



Europcar Mobility Group UK

Employee Handbook

Please refer to one:net for the most up to date version of the handbook.

We help to change
the way you *move*



Your Employment	6
Adoption Leave	6
Alterations to your Terms & Conditions	6
Bereavement	6
Changes of Duty	6
Conflict of Interest	6
Convictions	6
Data Protection	7
Disclosure of Information	7
Funerals	7
Holidays	7
Hours of Work	8
Incentive & Bonus Schemes	9
Jury Service	9
Maternity Leave	9
Mobility	9
Neonatal Care Leave	10
Notice Period	10
Parental Leave	10
Part-Time Employees	10
Paternity Leave	10
Paying Your Salary	10
Personal Appointments	10
Personal Records	11
Probationary Period	11
Public Holidays	11
Shared Parental Leave	11
Special Leave of Absence	11
Time off for Dependants	12
Trade Unions	12
Working Location	12
Policies	13
Anti-Bribery and Corruption Policy	13
Adverse Weather Policy	13
Alcohol & Drugs Policy	13
Carer's Leave	14
Charity Policy	14
Communications Policy	14
Dress Standards Policy	15
Employee Relations Policy	16
Environmental Policy	16
Equality, Diversity & Inclusion Policy	17
Expenses Policy	17
Fatigue Policy	21
Gifts & Entertainment Policy	21
Health & Safety Policy	22
Home Working Policy	23
Information Technology (IT) Policy	25
Lone Working Policy	27
Mobile & Smartphone Policy	28
Modern Slavery & Human Trafficking Policy	28
Parental Bereavement Leave	29
Positive Working Policy	29
Redundancy Policy	31
Screening Policy	31
Security Policy	32
Smoking & Vaping Policy	32

Social Media Policy	33
Training & Career Development Policy	34
Whistleblowing Policy	34
Work Life Balance Policy	35
Rules & Procedures	36
Absence Procedure	36
Disciplinary Procedure	37
Driving a Company Vehicle	39
Driving Standards	40
Grievance Procedure	40
Road Accident Procedure	41
Benefits	42
Contractual Benefits	42
Legal & Counselling Helpline	42
Life Assurance	42
Loyalty Awards	42
Voluntary Benefits	43
Pension	43
Personal Accident Cover	43
Personal Taxation	43
Staff Hires	44
Vehicle Related Injuries	44
Company Car Information	45
Airport Car	45
Animals	45
Baby / Child Seats	45
Company Car Personal Taxation	45
Company Car Refuelling Policy	45
Insurance	46
Leaving the Company	46
Your Company Car During Maternity Leave	46
Your Responsibilities	46

We help to change the way you *move*

Welcome to your Employee Handbook, which is for all employees of Europcar Group UK Limited. It has been written to provide you with information relating to your employment, along with the Company's policies and rules. Please make sure you always read it in conjunction with your Service Agreement, which will contain your individual terms and conditions. Where there are any differences the conditions in your Service Agreement will supersede those outlined in this Handbook.

At Europcar Mobility Group, our purpose for our customers is to help to change the way they move, lifting barriers, giving individuals as well as groups of people easy access to mobility solutions, whenever and wherever they want. Accessibility is key: mobility should be inclusive, not excluding. Our Values are:



We Act with Respect

We actively nurture and promote sincere respect for others, whether they are our colleagues, suppliers, or customers. We place a strong emphasis on diversity and authenticity. We greatly value each person's perspectives and feelings as we strive to create a positive future together.

We Move as One

We cherish our power of collaboration with unwavering team spirit. We stand united in our alignment on goals and objectives, working together with solidarity to achieve our shared vision. By unifying efforts and fostering a collaborative environment, we unlock the potential to achieve common goals and greater heights.

We Take Responsibility

We foster a culture of responsibility at every level and in every function, as we firmly believe that this propels our desired performance. We create space for mistakes, fostering an environment where individuals consistently learn and develop. By embracing responsibility, we embody and demonstrate commitment in our quest for a better future.

We Embrace Change

The value emphasises the need for a dynamic and responsible environment that welcomes change as an opportunity for innovation, growth, and improvement. We encourage individuals and teams to challenge the status quo, explore new territories and engage in continuous improvement.

We are Happy to Help

We show a continuous eagerness and passion to provide help to colleagues and customers. Our perspective is rooted in the belief that we are not just in the service industry but in human business. This conviction sets us apart from others. We are committed to going the extra mile, have fun and ensure that those we serve, both internally and externally, choose to return.

This Handbook should be read in conjunction with the policies that form the Code of Conduct. You must read and keep yourself familiarised with the contents and ensure your adherence at all times. The full policies can be found in the Compliance section of the Company's intranet.

Below are some points you need to be aware of in relation to this Handbook:

- This Handbook replaces all other Employee Handbooks that have previously been issued. The current and up to date version of the Employee Handbook is stored electronically and can be found on our intranet.
- The contents of this Handbook are non-contractual.

Europcar Mobility Group UK | Employee Handbook

- The Company reserves the right to cancel or amend the contents of this Handbook from time to time without prior notice. If you are reading a printed version of the Handbook, please ensure this is the most up to date version. The current version can be found on the intranet and identified with the version number at the bottom of each page.
- Any updates to this Handbook will be communicated through our intranet and an electronic notice and/or by presentation.

If you have any questions regarding the information contained within this Employee Handbook, please speak with your Line Manager or contact a member of our HR team.

Your Employment

Adoption Leave

If you plan to adopt or are matched with a child, please let HR know. They will ensure you are aware of all the benefits for which you may be entitled.

Alterations to your Terms & Conditions

The Company reserves the right to make any necessary alterations to your Service Agreement, which are the main terms and conditions of your employment. Such changes are infrequent. They are made only after extremely careful consideration of the likely consequences to the member of staff concerned.

Should you be affected, both the change and the reason for the change will be fully explained.

Bereavement

In the case of bereavement through the death of a parent, spouse, child, brother or sister, please consult your Line Manager. They have the discretion to grant up to three days paid leave.

Please also consult your Line Manager for approval of additional days away from work. These additional days would normally be taken from your holiday entitlement or as unpaid leave. Requests will be treated sympathetically but with due regard to your colleagues and the needs of the business.

Changes of Duty

Providing high levels of customer service is the cornerstone of our business. To ensure we operate efficiently at all times, you may be asked to take on new responsibilities or additional temporary duties. This is particularly possible during busy periods or when colleagues are absent. Your skills and abilities will be taken into consideration when reallocating or reorganising your duties.

Conflict of Interest

If you are involved in any form of employment, business venture or business activity (paid or unpaid), other than with the Company, or plan to be, you must obtain written consent from your Line Manager. This includes any business interest that is linked in any way to the car or mobility industry. Consent will only be given where the alternative employment, or business activity, will not affect or conflict with your full duties and responsibilities with the Company and will not impact or damage Europcar Mobility Group's reputation or credibility. You are expressly forbidden from running another business, or working for another Company, from Company premises in Company time or using Company property such as vehicles or computer equipment for such a business. Doing this will lead to disciplinary action which may result in dismissal.

