are due to work.

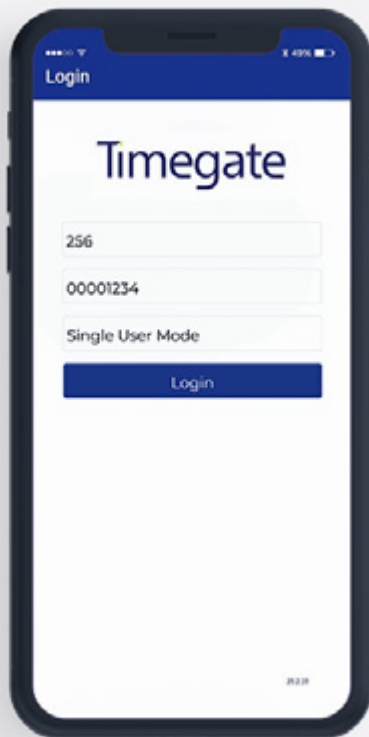
Simply go to your mobile device App store and download the "Timegate Colleague App" and then follow these simple instructions to log on.

Once the Timegate Colleague App has been downloaded, you can launch the Timegate Colleague App which will display the following screen:

Step One

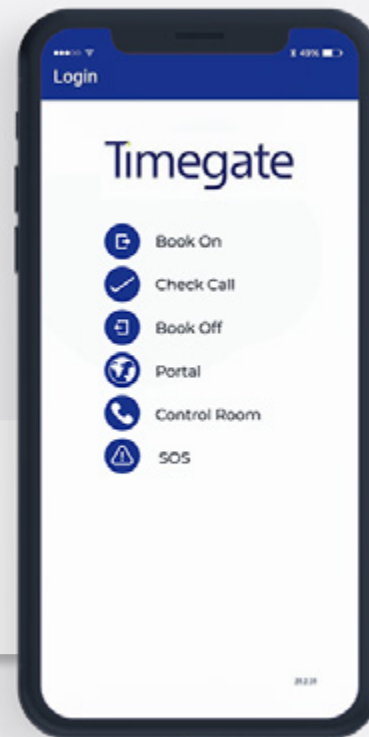
Select Single-User Mode and use Timegate code 256





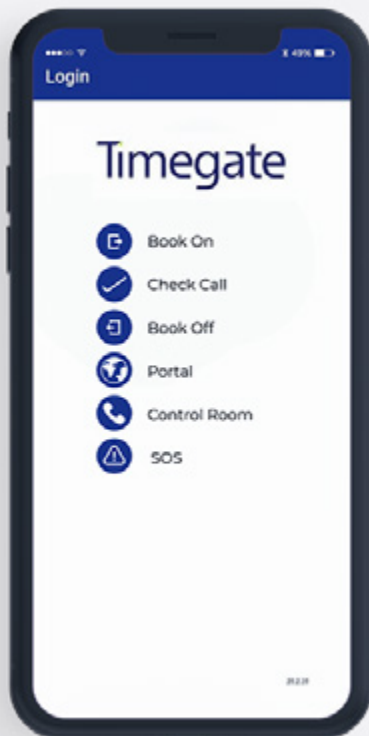
Step Two

Login with your unique payroll number. Your line manager or the people team will help you with it if you have forgotten



Step Three

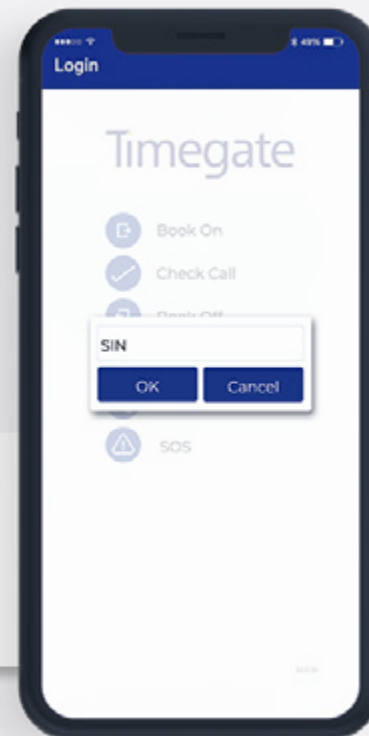
Once the required login credentials have been entered and the <Login> button has been pressed, you will see this screen



Step Four

From this screen, you are able to select to perform one out of 3 actions;

- **Make a book on call** – sign in when you start your shift
- **Check call** – for Security Officers only
- **Book off call** – sign out when you have completed your shift

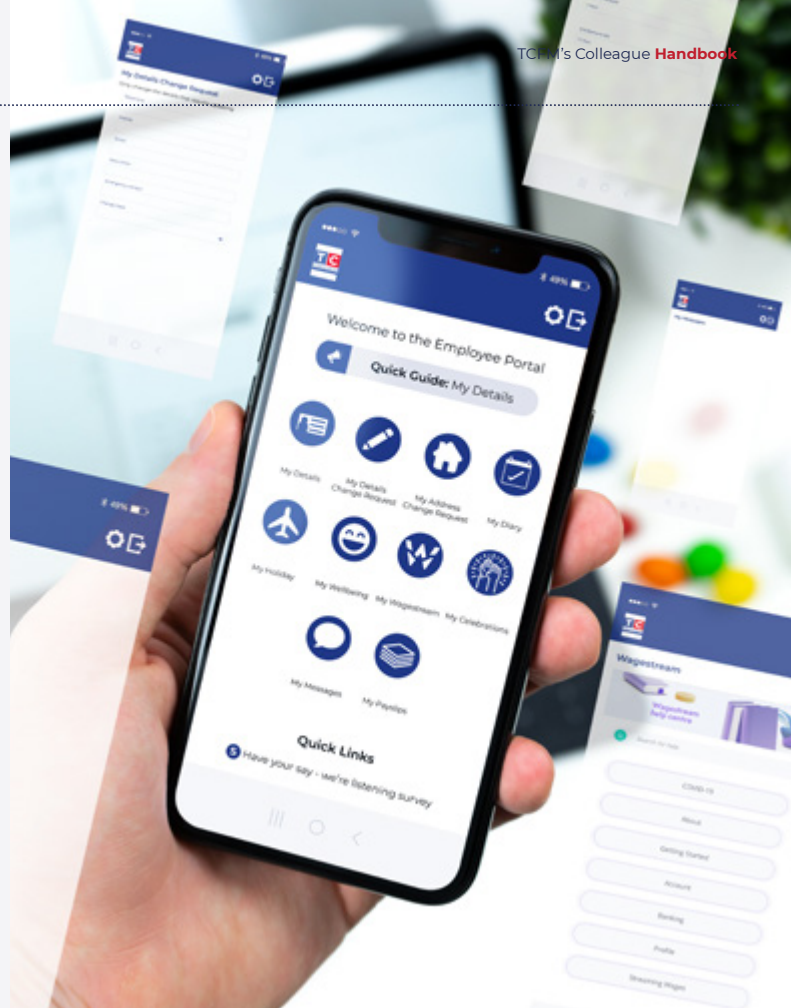


Step Five

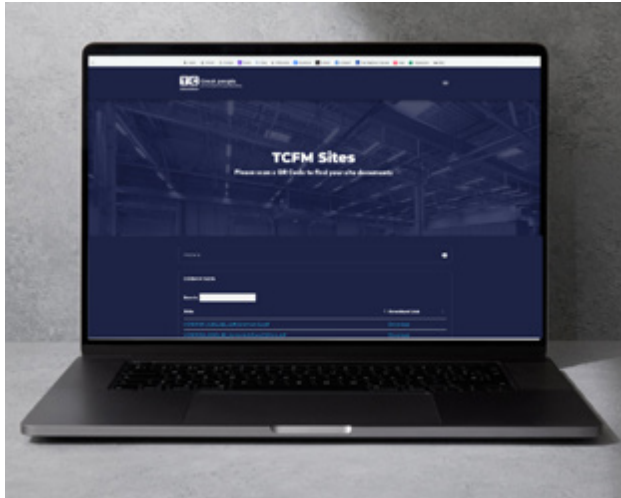
Once you have selected one of these actions, the following screen will appear requesting the site 5-digits in the SITE CODE e.g. TCTES12345 and upon successfully completing the action, you will receive a confirmation or failure message

Through the Portal Button You Will Also Be Able to:

-  Access payslips
-  Check working rotas
-  Find overtime & show availability for more work
-  Make holiday requests
-  Access financial & wellbeing support
-  Receive personalised recognition cards
-  Have their say – We're Listening Survey
-  Receive awards & rewards
-  Access people guides
-  Access business updates



Alternatively, You Can Access Timegate by:



Visiting: <https://family.tcfm.co.uk>



Or **scanning the QR code** on your site posters

Wagestream

Wagestream is a free, secure app which lets you track your daily earnings through the month and instantly access up to 50% of your pay as soon as you've earned it.



Stream your wages

Access up to 50% of your earned wages whenever you need them



Track your wages

Track your pay in real-time so you can plan ahead



Save your wages

Save little and often into your savings pot and win cash prizes



Learn

Tips and tricks for managing your money better



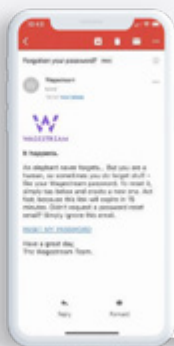
Don't forget!

Remember to **CLOCK IN** and **CLOCK OUT** of EVERY shift on Timegate to be able to track your earnings and access up to 50% of your pay early.

Wagestream is not a loan and there is no interest and no impact to your credit score. It's just easy access to the money you've already earned whenever you need it - at a fixed £1.75 per stream.

For any questions please visit Wagestream's Help Centre at: <https://help.wagestream.co.uk/en>

How to Enrol in Wagestream:



1.

Check your email

You will receive an email from Wagestream with your username and password. Use the link to download the app



2.

Open the app

Open the Wagestream app and select 'Get Started'



3.

Log in details sent

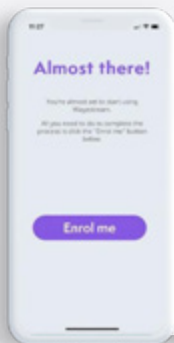
Enter your email address. This should be the email address where you received the invitation from Wagestream



4.

Check your email

Enter the password you received via email from Wagestream and select 'Log in'



5.

Confirm enrolment

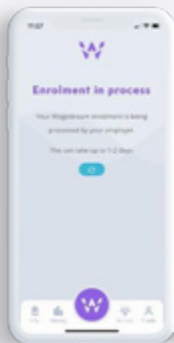
Once your username and password have been recognised, select the 'Enrol me' button to request your enrolment



6.

Terms of service

Accept the Wagestream terms and conditions. These can also be found on their website: wagestream.co.uk/privacy



7.

Enrolment complete

The enrolment process is now complete! It may take 12 days for your employer to finalise. You will receive an email on completion

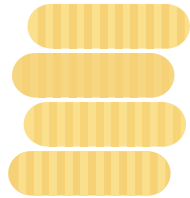


8.

Access your wages

You are now able to transfer a percentage of your earned wages using Wagestream!

Your Wellbeing



Financial wellbeing

We'll help the money you earn go further by letting you spread the cost of big purchases on things like childcare, gym memberships, technology, cars and bicycles. We'll also help you to make big savings on National Insurance contributions.



Physical wellbeing

Keep fit and healthy with free online HIIT, cardio and yoga classes and up to 28% off memberships at leading gyms, including Pure Gym and My Gym, nationwide.



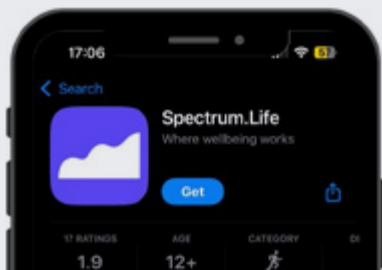
We also understand that at times our colleagues have concerns about other issues such as financial, mental and physical wellbeing and that is why we would encourage you to speak to someone if you are experiencing any of these immediately.

You may wish to speak to a member of the People Support Team which will be dealt with in the strictest confidence or alternatively you can get in touch with our Colleague Assistance Programme (EAP) partner, Legal & General.



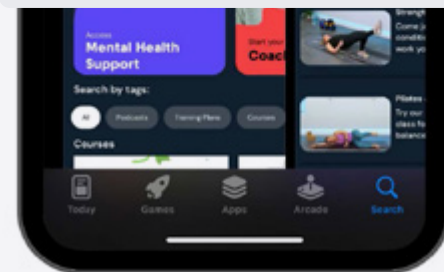
Search "Spectrum.Life" in your app store and register using our unique code

BeWell



Log on to the Wellbeing Hub at <https://landg.spectrum.life/login> using the following:

Username: ➡ BeWell



Colleague Assistance Programme

You and your families have access to 24/7 free support covering topics including:



Financial wellbeing

- Debt
- Living on reduced income
- Money management
- Pensions



Mental wellbeing

- Depression
- Child support
- Bereavement
- Anxiety
- Stress
- Relationships



Physical wellbeing

- Aches and pains
- Heart health
- Quit smoking
- Exercise and diet
- Travel advice
- Terminal illness

Learning and Development

At TCFM all our new colleagues will begin an induction programme on their first day at work and this will be recorded and reviewed on a weekly basis.