You should not give preferred treatment to any close family member in any business dealing. This includes where they are working for, or representing, a supplier, customer or any other partnership arrangement, or where they are operating alone. The only exception to this is that family members may benefit from favourable car rental rates in line with the rules of staff rentals and the family and friends tariff as detailed in the relevant working instruction.

To avoid any possible conflict of interest, please note that Company Managers are not permitted to employ or manage immediate family, close friends or someone they are in a relationship with, within their own station, department or area of responsibility. This includes their spouse or partner and all close relatives. This also relates to Key-Time Workers. Please contact HR if you require further clarification.

Convictions

When you join the Company you must advise your Line Manager if you have any current or previous convictions that are not spent. This includes any motoring offences.

You must also advise your Line Manager of any subsequent convictions during your employment with the Company within seven days of your conviction. Failure to notify the Company may result in disciplinary action which could result in your dismissal.

The Company will complete background checks, including a Basic Criminal Record check, on employees when they join and also reserves the right to conduct background checks during employment.

If it is established that you have an unspent conviction that is considered to present a risk to our customers, our colleagues, our assets, or to the business in general or the Company's reputation, disciplinary action may be taken which could result in your dismissal.

Data Protection

The privacy of data for both colleagues and customers is the responsibility of anyone that works for the Company. The Company will provide you with training in relation to the privacy of data. Should you have any questions on this please speak with your Line Manager.

The Company adheres to the principles relating to the processing of personal data set out in the General Data Protection Regulations ((EU) 2016/679) (GDPR) which require personal data to be:

- a) Processed lawfully, fairly and in a transparent manner.
- b) Collected only for specified, explicit and legitimate purposes.
- c) Adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed.
- d) Accurate and where necessary kept up to date.
- e) Not kept in a form which permits your identification longer than is necessary for the purposes for which the data is processed.
- f) Processed in a manner that ensures its security using appropriate technical and organisational measures to protect against unauthorised or unlawful processing and against accidental loss, destruction or damage.

The above applies to the data we hold about you personally, which is detailed further in the 'UK Employee & KTW Data Processing Notice', which details your rights in relation to the processing of your data. You are able to review this notice by searching for 'Data Processing Notice' on the intranet.

The points detailed above also apply to any customer data that the Company may hold and it is a condition of your role to ensure any customer or employee data that you process, store, view, obtain and use is done so accurately and in accordance with the above.

It is not permissible to record any form of communication, whether audio and/or visual, and whether in person, on the phone or through digital platforms, without the explicit consent of all parties involved. This includes, but is not limited to recording meetings, conversations, phone calls, and interactions with colleagues, customers or third parties.

Failure to adhere to these guidelines could lead to disciplinary action, which may result in your dismissal.

Disclosure of Information

During your employment with the Company, you may have access to information concerning fellow employees or Company business. It is a condition of employment that you do not disclose such details to any unauthorised person, organisation or obtain for your own personal use. This applies both during your employment and after you leave the Company.

Funerals

Special leave of absence may also be granted for you to attend the funeral service of a family member or close friend. Please consult your Line Manager, at whose discretion leave of absence may be given.

Holidays

Please read the below section carefully in relation to your holiday entitlement with the Company:

You must obtain your Line Manager's prior approval for any holiday dates. This is particularly important before booking a holiday where your deposit may not be refundable.

Your Line Manager will advise you of any restrictions concerning the timing of your holidays and the maximum time off allowed at any one time. This is to ensure your team is correctly supported at all times throughout the year - particularly during peak periods.

The rate at which holiday is paid will include both your basic hourly rate and your average hourly rate of any variable payments that are impacted by you not being at work. The average rate of variable pay will be determined by assessing the previous 12 months of earnings, or your period of active service if you have under one year's service. The types of variable pay that will be included in calculating your average pay include Callout, Detect & Protect Commission, Options+ Commission and Overtime. Any bonus payments that are based on a % of annual salary or a fixed value are however not included as they are not impacted when you take annual leave.

It is your responsibility to effectively manage your holiday throughout the year to ensure you do not overtake your holiday entitlement. You will not normally be allowed to carry over holiday entitlement from one year to the next in order to ensure you have a break from work. In certain circumstances up to five days of holiday entitlement may be carried over at the discretion of your Line Manager. Unless you are leaving the Company, payment in lieu of unused holiday time will not be made.

If you are leaving the Company, you will receive payment for the balance of any holiday entitlement accrued, but not taken. If you have taken more holiday than your entitlement, a deduction will be made from your final pay. You may also be required to take any accrued holiday entitlement during your notice period.

Where you are sick over a period of pre-booked holiday, these specific days will continue to be classed as holiday. If you would like such days to be treated as sickness, the absence reporting procedure, as detailed in the Absence Procedure, must be followed, and medical evidence may be requested.

If you should overtake your holiday, the Company reserves the right to deduct the amount overtaken from your next holiday year or to make a deduction from your salary.

From time to time, the Company may require you to take compulsory holiday. In accordance with statutory requirements for each day's holiday you are required to take, the Company will give you double the notice. For example, for one day of compulsory holiday you will be given two days of notice.

Holiday entitlement will also increase with loyalty to the Company. Full details can be found in the Loyalty Awards entry in the Benefits section of this Handbook.

The Company calculates holiday in hours. The holiday entitlement for part-time employees will be calculated pro-rata. Actual holiday entitlement, which will be presented in hours can be found in your individual Service Agreement.

Full-Time Employee (holiday entitlement for part-time employees will be calculated pro-rata)		
	Basic Hours Each Week: 40	Basic Day Length: 8 hours
Completed Years Service	Annual Holiday Entitlement in Hours *	Annual Holiday Entitlement
Less than 1 year	240	22 days, plus eight days for public holidays
1 year	240	22 days, plus eight days for public holidays
2 years	248	23 days, plus eight days for public holidays
3 years	248	23 days, plus eight days for public holidays
4 years	256	24 days, plus eight days for public holidays
5 years	264	25 days, plus eight days for public holidays

* The above entitlements are inclusive of an allocation for public holidays. If a Public Holiday falls on a normal working day, this day will be classed as a compulsory day of holiday and the relevant hours will be deducted from your total holiday allowance. Where your place of work operates cover on a Public Holiday, at management discretion, you may be required to work on a Public Holiday.

For new starters, you may accrue some hours of holiday in your first holiday year depending on when in the month you start working for the Company. This is because your holiday year runs from the first of the month following the month you commenced employment. Your Line Manager will be able to advise you of the amount by viewing your holiday record on our HR system.