The programme will consist of the following:



Health & Safety processes



On the job training with your line manager and/or a buddy



Technical training such as how to use machinery and chemicals



Site visits between contracts for management and Support Office training with each Department head



Continuous evaluation with your line manager



End of programme validation

Talent Management

At TCFM we believe that everyone has talent and we are passionate about growing our own talent at all levels of the business. Building skills and expertise is central to everything we do and that is why we are committed to providing training opportunities for all our colleagues.

At TCFM we achieve this through a variety of methods including:



E-learning



On site training



Job shadowing



Secondment



Tool Box Talks



Mentoring



Coaching

For some training courses we may put a “clawback agreement” in place and this simply ensures that your course will be paid for by TCFM but in return we will ask you to commit to stay with us for an agreed period of time to share the new skills you have acquired. If you decide to leave TCFM while the “clawback agreement” is in place, you will be expected to repay some or all of the course fees. Please be assured that we will always let you know in advance if a “clawback agreement” will apply to your training course.

Health and Safety

Here at TCFM the Health and Safety of all our colleagues is our top priority and we continuously strive to safeguard your health, safety and welfare while you are at work.

You, as a colleague, are also responsible for your own health and safety and that of others working with you and around you and for working together with us to accomplish all health and safety requirements.

Detailed information on specific hazards and requirements related to your role and responsibilities are contained within our company Methods of Clean information sheets which your line manager will provide you with.

However, if you have any queries or concerns our Group QHSE department will be more than happy to provide you with further details on any health and safety issues relating to your role and place of work. They can be contacted on [01737 814 014](tel:01737 814 014) or via email at QHSE@tcfm.co.uk

Unsure which **potential hazards** to report?

Here are some examples:



Frayed electrical wires



Slippery surfaces



Obstructed walkways



Body fluids



Extreme temperatures



Flammable liquids

Unsure which **accidents** to report?

Here are some examples:



Slips and trips



Cuts



Injuries from manual handling

Misuse of Drugs and Alcohol

At TCFM we are committed to supporting a safe and effective work environment for everyone and this includes being aware of the problems involved in the misuse of alcohol or legal or illegal drugs. We need you to come to work in a mental and physical condition that enables you to do your job safely and to the best of your ability.

This means that you must not:



Use or be under the influence of alcohol, illegal drugs or substances while you are at work or on Company premises or when undertaking any work-related activity



Possess illegal drugs at work or at any work-related social event including a training event



Consume alcohol whilst at work



Sell any alcohol or drugs whilst at work

If you are taking legal or prescribed medication that could affect your ability to work effectively and safely (even if you take it outside of work) you must inform your manager who will assess any risks and make any reasonable adjustments required. If you need to bring your medication in to work, it is your responsibility to make sure you keep it in a secure place.

Our policy is to support colleagues who want to address misuse or dependency issues and to focus on helping the individual to return to good health and full efficiency. If you are concerned about dependency or misuse of any substance, or have any questions you would like to ask, we encourage you to contact your People Business Partner who can help you find confidential support and guidance.

If you are found to be under the influence of alcohol or drugs at work then we may also require you to take part in a substance misuse rehabilitation or treatment programme which would take place in addition to disciplinary action. However, our commitment to health and safety and our reputation means that any breach of this policy, even a first offence, may be treated as gross misconduct.

As part of our commitment to safety we will 'for cause' test colleagues who work in identified roles or areas. That is, we will test for the presence of drugs and alcohol if we have reason to suspect your actions could be the result of substance misuse. We may also test colleagues who work in safety-critical roles or areas if they have been involved in an incident or accident. For more detail, see our Drugs and Alcohol Policy.



Driving

As part of your role within TCFM you may need to drive one of our company vehicles and we would define driving on company business as any journey made to carry out a work activity. This includes attending different sites, providing a lift to a colleague or to attend a training course or meeting.

If you are a regular driver you will be asked to complete an on-line driving awareness course prior to being given your company vehicle. Our Fleet Department will provide you with a full and thorough introduction to driving whilst working at TCFM and you will also be given a copy of our Company Car Policy.

If you use your own vehicle on company business then you should ensure that your car insurance covers this type of use and your vehicle is in a good, roadworthy condition before setting out on a business journey.

Our company Fleet department can be contacted on [01737 814 016](tel:01737 814 016) or via email at fleet@tcfm.co.uk



Disability

If you are, or become, disabled in the course of your employment, we will take reasonable steps to support you by considering adjustments to working practices, arrangements and facilities or by considering redeployment and appropriate retraining.

Taking Time Off

Annual Leave

At TCFM we are passionate about you having an effective work/ life balance and we encourage all our colleagues to take regular holidays using their holiday entitlement.

Our holiday year begins on the 1st April and ends on the 31st March each year and every colleague is entitled to a statutory holiday entitlement of 5.6 weeks. Your entitlement you have available to book will be shown on your payslip.

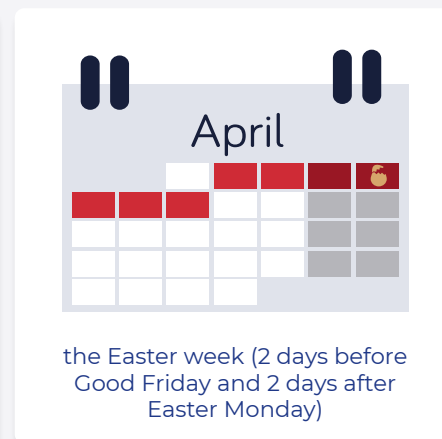
Your holiday entitlement will be based on an annual entitlement that will be calculated from your contracted hours worked across a week and will be shown in hours.