Employees have the option to buy extra holiday. If you wish to do so, please speak to your Line Manager

Hours of Work

Your hours of work are shown in your Service Agreement, with any subsequent amendments notified separately. Any rest breaks that you may be entitled to, are unpaid.

To ensure we offer our customers the best possible service, some local variations may be necessary from time to time. When this happens, your Line Manager of your section, station or department will keep you fully informed.

If you are working shifts, please remember it is your responsibility to check the shift rota prepared by your Line Manager. You must always know exactly when you are scheduled to work.

Please also bear in mind that in a service industry such as ours, it is vital that we respond immediately to customer needs. Occasionally this may mean varying the time you start work, take a meal break or begin your journey home. In this Company we work as a team. We never risk losing a customer or the opportunity of providing a potential customer with our services in the future.

The needs of our business and the job you do may well result in you being asked to work additional hours, often at short notice. How frequently this happens depends a great deal on the type of work you do, but when a request is made, your co-operation will be expected - and very much appreciated. Our requests will always be mindful of the Working Time Regulations 1998.

Your Service Agreement advises you whether your job is eligible for overtime pay, and if so, the method by which it is calculated. Please make sure you fully understand it. Where you are eligible for overtime, please note time off in lieu may also be an alternative to paid additional hours.

Working Time Regulations

The Company aims to fulfil its obligations under the Working Time Regulations 1998, which state the maximum average working week should not exceed 48 hours over 17 weeks.

It is therefore essential that you notify your Line Manager if you are working more than 48 hours, over the averaging period. The calculation includes all work. You must therefore notify your Line Manager if you are working elsewhere.

You can voluntarily agree to opt out of this working hours limit and retain your right to opt back to a 48 hour limit by giving three months' notice. Please discuss these options with your Line Manager.

Incentive & Bonus Schemes

You will participate in any bonus scheme appropriate to the position you hold. Please note that all bonuses, bonus schemes and incentive payments are non-contractual and paid on a discretionary basis. They may be withdrawn or changed by the Company at any time.

You must be in post and not under notice, whether by you or the Company, on payment date in order to be eligible to receive any bonus payment.

Jury Service

If you are summoned for jury service, or called as a witness, you will be granted leave of absence without pay and must claim loss of earnings from the Court. If the amount granted is less than your normal rate of pay, the Company will make up the difference. Please note that unlike payments by the Court, which are tax free, the payment from the Company is subject to tax.

To ensure you do not lose any pay, please obtain a loss of earnings claim form which should be issued to you by the Court. This should be completed prior to your first day in Court and sent to Payroll.

Maternity Leave

If you become pregnant, please let your Line Manager and HR know. They will ensure you are aware of all the benefits to which you may be entitled.

Please also read the following section carefully.

Ante Natal Care

If you are advised to attend an ante natal clinic by your doctor, midwife or health visitor, you may take time off with pay.

Please consult with your Line Manager to ensure that appointments are made at times which minimise disruption in your department or station, to avoid any undue burden on your colleagues. You may be asked to show your appointment card to your Line Manager.

Maternity Leave and Pay

All colleagues who are pregnant are entitled to statutory maternity leave for a total of 52 weeks. Entitlements to pay, and how this is claimed, depend on your length of service, namely whether you have more or less than 26 weeks service with the Company at the 15th week before the expected week of childbirth. Details of your entitlements and the Company's procedures with regard to Maternity Leave and Pay are available in the forms directory on the intranet.

Keeping in Touch (or KIT) Days

KIT days allow colleagues on maternity leave the option to maintain general contact with their working environment without bringing the maternity leave period to an end. KIT days are entirely voluntary and are paid at your normal rate of pay and could include attending training or team meetings

If you are considering taking Shared Parental Leave, please refer to the section below.

Mobility

In a service industry such as ours, demand for services can vary greatly from location to location, and from season to season.

To ensure we deliver the highest possible level of customer service, it is a condition of employment that you will work at any location within daily commuting distance of your home. In some instances, especially where transport to work is provided by the Company, a greater travelling distance to work may be required.

As much notice as possible will be given but occasionally the need may be urgent. Your co-operation at short notice will be required and much appreciated.

Neonatal Care Leave

On joining the Company, all colleagues that are parents of newborn babies born on or after 6 April 2025, that are admitted into neonatal care up to 28 days old and who have a continuous stay in hospital of 7 full days or longer, can take up to 12 weeks additional leave, and if eligible, Neonatal Care Leave Pay. This entitlement is in addition to other family friendly leave such as Maternity, Paternity and Shared Parental Leave.

Further information on your entitlement to Neonatal Care Leave and Pay, can be found within the 'Maternity Book', 'Adoption Book' and 'Paternity Leave Fact Sheet', which are stored in the HR forms section of the intranet.

Notice Period

Each employee's notice period can be found in their Service Agreement. In the event of termination of employment by the Company, or resignation by the employee, you may not be required to perform all or any of your duties during your period of notice and you may be excluded from the Company's premises.

The Company may require you to take any outstanding accrued holiday during your notice period.

Parental Leave

Colleagues are able to take unpaid parental leave, after one year's service, to look after a child for which you have responsibility. You can take a maximum of 18 weeks parental leave within the five year period leading up to the child's fifth birthday, or within five years from the date of adoption, up to the child's 18th birthday. You are able to take a maximum of four weeks parental leave within each year and any leave should be taken in multiples of whole weeks.

If you wish to take parental leave you should complete the relevant application form, which can be found in the forms library on the intranet. You should give your Line Manager at least 21 days' notice in order for them to fully consider your request.

Part-Time Employees

This Handbook covers all permanent full time and part-time employees. Where there are details relating to time-off, the amount of days should be calculated pro-rata to reflect the part-time employee's hours of work.

Paternity Leave

All new fathers, or the partner of a child's mother, are entitled to three days paid paternity leave. Further paternity leave of two weeks is available to those employees who have completed 26 weeks service with the Company, measured at 15 weeks before the expected week of childbirth, which can be taken within 52 weeks of your child's birth.

Further information on your entitlement to Paternity leave can be found within the 'Paternity Fact Sheet' which is stored in the HR forms section of the intranet.

Please agree the dates of your leave with your Line Manager, giving as much notice as possible, and ensure you complete the Paternity Leave Self Certificate which should be sent to HR. You are also required to submit a copy of the MATB1 form or adoption matching certificate.

Paying Your Salary

Your salary will be paid monthly into your account on the 27th of each month. If the 27th falls on a weekend or bank holiday, your salary will be paid on the nearest working day prior to the 27th.

The Company is required by law to make certain statutory deductions from your salary. These include Income Tax and National Insurance and full details are shown on your payslip. Please ensure you review your payslip when you are paid to ensure your pay is accurate.

Should you receive an incorrect overpayment, for any reason, the Company reserves the right to make a deduction from your pay.