The table below shows an example of the entitlement you will receive based on the statutory allowance of 5.6 weeks/28 days and your contracted hours per week:

Contracted Weekly Hours	Annual Entitlement in hours	Contracted Weekly Hours	Annual Entitlement in hours	Contracted Weekly Hours	Annual Entitlement in hours	Contracted Weekly Hours	Annual Entitlement in hours	Contracted Weekly Hours	Annual Entitlement in hours	Contracted Weekly Hours	Annual Entitlement in hours
1	6	11	62	21	118	31	174	41	230	51	286
2	11	12	67	22	123	32	179	42	235	52	291
3	17	13	73	23	129	33	185	43	241	53	297
4	22	14	78	24	134	34	190	44	246	54	302
5	28	15	84	25	140	35	196	45	252	55	308
6	34	16	90	26	146	36	202	46	258	56	314
7	39	17	95	27	151	37	207	47	263	57	319
8	45	18	101	28	157	38	213	48	269	58	325
9	50	19	106	29	162	39	218	49	274	59	330
10	56	20	112	30	168	40	224	50	280	60	336

When you book any holiday, you must give your line manager at least 4 weeks' notice by completing a Holiday Request form which your line manager will give to you. It is important that you remember that your request will not be considered as authorised until you receive confirmation from your manager. Failure to follow this process will mean that we will not be liable for any financial loss you might incur, such as, loss of holiday deposit or reservation.

We ask that you don't take more than 2 weeks holiday at any one time and that holidays are not taken at the following times:



You must make sure that you take your holiday within the holiday year as you will not be allowed to carry over any unused entitlement to the next year or receive payment for unused holiday.

Should the site you work at be closed on a bank holiday, for example, Christmas Day, Boxing Day or New Year's Day, you will be paid your contracted hours for that day and this will then be deducted from your annual holiday entitlement so please ensure that you have enough holiday entitlement to cover this.



Unplanned Leave

We fully understand that sometimes you may need to take unplanned leave from work due to sickness, emergency leave to care for dependants or unforeseen problems at home. As a company we promise to support our colleagues to help them get back to work and we have a sickness and absence procedure which helps us to ensure our colleagues are treated fairly and that their unplanned leave from work is managed in a positive and transparent way.

If you are going to be absent from work, please let your line manager know as soon as possible letting them know the reason for your absence and your likely date of return to work. At the very minimum, we ask that you contact your line manager at least 2 hours before you are due to start your shift if you know you will be absent.

You should try and keep in contact with your line manager during your absence so that we can be kept up to date, which helps us to manage your absence better.

It is really important that you report your absence appropriately and you keep in regular contact with your line manager as failure to do so may result in your absence being unpaid.



Sick Leave

For the first 7 days of absence you are able to self-certify yourself. On the 8th day of absence, you will be required to provide a doctor's certificate. We cannot stress enough how important it is for us to support you during your absence and we ask that you contact your line manager when you have visited your doctor as there may be adjustments we can put in place to assist a quicker return to work.

You may be entitled to company sick pay for sickness-related absences. Check your Terms and Conditions to see if you are. In circumstances where you are not entitled to company sick pay, or where you have already exhausted your entitlement, you may be entitled to Statutory Sick Pay (SSP) during any absence related to sickness or injury. You must report your absence in line with our sickness absence policy and meet the criteria set out by the Government (by earning a certain minimum amount of money per week). The first 3 qualifying days of any absence are classed as "waiting days" and SSP is not payable. Thereafter, any qualifying days will be paid at the rate set by the Government and will be subject to the normal income tax and National Insurance deductions.



Long-Term Sickness Absence

We recognise that there are times when you may not be able to attend work due to long term sickness absence. During this time, it is important that communication remains frequent. Your manager in conjunction with your People Business Partner will agree with you when and how this will take place.

Occupational Health

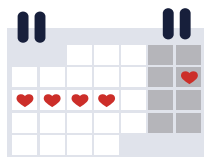
Our Occupational Health providers are a group of medically trained health care professionals who provide an advisory service to both colleagues and managers. If you are absent from work or affected by ongoing work-related health problems, we may arrange for you to meet or speak to them. By attending an appointment, Occupational Health will be able to:

Provide you with advice on work-related health matters

Make recommendations on any reasonable adjustments which we could put in place to support you

Advise your manager of suitable sustainable employment options for you

Provide your manager with relevant work-related information about your problems to help them understand and therefore assist with appropriate support



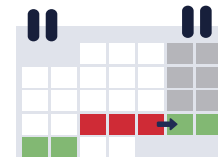
Compassionate Leave

We want to support our colleagues during the difficult time after the death of a close family member. We know that a colleague who has been bereaved will need some time away from work to grieve, to plan or attend a funeral and to see to any practical arrangements.

We will give you 3 days paid leave in the event of bereavement of an immediate family member – which in normal circumstances may include parents, spouse, cohabiting partner, civil partner, children, brothers, sisters and guardians.

We understand that additional days may be needed and therefore we may allow you to take this as unpaid leave at the discretion of your line manager. We will aim to be flexible in relation to the amount of time off that is given taking into account the needs of the business and your personal needs and circumstances.

We will also give support when you come back to work, making reasonable adjustments so that you can work at a pace that suits you, until you are able to return to full performance.



Return to Work

Upon your return to work, a return to work interview will be completed, with you, to discuss the reasons for your absence, what, if any adjustments may be required to support you and whether we have any concerns with the level and reasons for your absence. These meetings are designed to support colleagues in their return to work.

Family Leave

At TCFM we understand the importance of family and want to support you during life's significant events.



Maternity leave

We aim to provide a safe and supportive working environment during your pregnancy and we encourage all expectant mothers to inform their line manager as early as possible.

You can take up to 52 weeks' maternity leave and may be entitled to Statutory Maternity Pay (SMP). You can start your maternity leave any time from 11 weeks before your baby is due but you must complete our "notification of intention to take maternity leave" and hand it to your line manager no later than 15 weeks before your baby is due so that we have time to comply with our legal requirements.

On request, your GP or Midwife will provide you with a MATB1 certificate from 20 weeks before your due date. It is really important that you give this to your line manager to ensure any SSP is accurately calculated during your maternity leave. We will then write to you to tell you about your employment rights during your pregnancy, including any pay you will receive etc.

We will also help you to return to work at the time that is right for you and to make your return to work as smooth as possible.



Paternity leave

If your partner is expecting a child, or you are a father-to-be, or your partner is taking Adoption Leave, you may be entitled to take 2 weeks Paternity Leave if you have more than 26 weeks' service and you may be entitled to Statutory Paternity Pay (SPP).

If the mother or the primary adopter has returned to work before the end of their maternity leave period you may be entitled to take between 2- and 26-weeks additional paternity leave. The earliest you can take this leave is 20 weeks after the child is born and it must end one year after the child's birth.

You may be entitled to Additional Statutory Paternity Pay (ASPP) if the mother of the child or the primary adopter has not exhausted their entitlement of 39 weeks' SMP or Maternity Allowance. We encourage anyone in this situation to let us know as soon as possible that they are planning to take Paternity Leave so that we can ensure you are aware of what you need to do and your entitlements. You should, ideally, let your line manager know 15 weeks before your baby is due, or within 7 days of being notified that a child is being placed with you for adoption.



Adoption Leave

We encourage you to let us know as soon as possible if you are planning to adopt a child so that we can look at ways to support you and ensure you have the information you require about your employment rights.

If you have worked for us for at least 26 weeks and are an individual, or part of a couple, expecting a child to be placed with you for adoption, you will be entitled to a period of Adoption Leave as long as you are being newly matched with a child from a recognised UK adoption agency.

You will be entitled to up to 52 weeks' leave and may also be entitled to Statutory Adoption Pay (SAP). In order to qualify for SAP, you will need to provide documentary evidence, such as a matching certificate. Once we are formally notified of your intention to take Adoption Leave, we will write to you to tell you about your rights, including any pay you will receive.



Parental Leave

If you have at least one year's service with TCFM and have a child under the age of 18 you are entitled to 18 weeks unpaid leave in order to care for your child.

The limit on how much Parental Leave you can take in a year is 4 weeks for each child and must be taken as whole weeks (i.e. 1 week or 2 weeks) rather than individual days.



Flexible Working

During your career with us we understand that you may have additional responsibilities outside work which mean you may require your working hours to change and we recognise that our colleagues deserve an appropriate work/life balance and will try to accommodate your request, where possible.

You should put any request for flexible working, in writing, to your line manager or the People Support Team, outlining the details of your request. We will then arrange to meet with you to discuss your request. Wherever reasonable we will try to accommodate your request.

Ask your line manager or the People Support Team for any of our Family Leave Policies to find out more information.

Performance and Standards

Performance Review/Appraisal/ Job Chat

You will have regular opportunities to talk with your manager about your role, your objectives and your development. Your manager will coach and guide you to perform at your best.

You will be continually assessed by your manager to make sure the best use is being made of your skills and potential.

Depending on your role within TCFM we aim to carry out a performance review discussion at least once a year. This gives you the opportunity to consider your overall performance and an opportunity to discuss your objectives for the next year.

Our managers are responsible for providing their colleagues with constructive feedback and guidance. Now and again, some feedback can be difficult to accept, but we ask you to reflect on all feedback provided and discuss any concerns openly and professionally with your manager.

Internal Vacancies

We understand that developing talent from within the business makes good business sense. Our colleagues know the business, and can start working and using their skills, knowledge and experience more quickly than someone new to TCFM. More importantly we know about your ambitions and how you perform following discussions in your personal performance reviews/ appraisals/ job chats.

If you want to undertake a different or more challenging role, we will give you fair access to internal vacancies along with the support and encouragement you need to apply for suitable opportunities.

Performance and Standards

We aim to establish fair and achievable standards which are clearly communicated. Colleagues are given appropriate coaching and guidance to meet these standards and everyone's performance is regularly monitored.

Personal Appearance and Dress Standards

It is important we all take care of our appearance, as this shows to our customers the high standards we set ourselves. Excellent hygiene and cleanliness are also critical to maintaining a safe and healthy environment to protect our customers and colleagues.

Examples of appropriate standards include:



Uniform to be kept in a clean, well-maintained condition



Display your ID badge at all times on customer premises



Appropriate fully enclosed footwear to protect feet



Hair should be clean and neat, shoulder length hair should be tied back



Facial hair must be kept clean and tidy



Tattoos should be covered up where possible

In addition, the code for high risk areas is no earrings, jewelled rings, brooches, watches, necklaces, ankle chains or other visible body jewellery. A wedding band and watch may be worn in other areas; however, care should be taken not to get them caught or snagged in either machinery or fixtures and fittings which could cause injury.

If we provide you with a uniform, you are required to look after it. This uniform remains the property of TCFM and must be returned if you leave.



Disciplinary

TCFM takes pride in great standards of conduct throughout its business. The aim of the Disciplinary Policy is to help and encourage all colleagues to achieve the desired standards of conduct and behaviour. Failure to uphold Company rules, standards and procedures is likely to lead to disciplinary action up to and including dismissal.

Managers will, as required, apply the Disciplinary Policy to help colleagues achieve these standards of conduct in a fair and consistent way. Our approach may involve us reiterating these standards through verbal and written warnings at disciplinary hearings. Where there is a failure to meet our standards of conduct which is ongoing it may ultimately lead to the termination of a colleague's employment with notice. Where an incident is particularly serious, it may result in dismissal for gross misconduct without notice or pay in lieu of notice.

It is important that you familiarise yourself with the examples of what we consider to be misconduct and gross misconduct in the Disciplinary Policy which can be obtained from the People Support Team.



Suspension

There may be circumstances where we need to suspend you from work. For example, before or during a disciplinary investigation, particularly where the allegation is one of gross misconduct.

Full details of the rules, payment criteria and principles of suspension are contained in the Disciplinary Policy.

We also may suspend you where a medical problem exists, which means that for either the health and wellbeing of yourself or others, you should not continue to attend work.

Treating You With Respect

Equality and Diversity

We are passionate that we treat colleagues fairly, equally and with respect at all times within TCFM and we embrace diversity and understanding the value that different backgrounds can bring to our business. We are committed to promoting equality and eliminating discrimination and encourage diversity among our colleagues.

We will ensure that we:



Ensure equality, diversity and inclusion in the workplace



Offer fair treatment in every aspect of working life at TCFM



Promote a culture in which all of our colleagues are treated with respect and dignity



Demonstrate our opposition to discrimination

Religion and Belief

We understand you may wish to observe your religion or belief at work. Speak to your Manager if you wish to request an adjustment to your working arrangements and we will do our best to make adjustments to suit you, balancing the request against the needs of your colleagues and the business.

There may be times when your request is not possible but we aim to explain why this may be the case.

To ensure the aims and commitments of our Equal Opportunities Policy are achieved we will ensure that regular monitoring takes place.

It is important, therefore, that you complete any information regarding your ethnicity and gender etc. when you complete your online application with us so that we can monitor whether we are achieving our aims.

Ethics and Conduct

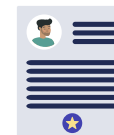


Code of Conduct

Our Code of Conduct provides a summary of the actions and behaviours we expect you to demonstrate in your day-to-day life at TCFM. The Code is part of all of our contracts, and is designed to help us carry out our roles with due care and attention, honesty and to the best of your ability at all times. It links closely with a number of full policy documents which provide further information on the standards and requirements for our colleagues.