Should you leave the Company, your final salary payment will be made on the next available pay date, after all Company property is returned. This may include your uniform, car and any other items of Company property or equipment. If Company property is not returned, a deduction may be made from your final salary; full details are set out in the Security and Dress Standards Policies

Personal Appointments

It is expected that where possible, time off for personal appointments should be arranged outside of your normal working time. We understand that this may not always be possible, in these circumstances you would be expected to make up the time for such appointments or take the time off as holiday. This would include appointments with your doctor, dentist or hospital appointments. You should also obtain authorisation from your Line Manager in advance for any personal appointment.

Personal Records

It is extremely important that the records we hold for you are completely up to date. Please ensure your address, email and telephone numbers are correct on our HR System. You are able to update these details through the HR System portal. Please also inform your Line Manager of any changes in your personal details, for example your mobile phone number, so local records can be updated.

Probationary Period

Your employment is subject to the satisfactory completion of a probationary period and the receipt of references / background checks that are satisfactory to the Company. This probationary period will normally be for an initial period of six months.

During the probationary period the following terms will apply unless your Service Agreement states otherwise:

- The period shall be used for assessment of your suitability and progress.
- A probation review can take place at any time during the probationary period to discuss suitability and progress.
- A decision can be reached prior to the end of a probationary period
- The Company reserves the right to extend your probationary period at the entire discretion of the Company.
- The notice to be given by either party to terminate your employment shall be one week.
- The Company reserves the right to terminate your employment without reference to the Company's normal disciplinary procedure, as detailed in the Employee Handbook.
- If your employment is terminated, depending on the circumstances, you may not be eligible to rent vehicles from the Company or use any of the Company's services.
- The satisfactory completion of your probationary period will be confirmed to you in writing.

Public Holidays

You will receive the following public holidays, or days off in lieu if you have to work during any of them: New Year's Day, Good Friday, Easter Monday, May Day, Spring Bank Holiday, Late Summer Bank Holiday, Christmas Day, Boxing Day.

Please Note: These public holidays relate to the majority of England and Wales. If you work in Scotland or an area which has different regional variations, your Line Manager will advise you which holidays apply to you.

If you work on a part-time or shift basis your annual holiday entitlement will be inclusive of an allocation for public holidays calculated pro-rata. When a public holiday falls on a day which you would normally work, and your workplace is closed, this day will be deducted from your annual holiday entitlement.

Religious festivals which fall outside public holidays cannot be granted in addition to your normal holiday entitlement. However you will find your Line Manager takes a sympathetic view of any request to take such a day as part of your annual holiday allocation.

We cannot overestimate the importance of maintaining essential services during public holidays. Our total commitment to customer service means it is vital that colleagues are available if their place of work is open on a public holiday or there is essential work that needs to be undertaken on these days. Once again, we confirm that your co-operation will be expected and very much appreciated.

Shared Parental Leave

Shared Parental Leave (SPL) enables eligible mothers, fathers, partners and adopters to choose how to share time off work after their child is born or placed for adoption. Mothers of babies due, or placed for adoption, will be able to give notice to bring their maternity or adoption leave to an end and convert the balance of leave into SPL.

You may be eligible to take a period of SPL and Statutory Shared Parental Pay (ShPP) if you meet the qualifying conditions.

If you are considering taking SPL, please contact HR for guidance. Any SPL and ShPP will reduce the total entitlement to Statutory Maternity or Adoption Leave and Pay.

Special Leave of Absence

For the following duties, your Line Manager may grant special leave of absence, with or without pay.

- Justice of the Peace
- Membership of local authorities
- Statutory tribunals
- Health authorities
- School governors
- Territorial Army

Please bear in mind that it could be unreasonable to take on duties such as these, if your absence will impose a severe strain on Company operations. This is particularly the case if you work within a small location or department. Should you be considering public duties, please let your Line Manager know beforehand. You can then discuss any paid or unpaid leave which may be given.

Time off for Dependants

You are able to take a reasonable amount of unpaid time off work, usually one or two days, in order to deal with unexpected or sudden emergencies as listed.

- If a dependant falls ill, has been injured or assaulted.
- When a dependant is having a baby.
- To make longer-term care arrangements for a dependant who is ill or injured.
- To deal with the unexpected breakdown of the care arrangements for a dependant.
- To deal with an unexpected incident involving a dependant.

A dependant can be defined as a spouse, child, parent or person who lives in the same household as you, other than a tenant.

Trade Unions

The Company policy on Trade Unions is that employees are free to join or not, as they choose. Membership is a personal matter which can only be decided on an individual basis. It will not affect your working relationship with the Company in any way.

Working Location

As part of the needs of the business and / or to assist your career progression, it may be necessary to vary your working location. Your Line Manager will consult with you where possible and advise you of any changes.

Policies

Anti-Bribery and Corruption Policy

At Europcar Mobility Group we appreciate the importance of professionalism, honesty and integrity and expect our people to behave with these values at all times. We are proud of our high ethical standards, but we cannot be complacent about the possibility of bribery and corruption in our business.

The UK Bribery Act 2010 (“Bribery Act”) created offences and penalties for bribery and corruption. The Bribery Act also created a corporate offence of failure to prevent bribery. This means that we have to implement adequate procedures to prevent any activities or actions that could amount to a breach of the Bribery Act.

The Anti-Bribery Guide, which is part of the Compliance Programme, is stored in the Legal section on the intranet and sets out the responsibilities of all colleagues and the Europcar Mobility Group’s companies in preventing bribery and corruption and how we will implement “adequate procedures”. This Guide, supplements the Europcar Mobility Group’s Code of Ethics & Commitments.

To view the Anti-Bribery Guide, please go to the intranet and search ‘Compliance Programme’ which includes the guide.

Adverse Weather Policy

If you are unable to attend work, or believe you need to leave work early due to adverse weather conditions, the following would normally apply.

In the first instance you should contact your Line Manager to advise them of your situation and to gain their approval to proceed with one of the following options:

- If you are able to work from home and carry out your normal duties then you should do so. You would be required to complete your normal basic hours and have a suitable environment available to allow you to work effectively from home.
- If you are not able to work from home, you should either make the time up that you are unable to attend work, or alternatively take this as holiday or unpaid leave. You would be able to make up the hours over a timescale agreed with your Line Manager and could do this during your lunch break as well as before or after your normal working day.

This policy also applies to other severe events that may impact your ability to make your normal journey to and from work.

Alcohol & Drugs Policy

The Company has a responsibility for the health and safety of its employees, its customers and the general public. As a significant part of this responsibility, the Company must ensure that you do not carry out your work whilst under the influence of a substance likely to impair your ability, whether the substance is alcohol or a drug which is prescribed, ‘over the counter’, legal or illegal. If your job involves driving Company vehicles, under no circumstances should you drive under the influence of alcohol or any other substance likely to impair your ability. It is your responsibility to notify your Line Manager if you are taking any prescribed or over the counter medication that may impair your ability to drive or to perform your duties effectively. You are not allowed to consume alcohol, illegal drugs or “legal highs” on Company premises at any time. If you attend work whilst under the influence of alcohol, or a drug which potentially could adversely affect your ability to do your job, or negatively impact your behaviour in the workplace, this could be considered as gross misconduct which could lead to disciplinary action and may result in your dismissal. If upon investigation it is established that your conduct or capability was affected because of an illness related to substance abuse, this will be taken into consideration.

You may be required to take a drug or alcohol test and will be expected to comply with any reasonable request of this nature. If you refuse to take such a test, or the testing process, it may result in disciplinary action which could lead to dismissal.

Employees should also note that after heavy drinking, alcohol may still be in their system the following day. Whilst it is not the Company’s wish to influence the way you spend your leisure time, the safety of everyone is paramount so you should ensure you only drive a vehicle and attend work if safe and legal to do so.

If you are found to be in possession of illegal substances in the workplace, the Company will inform the Police and provide full assistance to the relevant authorities in the event of a prosecution. The Company will also follow its own disciplinary procedure which could lead to your dismissal.

Carer's Leave

On joining the Company, all colleagues with caring responsibilities are eligible to take one week's unpaid leave per year to care for someone with a health condition lasting at least three months, who is disabled, or needs care as a result of old age. This can include caring for a spouse, civil partner, child, parent, dependent or someone living in the same house. The leave can be taken as consecutive or non-consecutive full or half days, up to a week.

If you wish to take carers leave, you should inform your Line Manager in writing of your intention, giving at least twice the amount of notice than the amount of leave requested. Your Line Manager will then confirm this with Payroll.

If you wish to take carers leave, you should inform your Line Manager in writing of your intention, giving at least twice the amount of notice than the amount of leave requested. Your Line Manager will then confirm this with Payroll.

Charity Policy

Our Company takes its social responsibility seriously. One of the ways we aim to do this is by supporting staff to take paid time off to volunteer. This can also include giving blood.

Volunteering

All staff are able to take one day's paid leave per year to participate in charity work for a registered charity of the employee's choice. This time could be split across the year with up to three two-hour periods of paid leave.

All requests for time off to volunteer, or to give blood, should be made by completing the Volunteering Form in the Forms section of the intranet

Requests from individual employees and customers to support charitable activity outside of work

All requests for charitable support from customers and individual employees should be made via the completion of the Charity Support Request Form. Staff who receive such requests should direct the applicant to this process. Whilst each request is considered on its individual merits, the guidelines we use for the selection process are as follows:

- We will not as a Company make any financial donations, nor will we agree to match any funds raised
- We will not offer the free use of a vehicle for a period longer than three days (longer-term vehicle provision is reserved for our designated charity)
- We will not support non-registered charities
- Coordinating a fundraising event involving staff will be subject to the availability of a free designated charity day
- We will not normally consider requests made at short notice
- The guidelines for considering the types of charitable support granted to an individual request are the same as those listed for nationwide charities.

The Charity Support Request Form can be found in the Forms section on the intranet.

Charity boxes, raffles and promotional materials

The display of charity boxes and/or promotional materials is at the discretion of the local management. However, customers and staff should not be actively canvassed for contributions for these charity boxes.

It is our policy that anyone wishing to hold a charity raffle, aimed at staff outside of their immediate business unit, should first seek suitable approval by completing a Charity Support Request Form.

Further information

Further information regarding the Charity Policy is available by contacting the Marketing Team.

Communications Policy

Communication with you

Internal Communications will issue communications to ensure you are kept informed. The method by which information is communicated will depend on the message but will include e-mail, newsletter and/or presentation, Workplace, as well as our intranet.

The Company may also communicate with you in writing via the personal email address held in the HR system or to your home address. Your role in ensuring you are kept up to date with information is key and so you should always ensure all contact details held in the HR system, including your personal email and home address are kept up to date. Please ensure you read our Company publications whether these are distributed via email or hard copy. Your feedback is also crucial. If you have any feedback, or questions, please contact Internal Communications.

If you are a Line Manager, it is also your responsibility to ensure your team is kept up to date with Company information / news and that you cascade information to them where necessary.

E-mail

You need to be aware that e-mail is intended for business use only. E-mail which needs to go to significant sectors of the organisation, or is for Company-wide circulation, needs approval from your Director. Company-wide communications will be sent by Internal Communications.

Telephone / Fax

The telephones / faxes in our Company are intended for business use only. If you wish to make a personal call, on an exceptional basis, please speak to your Line Manager.

WhatsApp

Regardless of whether colleagues use WhatsApp on a Company phone, their personal mobile or other devices, the following applies:

- Joining a WhatsApp ("Group") is optional on a personal phone however you may be required to join a number of work groups if you have a company phone.
- A "work related" Group is one that only includes employees of the company as part of the Group and the primary purpose of which is communication between colleagues for work related purposes.
- If you do join a Group using your personal mobile, you are choosing to share your mobile number with those colleagues in the Group and any future member of the Group. Members of the Group must not use personal details provided by Group members for any other purpose, including passing on personal details or content to people outside the Group.
- For staff who choose not to join, or who do not have the compatible technology on their personal mobile, Managers must ensure another method of communication is used.
- Only Managers should set up a work related Group and remain responsible for monitoring content and administering leavers. Only Groups set up by Managers will be considered work related.
- Please be mindful of what you post on WhatsApp. Work related Groups are set up for work related purposes; personal chat should be avoided. If it is reported that inappropriate content is posted about colleagues, or the Company, this could lead to disciplinary action being taken which could result in your dismissal.
- In accordance with the Company's Data Protection Policy, under no circumstances must customer, colleague or your own personal data be distributed through any WhatsApp Group. This includes colleagues' personal details, rental agreements and customer contact details. Please note that Data Protection and information security obligations apply to Groups.
- If colleagues set up a Group as a social forum, this will not be classed as a work related Group but a personal one.

When communicating through any systems used by the Company, all colleagues have a responsibility to act in a manner that reflects the Company's values and Code of Ethics and Commitments. Please note that communication must remain polite, courteous and professional at all times.

Sending, receiving or accessing inappropriate material which is considered obscene, offensive, harassing, demeaning or illegal via any Company device, is strictly prohibited. If you receive material you consider to be inappropriate, please report the matter to your Line Manager immediately.

These guidelines should be read in conjunction with the Information Technology (IT) Policy, Social Media Policy, Data Protection Policy and the Positive Working Policy. If you have any questions about the interpretation or application of this Policy then please contact HR.