Updates to this Code, or related policies, will be made from time to time to ensure we meet our legal obligations and operational requirements. We ask that you familiarise yourself with any communicated updates and seek clarification of our procedures from your manager if at any time you are unsure.

We have more detail in our policies which are referred to where relevant. Any breaches of our Code of Conduct may result in disciplinary action up to and including dismissal.



Criminal Convictions

Your employment with TCFM is based on assurances that you have no criminal record (other than any record you are permitted to withhold under the Rehabilitation of Offenders Act 1974). If it comes to TCFM's attention that you have a criminal record and this has not been declared, this will be deemed as Gross Misconduct and TCFM will be entitled to dismiss you without notice or payment in lieu of notice.



Anti-Bribery and Corruption

Our policy is to conduct all of our business in an honest and ethical manner and we adopt a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all business dealings and relationships wherever the business operates.

Our anti-bribery and corruption policy set out the responsibilities of TCFM and what is expected of you, and provides you with information and guidance on how to recognise and deal with bribery and corruption issues and can be found on TCFM intranet or by contacting the People Support Team.



Data Protection

We hold and process a range of personal colleague and customer data. Our customers and colleagues trust us to hold such information securely and you are required to accept and follow all our policies and instructions to make sure we are following legislation on data protection.

By accepting your terms and conditions of employment, you have consented to TCFM processing your personal data. This includes any sensitive personal data you provide, which may include, for example:

Your health

Racial or ethnic origin

Any information relating to any criminal convictions or any criminal charges secured or brought against you.

We may share your personal data with associated Companies or service providers, for example if we are offering colleagues additional benefits. We may also need to transfer your personal data within divisions and operating companies for administration and payroll purposes. This may include transferring your sensitive personal data outside of the EEA.



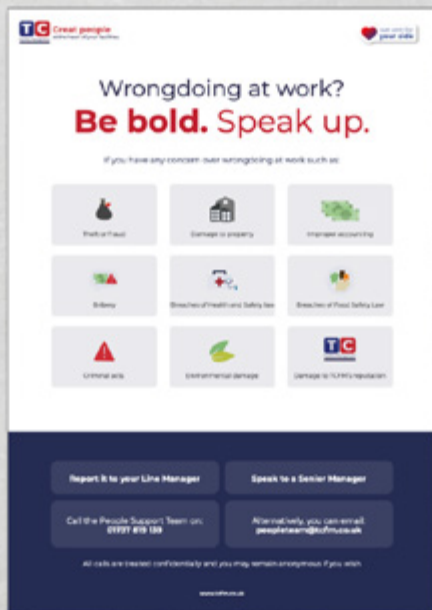
Grievance

Our Grievance Policy aims to help you solve work-related problems through good working relationships, which are achieved through open and honest two-way communication and respect.

You and your manager are encouraged to work together to resolve concerns informally where possible. At any time, you can ask questions and raise any concerns to your manager. Managers can then respond quickly and take appropriate steps to prevent the need for formal grievances.

If, despite these efforts, an informal solution has not been found, you are able to raise a formal grievance by contacting the People Support Team on **01737 819 139** or email peopleteam@tcfm.co.uk





Whistle Blowing

At TCFM, we are committed to running our business to high ethical and legal standards along with protecting and supporting colleagues so that concerns or issues can be escalated and dealt with effectively, in the interests of the business, its colleagues, shareholders, and other stakeholders.

Colleagues are often the first to realise that something doesn't seem quite right but may feel they can't share their concerns, thinking that by speaking up they are being disloyal to their colleagues or to TCFM. They might also be worried about being harassed or victimised if they do speak up. In these circumstances it may be easier to ignore the concern rather than report what may just be a suspicion of malpractice.

Our policy is that all colleagues should be able to raise matters of concern confidentially or anonymously and we will do our best to protect the identity of anyone raising a concern, however it must be understood that any investigation process may reveal the source of the information and a statement may be required as part of the evidence.

In line with these commitments, we expect colleagues who have serious concerns about any aspect of TCFM's operation to come forward and raise their concerns and recognise that most cases are submitted on a confidential basis.

Therefore, we would expect you to report any of the following:



Theft or Fraud



Damage to Property



Improper Accounting



Bribery



Breaches of Health and Safety law



Breaches of Food Safety Law



Criminal Acts



Environmental Damage



Great people
at the heart of your facilities.

Damage to TCFM's Reputation

Communication

At TCFM, outside of the day to day, week to week communication, 1:1's, performance reviews and annual appraisals, we will engage with you via email, Timegate & via onsite noticeboards to keep you informed of business updates, hear your concerns, offer solutions and help you access the wider benefits we offer.



Noticeboards and Emails

From time to time we will need to let you know important announcements or messages and these will usually be sent to you via our Colleague's Connection email and/or posted on the notice boards in your sites. Please make every attempt to read these communications then you will be up to date with everything that is happening at TCFM.



Colleague's Connection Newsletters

Through our Colleague Connection newsletters, we will share business updates ensuring that you feel part of our community. These newsletters include a personal message from our CEO, celebrations of Colleague Stars, Warm Welcomes for new team members, and information about any new wellbeing benefits available to colleagues.