Dress Standards Policy

Head Office

Our dress code at Head Office is 'dress for your day'. This provides you with the flexibility to dress according to your commitments and the environment in which you will be working that day. Dressing for your day means you should aim to make a professional and positive impression at all times. It also means that if you are meeting visitors or customers you should wear clothes that are suitable for the meeting, which may include formal business attire.

When you are dressing less formally, below are just a few guidelines on what is acceptable:

- You should always look professional. Wearing jeans is acceptable as long as they do not have rips, holes or are frayed.
- Sportswear or beach wear is not acceptable, which includes flip flops or strappy tops.
- Shorts are not acceptable.
- Any clothes that are too revealing or too tight are not acceptable.
- For footwear, smart trainers are acceptable but running or sports trainers are not.

If you have external visitors to your office, you should communicate our dress code to them in advance. At times, we may ask you to dress smarter on a particular day, which may include days where we have visitors to the office.

When visiting a rental station, dressing for your day would mean wearing smart business attire.

You are trusted to make the right decision on what to wear in order to present yourself professionally. If you are in doubt about what is acceptable in the workplace please ask your Line Manager. Listed below are a few general points regards personal appearance which must always be observed:

- Jewellery, if worn at all, must be discreet
- Make-up must be subtle and carefully applied
- Hair and hands should be clean and well groomed
- Personal hygiene is essential and must be of the highest standard

Operations & Uniform

Uniforms are provided for certain jobs, particularly those involving customer contact. When supplied, it is a condition of employment that Company uniform is worn correctly and maintained at the highest possible standard.

All shoes must be black, well maintained and regularly cleaned. Ladies should wear black or natural coloured tights or stockings. For men, socks must co-ordinate with, or be darker than, shoes and trousers. Personal clothing must not be mixed with uniform.

Listed below are a few general points regards personal appearance which must always be observed:

- Jewellery, if worn at all, must be discreet
- Make-up must be subtle and carefully applied
- Hair and hands should be clean and well groomed
- Personal hygiene is essential and must be of the highest standard

It is your responsibility to maintain your uniform and to ask for a new uniform when it becomes worn. The Company has a replacement policy for all uniform garments and your Manager will advise you when a new uniform will be issued to you. If you damage your uniform you may be asked to pay for necessary repairs or replacements. In such a case the Company reserves the right to make a deduction from salary.

Should you leave the Company, all items of uniform and Company clothing, including any other Company property, must be returned to your Manager. If you have not paid a uniform bond and have not returned your uniform, the Company reserves the right to make a deduction of £100 from your final pay, or withhold this amount until your uniform and any other Company property is returned. If we are unable to make a deduction, steps may be taken to pursue this as a debt. This section on Uniform, should be read in conjunction with the Security Policy.

This Policy should be read in conjunction with the Security Policy, Equality, Diversity and Inclusion Policy and Positive Working Policy.

Employee Relations Policy

Our aim is to establish and maintain mutual confidence, respect and goodwill between everyone who works for the Company.

We value and respect the diversity of people employed by the Company and will ensure everyone is treated courteously. Any questions or problems which arise will be dealt with quickly and fairly using established procedures.

In return the Company expects you to respect other people and treat them courteously at all times. We are all different and have our own contribution to make to the Company's success.

This Policy should be read in conjunction with the Equality, Diversity and Inclusion Policy, Positive Working Policy and Communications Policy.

Environmental Policy

Our Company is committed to achieving effective environmental practice and compliance with environmental legislation. There is also a commitment to operate in a sustainable manner. As part of this commitment, the Company aims to reduce our environmental impact and to continually improve our environmental performance as an integral and fundamental part of both our business strategy and operating methods.

It is our priority to actively encourage colleagues, customers and suppliers to follow our example. Some examples of how you are able to be more environmentally responsible at work are listed below.

- minimising and disposing of waste in a responsible manner. Recycle where possible, which should include paper, metal cans and printer toner cartridges;
- using recycled/environmentally friendly materials;
- where possible increase the use of electronic communication as opposed to printing communications;
- promoting energy conservation by using energy saving light bulbs and ensuring electronic equipment that is not in use is turned off at the end of each day;
- take every reasonable opportunity to preserve and improve the environment.

Furthermore, where your role includes driving, whether this be the delivery and collection of rental vehicles or to and from

meetings, you should aim to drive in accordance with the guidelines below:

- **Drive Smoothly:** Try to avoid harsh acceleration and braking. Pulling away too fast can use up to 60% more fuel.
- **Change Gear Efficiently:** Changing gear at 1,500 to 2,500 rpm can save up to 15% on fuel and reduce emissions by the same amount.
- **Concentrate:** Look ahead and anticipate road conditions and other people's actions. This will help you drive more efficiently, reducing the need for hard braking and acceleration.
- **Avoid Short Journeys:** Short journeys on a cold engine use up to twice as much fuel as a warmed up engine, producing more pollution. Only make necessary journeys.
- **Don't Rev:** Avoid revving the engine unnecessarily. This wastes fuel and increases harmful emissions.
- **Limit Your Speed:** Observe the speed limits. Driving too fast increases emissions from your vehicle.
- **Plan Your Journeys:** Plan your route to avoid road works and getting lost. Also try to avoid peak periods, you'll waste less fuel and have a more relaxing journey.
- **Traffic Jams:** If you are in a traffic jam for more than a few minutes, turn off your engine to cut exhaust emissions and conserve fuel.
- **Keeping Cool:** Using air vents rather than open windows reduces fuel consumption.

For more information on our commitment to the environment please refer to the intranet.

Equality, Diversity & Inclusion Policy

The Company is firmly committed to ensuring equality, diversity and inclusion are fundamental principles in the way we work and operate across our business. The Company recognises that creating a diverse and inclusive workplace culture is essential to achieving our goals and supports our Company Values. We are committed to ensuring all colleagues are treated fairly and everyone feels they are able to participate and achieve their potential, regardless of their gender, sexual orientation, gender reassignment, pregnancy or maternity, age, race, religion or belief, marital status (including civil partnership) or disability. Our Equality, Diversity and Inclusion Policy also covers any colleagues who are experiencing symptoms of the menopause.

At Europcar we believe:

- **Equality** aims to eradicate discrimination and promote human rights and social justice. This means treating people fairly, with respect and without bias, creating conditions which promote dignity and a culturally sensitive approach.
- **Diversity** means recognising that people, whilst similar in many ways, are also different and we all have our own contribution to make to the Company's success.
- **Inclusion** is an active process that aims to create conditions where everyone can thrive. An inclusive environment is one in which everyone feels safe, valued and like they belong, regardless of their background, identity, or circumstances.

These beliefs form an important part of the way in which we all interact with each other. They are particularly important in decisions around recruitment and career development in that every appointment in the Company is made solely on the basis of a person's suitability for that particular post.

To further enhance our commitment to equality, diversity and inclusion, it is a condition of employment that every Company employee upholds these principles in their day to day work and colleagues are encouraged to raise any situation where they feel these principles are not demonstrated

If any employee feels that these key principles are not being followed in our business then they are advised to contact their Line Manager in the first instance. If the matter is not addressed to the employee's satisfaction, they have the right to raise a formal grievance in line with the Company's Grievance Procedure.

This policy should be read in conjunction with the Positive Working Policy.

Expenses Policy

Purpose of the Policy

This document establishes procedures and provides guidelines for employees incurring business expenses. Its objectives are:

- To ensure that all employees have a clear and consistent understanding of policies and procedures for business expenses
- To provide employees who travel for business with a reasonable level of service and comfort at the lowest possible cost

Responsibility and Enforcement

The employee is responsible for complying with the Expenses Policy. The approver (line Manager) is responsible for accurately reviewing Expense Claim Forms for compliance. The company will reimburse employees for all reasonable and necessary expenses while travelling on authorised company business. The company assumes no obligation to reimburse employees for expenses that are not in compliance with this policy.

Employees who do not comply with this Expenses Policy will be subject to:

- Delay or withholding of reimbursement and/or
- Disciplinary action

Statement of General Policy

It is recognised that expenses are incurred in order to further business objectives. Employees are expected to be conservative in their spending, while Managers are expected to be diligent in their review. Policies and guidelines are necessary and are intended to justify reimbursable expenses incurred for business needs.

Voice / Video Conferencing

To reduce travel to that which is absolutely necessary, video and voice conferences should be considered prior to organising travel.

FLIGHTS

Economy flights will be permitted where the journey each way is in excess of 200 miles or if the cost of the flight is less than the cost of travelling by road and any likely associated hotel costs. To book your flight, please complete the Travel and Accommodation form which is to be found in the General section of the intranet. Once you submit this request it will be sent to travel.uk@europcar.com and your request will be actioned and you will be notified by email.

It is essential that you plan well in advance to allow the Company to achieve the lowest possible price by booking early. The low cost operators will allow a change of date with reasonable notice. Refunds, however, will not be given.

For one-day visits, departure the night before with one overnight in a hotel is only permitted if the first flight in the morning will not meet the business requirement.

For visits of more than one day, departure and return should be planned to minimise the number of hotel overnights (departure on first day and return on last day of the visit).

Preferred Flight Operator(s)

Low cost airlines (e.g. easyJet, Ryanair) should be used wherever possible and practical. Consideration should be given to indirect flights, if cheaper than direct connections, where this does not result in excessive additional travel time. However if your flight is more than eight hours, business class travel may be approved in advance by your Director, subject to cost.

Regular carriers are authorised only if:

- Low cost carriers do not fly to the arrival city
- The cost on a regular carrier is lower than a low cost flight
- The schedule of low cost flights impose an overnight stay in a hotel which would cause a total higher cost than a one-day return flight on a regular carrier
- When obliged to use regular carriers, the traveller should evaluate whether a non-refundable ticket can be used instead of an open-end ticket, as the price difference can be considerable
- The traveller must always take the least expensive flight proposed that meets their business requirements, provided this is offered by a reputable airline.

Frequent Flyer & Other Benefits

Employees **are neither** to arrange a more expensive flight **nor** to use preferred airlines in order to accumulate points.

Airline Upgrades

Upgrades at the expense of the company are not permitted.

Club Memberships

Dues and/or initiation fees for airline clubs are not refundable.

ACCOMMODATION

Where a business journey is in excess of 150 miles one way or the journey time is over two hours and you are required to be at your destination by 9am, the following accommodation may be used:

- Single room where possible with private facilities
- Stay-over with relative or friend as an alternative

The minimum corporate rate or the lowest rate should be requested when available. Suites and other higher priced lodgings are not to be used.

If the room rate is likely to be more than £120 per night (£170 per night in London), prior approval must be gained from your Director.

Overnight accommodation may also be used where the employee is required to work at a location away from their normal place of work and where it is not within a reasonable daily commuting distance.

Maximum three star hotels or equivalent should normally be utilised. The only exception to this is where low promotional rates are available (within the cost guidelines of the policy) for higher quality hotels or in countries where the star ratings are not reliable. In such cases, prior approval must be gained from your director.

Hotels may be booked directly or by completing the Travel and Accommodation form which can be found on the intranet in the General section.

Overseas Stays

It is accepted that the cost of accommodation varies from country to country. Employees will be reimbursed for the reasonable cost of accommodation typically occupied by business travellers.

Preferred Hotels

Accor Hotels, Travelodge, Campanile and Premier Inn hotels at company rates/competitive rates should be used where available, or similar low cost hotels.

Hotel Bills - Items Covered On Expenses

The Company will pay for the following items on the hotel bills:

- Breakfast - standard hotel rate
- Evening Meal per person (maximum claim is £35)
- All business telephone calls (mobiles should be used in the first instance)
- Laundry - for stays exceeding five consecutive nights away from home

Alcoholic Beverages

The Company will not normally pay for alcohol except when consumed at dinner - this is included in the Meal Allowance as stated above and should not exceed two alcoholic drinks

An exception to this is when the employee is entertaining an external business contact related to the reason for travel. In such cases reasonable costs will be reimbursed.

Entertainment

The Company will not pay for other entertainment e.g. video or utilities in the hotel.

Overnight Stay with Friends / Relatives

There may be occasions where a colleague chooses to stay with friends or relatives rather than use a hotel. In such circumstances, the employee should contact HR prior to the stay to determine whether a contribution to the cost of the stay is appropriate.

Hotel Cancellation Procedures

Employees are responsible for cancelling hotel reservations and must immediately contact the Travel Agency or hotel directly.

Employees will be held responsible and will not be reimbursed for "no-show" charges unless there is sufficient proof that every attempt to avoid the charge was made. In case of a delayed departure, the employee is not held responsible.

Employees should note that cancellation deadlines can vary between different hotels and this should be checked at the time of booking.

Hotel Frequent Guest Programmes

Many hotels have frequent guest programmes that reward employees with free accommodation in exchange for a given number of paid room nights at the hotel. Participation in these programmes must not influence hotel selection that would result in an incremental cost beyond the company's negotiated rate or rates available at suitable alternatives.

Any membership fees associated with joining these programmes are not reimbursable.

MEALS

Personal Meals

The Company will cover the cost for meals consumed while travelling for business purposes as follows:

- Breakfast - either at the standard hotel rate of where you are staying or up to £10 per person.
- Lunch - Maximum £10 per person
- Evening - Maximum £35 per person

Where this is likely to exceed the above limits, prior approval must be obtained from your Director.

Business Meals

Business meals include food and refreshments provided for customers. If several employees participate, the bill should be paid by the most senior member of management present.