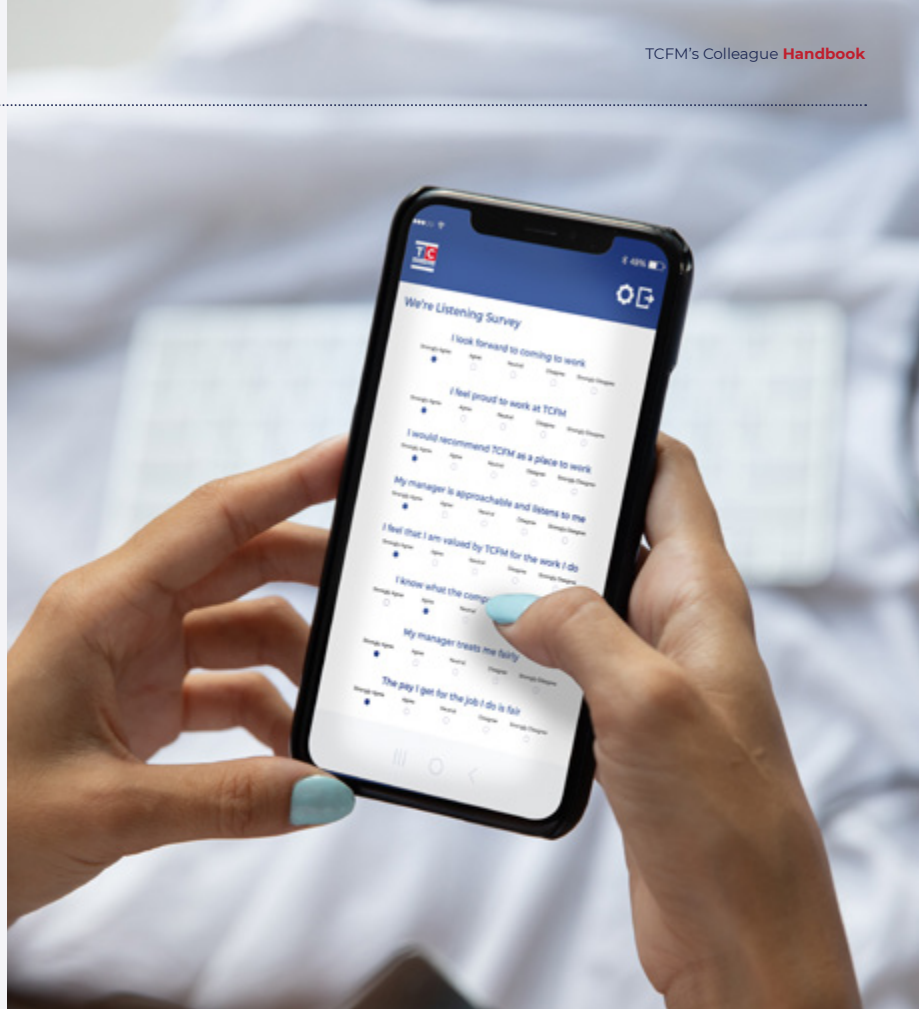
Colleague Surveys “Your Voice Matters”

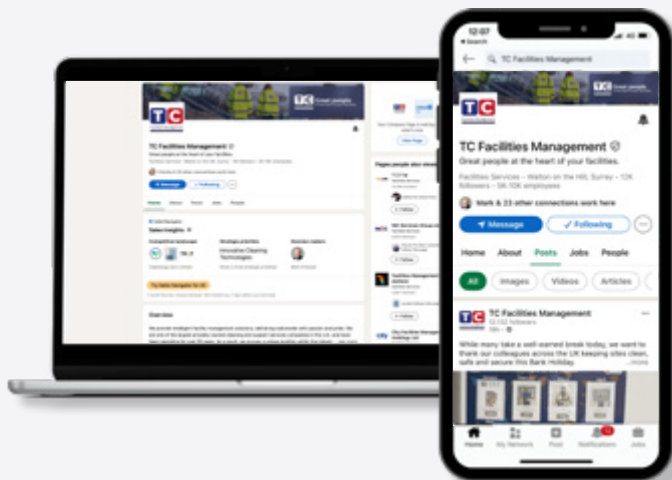
Our success depends on making our colleagues feel special, but if you don't feel like that how can we help you feel special?

That is why, twice a year, you will be invited, via email, to complete our We're Listening survey. This is your chance to let us know what we are getting right and where we can make improvements.

All teams share and discuss the results and work together to build local and company wide action plans focussed on making working at TCFM even better.

All questionnaire responses are totally confidential and at no point does anyone at TCFM have access to individual responses.





Social Media

Here you will find all the news and stories from our colleagues and customers around the business and encourage you to follow us at www.facebook.com/wearetcfm or on Twitter at [@wearetcfm](https://twitter.com/wearetcfm)

We ask that when you use any of the platforms listed above please make sure that you understand and follow the TCFM Social Media policy which can be found on the TCFM intranet or from the People Support Team.

The Press

We ask that you please never speak to the press. It is best to not engage with them but to advise them to speak to our Marketing Department directly or via email at marketing@tcfm.co.uk

Technology Use

At TCFM we use information and communication technology to run our business as flexibly and efficiently as possible. We set out the rules surrounding appropriate use when using our systems and equipment.

Laptop/Mobile Phone/PDA Use

Colleagues should take reasonable care to protect equipment from hacking, theft or damage.

If your role involves using company equipment, including e-mail or the internet, you will receive full details of these rules when your access begins. Such systems are first and foremost provided to undertake company business, delivering service and value to customers and colleagues.

We monitor the use of all our systems and equipment to ensure our business is conducted appropriately, including:



To establish facts where the content of a communication is disputed



To investigate and detect usage in breach of our policies



For training purposes



For preventing and detecting crime



To ensure the effective operation of our systems

If you work in our Support Office or hub office in Wakefield or have access to the TCFM intranet, you will be able to access all the policies referred to in this handbook.

Saying Goodbye



Leaving us

We aim for you to have a long and enjoyable career with TCFM, but we know that at some point you may choose to move on. If you do, you need to write to tell us when you wish to leave, and your reason(s) for leaving.

You will need to work a notice period, which is outlined in your terms and conditions of employment. This allows an effective handover to take place and gives us sufficient time to recruit a replacement for you, if required.

When we receive your letter of resignation, we will meet with you to talk about your reasons for leaving. This meeting is called an exit interview and is to help us understand why people move on so that we can pick up on any issues and make future improvements.

When you leave, it is your responsibility to return all items of company property and any company vehicle to us. Failure to return the equipment may result in the cost of its recovery being deducted from any money that is owed to you.



Transferring to Another Company

Sometimes your employment with TCFM may come to an end as a result of the transfer of a contract to another provider. In these circumstances, we will follow a robust colleague transfer programme to support colleagues who leave us through a transfer situation under TUPE (Transfer of Undertakings Protection of Employment). This ensures you have the appropriate information and consultation prior to a transfer taking place.



Retirement

For most people retirement is a major lifestyle change and at TCFM we believe that, where possible, it is important to recognise the different needs and preferences of individuals approaching their retirement and as such we seek to balance our colleague's individual wishes with the needs of the business.

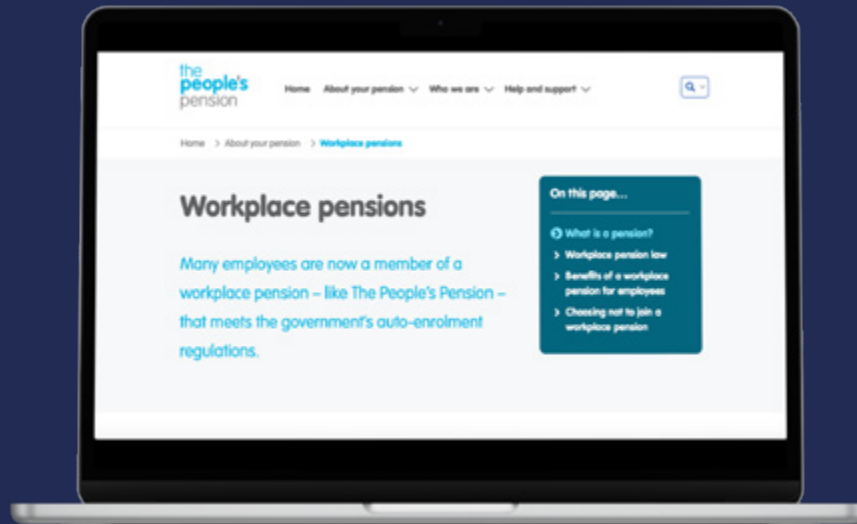
We recognise the value of experience and knowledge, and encourage you to continue working for us as long as you feel committed to and capable to do so.

The poster features the TCFM logo and the tagline 'Great people at the heart of your facilities.' in the top left corner. In the top right corner, there is a small red heart icon with the text 'You are the heart of the team'. The main title 'People Support Team' is prominently displayed in the center. Below the title is an illustration of three diverse people: a woman on the left, a woman in the center wearing a headset and looking at a laptop, and a man on the right. Speech bubbles are shown above each person. The text below the illustration reads: 'The People Support Team is our dedicated first line HR service for managers and employees to seek advice on any employment matters.' At the bottom, there are two dark blue boxes with white text. The left box says 'Call the People Support Team on: 01737 810 130'. The right box says 'Alternatively, you can email: people@tcfm.co.uk'. Below these boxes, in smaller text, it says 'All calls are treated confidentially and you may remain anonymous if you wish.' and the website 'www.tcfm.co.uk' is listed at the very bottom.

Workplace Pensions

You can find more information about this in different languages at:

www.thepeoplespension.co.uk/employees



The Government wants to encourage all of us to save for our retirement. So, every employer, including us, must enrol their colleagues in a qualifying pension scheme if they are not already in one. This is called automatic enrolment and will affect you as soon as you start working for TC.

We have chosen The People's Pension as our pension scheme for you, which is provided by B&CE, an experienced provider of workplace pensions in the UK. We will share relevant information with B&CE so that they can administer the pension scheme.

How Will Automatic Enrolment Affect You?

Whether you will immediately become an automatically enrolled member of The People's Pension will depend on your age and your gross pay, when your first payment is processed. You will be automatically enrolled and will start to make contributions immediately if:

- You are at least 22 years old and
- You are under State Pension age and
- You usually work in the UK
- You earn more than the Earnings Trigger which is £10,000 per year (equal to £833 per month or £192 per week) and

If you do not fulfil all the criteria then you will be reassessed each pay run.

If you do fulfil all the criteria straight away or at a future date, you will be sent a joiner pack from B&CE that will be posted or emailed to you and will confirm that you will be automatically enrolled.

What Happens if You Are Automatically Enrolled?

When you save into The People's Pension, the money you have put in is combined with money from the Government and money from us. By staying in The People's Pension, the following contributions will be made to your pension every pay period. You can check this on your payslip.

Contributions	Percentage Alloted (%)
Your Employer will pay in	3.00 of Total Earnings
From your Wage, you will pay in	4.00 of Total Earnings
The Government adds Tax Relief of	1.00 of Total Earnings

Your joiner pack will have a covering letter confirming how much will be put into The People's Pension each fortnight.



Joining a Pension Scheme

You have the right to opt in or join The People's Pension if you are not automatically enrolled because you are under 22 or over the State Pension Age, or your salary is below the Earnings Trigger or during the postponement period.

You have the right to opt in to The People's Pension if:

- You are aged between 16 and under age 75
- You earn more than £6,240 per year (which is equal to £520 per month or £120 per week)
- But, earn below £10,000 per year (which is equal to £833 per month or £192 per week)

or

- You are aged between 16 and under age 22, or between State Pension age and under 75
- You earn above £10,000 per year (which is equal to £833 per month or £192 per week)

To opt in you must give us a written signed letter/notice (or an email which must include a statement confirming that you have personally sent it to us). We will then make arrangements for you to become an active member of The People's Pension. You will be entitled to contributions from us.



Opting Out?

When you are automatically enrolled you do not have to be a member of The People's Pension if you do not want to be. You will be able to choose to opt out if you think saving into a pension is not right for you.

You have the right to join a Pension Scheme if:

(Note: this is different to opting in as this group is not entitled to contributions from us.)

- You are aged at least 16 and under 75
- And you earn below £6,240 per year (which is equal to £520 per month or £120 per week)

To join a pension scheme, you must give us a written signed letter/notice (or an email which must include a statement confirming that you have personally sent it to us). We will then make arrangements for you to become an active member of a pension scheme.

How to Opt Out:



Call **0300 330 1280**



Visit https://myproducts.peoplespartnership.co.uk/Account/OptOut?_

More About The People's Pension

The People's Pension is an occupational pension scheme that provides a simple and straightforward way to save now towards an income for when you are older.

We will deduct your contributions directly from your pay each month/ week. If you do not opt out, we will also make contributions (if you are eligible for them), plus you will receive tax relief on your contributions from the Government.

You can get more information about automatic enrolment at www.gov.uk/workplacepensions

You can get more information about The People's Pension at www.thepeoplespension.co.uk/employees

Once you are enrolled on the pension scheme, please refer all queries to The People's Pension directly. If you have any queries before then, please contact the Payroll Department.



Company Contact List

A list of all teams and their contact numbers.

Department and Their Responsibilities	Telephone Numbers
People Team: Grievances, Disciplinarys, Maternity Queries, Confirmation of Employment Letters, Job/Rent References, All Other Employment Matters, ID Badges, TUPE and Recruitment	01737 819 139
Payroll: Tax Queries, P45 Queries, P60 Queries, Benefit Forms and Fit Notes	01737 819 100
Central Support Team: Lateness, Absence, Roster Updates, Portal to View Payslips (All Queries), Company Paper Work, Travel & Accomodation and Company Post	01737 819 016
Health and Safety: Accidents, Risk Assements and Methods of Clean	01737 814 016
IT: Phablet Queries, Mobile Phone Queries, Company IT Equipment Queries	01737 819 161



Great people
at the heart of your facilities.

01737 814 016

info@tcfm.co.uk

Sapphire House, 74/76 Walton Street, Walton on the Hill, Tadworth, Surrey KT20 7RU.
TC Facilities Management Ltd is registered in England and Wales. Registration number: 2567667