The maximum amount per person must be in proportion to the importance of the participants and where this is likely to exceed £60 per head, prior approval must be obtained from your Director.

Tipping for Meals

Generally tips will not be reimbursed except in those countries where it is their custom or where a Service Charge is included on meal receipts. Any tips considered excessive will not be reimbursed.

Corporate Entertaining Event

Whenever corporate entertainment expenses are incurred for entertaining clients, or other business connections, agreed levels must be authorised by a Director – prior to the event and approved through the Company's Gifts & Entertainment policy. A receipt/invoice must accompany the expense claim.

OTHER EXPENDITURE

Rail Travel

Employees travelling by train should book in advance and choose the lowest cost tariff. Other than short intra-city tube / train trips, rail travel would normally only apply for journeys where it is inappropriate or more expensive to drive or is a journey in excess of 150 miles.

Taxis

Taxis should only be used where no other reasonable form of transport is available. A receipt must be obtained and submitted with the expense claim.

Stationery

All stationery must be ordered through Basware and will be supplied by our preferred supplier. Only homeworkers are permitted to purchase from alternative stationers, with approval from their Manager, but should ensure cost effective purchasing.

Equipment

All IT equipment and mobile phone equipment must only be purchased through either the IT department or the Purchasing department.

Flowers / Gifts For Employees & Others

The company will not normally pay for gifts/flowers for employees or others except with prior authorisation from a Director.

Fuel Expenses

For employees who are not eligible for a fuel card (or opt out) the company will pay for all business use fuel on a 'pence per mile' basis, related to the specific vehicle being used. Employees should refer to the current 'Pence Per Mile Rates' spreadsheet, stored in the Human Resources section under 'Fuel Mileage Rates' on the intranet, on a regular basis to ensure the correct mileage rate is claimed. Due to the fluctuations in fuel prices the mileage rate is updated accordingly.

Business mileage claims should be submitted on a monthly basis along with any other expenses for the month.

Other Travelling / Motor Expenses

Other travel expenses like tolls, car parking, congestion charge, will be paid by the Company for business travel only. Wherever possible a VAT receipt must be obtained and dates and locations must be itemised.

Speeding / Congestion / Bus Lane / Parking Fines

The Company will not pay for any of the above fines.

Use of Personal Vehicles for Business

If you are not an allocated Company car driver and are required to travel for business, in the first instance, you should use a fleet vehicle from your local Station. If this is not feasible, the following guidelines must be adhered to:

- You must have a valid UK driving licence, appropriate vehicle insurance, and valid insurance that covers business use. Employees must provide proof of such insurance upon request. The Company is not responsible for paying the insurance premium difference for business use coverage.
- Employees are responsible for ensuring their vehicle is in good working condition, regularly serviced and meets the MOT test requirements.
- Employees must abide by all traffic laws and are personally liable for any fines or penalties.

- In the event of an accident during business use, employees should first ensure safety, then inform the Police (if required) and report the incident to their line manager as soon as possible.
- The Company is not liable for any damages to the personal vehicle. Claims should be made through the employee's personal insurance.
- Employees cannot transport other employees for business purposes.
- The Company will reimburse employees at an appropriate mileage rate, further information can be found on one:net Fuel and Electric Mileage Rates.
- Employees should submit a mileage log detailing the date, purpose, start and end locations, and total miles driven.
- Reimbursements will be processed through the Expense Claim system (as set out below).

Expense Claims

Expense Claim Forms must be filed on a timely basis with duly itemised and substantiated expenses.

Only original receipts and invoices will be accepted for reimbursement.

Expense Claim Forms not properly completed or approved will be returned unprocessed to either the employee or employee's Manager.

Where claims are for entertainment or meals for others apart from yourself, you are required to specify on your expense claim how many attendees, their name and the company they work for.

Special Occasions / Events / Rewards

There may be occasions where these Expenses Policy guidelines may be exceeded at the discretion of your Director. These occasions will be infrequent and for good reason, which may include rewards and celebrations for business or personal performance or recognition of special events or occasions. Prior approval must be obtained by your Director for any such exceptional expenditure.

Payment of Expenses

Expense claims must be raised on Notilus and you must ensure that you add all receipts to the claim report before submitting for approval. The claim will initially be approved by the SMT member (or Regional Director for the Network) responsible for your department. Once the claim has been approved locally and by the SSC, the payment will be made directly into your bank account. You are responsible for ensuring that your correct bank details are held on record for any claim reimbursements. Should you need to update this, please follow the process detailed on one:net on how to update your bank details linked to Notilus.

Joint Employee Expenditure

Where joint expenditure is incurred it is a requirement of the Company that the senior employee present pays for the total expenditure and makes the necessary recovery from the Company.

Items Not Reimbursed By Company

There are items of expenditure the company will not reimburse employees for, including:

- The cost of travelling between the main place of work and the employee's home address
- Car cleaning (even if it is an allocated vehicle)
- Any personal expenditure

If you have any questions regarding this policy in the first instance contact your Line Manager / Director. Alternatively contact HR.

Fatigue Policy

It is your responsibility to ensure when you are driving a Company vehicle you are fully alert at all times. Should you feel tired at any time, it is your own responsibility to take a break and to ensure your Line Manager is aware so they can plan for the break.

If, as part of your role, you drive long distances, you should ensure you take regular short breaks.

Gifts & Entertainment Policy

It is important that any business decisions you take are made solely in the best interests of the Company. To ensure this is the case, good judgement and moderation must be exercised in the receipt of any gifts or entertainment from external organisations or individuals. You may only accept gifts, services or entertainment offered to you if they are of a reasonable value and occur infrequently.

Of primary consideration is the reputation of the Company. You should not accept anything which may embarrass the Company if publicly disclosed or which could be viewed by anyone as an inducement. The Gifts & Entertainment Policy forms part of our Group Compliance Programme and this can be viewed by searching 'Compliance Programme' on the intranet.

For the offer or receipt of gifts, you must declare and seek approval for any gift which is 50€ or more. For the offer or receipt of entertainment, you must declare and seek approval for any invitation which is 200€ or more. To determine the value in Euros, please refer to the current FX rates at the time of the request.

All requests above the stated limits require the prior authorisation of your Line Manager and the local Compliance Officer via an approval form. For the UK, the Local Compliance Officer is the Director of Legal Services.

Please ensure that you read in full the Gifts & Entertainment Policy prior to requesting approval for receipt or offer of gifts. This can be found on the intranet under Menu, Legal tab, then Compliance Programme.

Please note that a gift in the form of cash, discount, voucher or special rate cannot be accepted. Where you are invited to an event, the invitation should not be extended to family members.

Receiving Gifts and Invitations

Value	Approval required	Timescales
GIFTS		
€50 or more	Line Manager Local Compliance Officer	Directly after receipt Within seven days of receipt
ENTERTAINMENT		
200€ or more	Line Manager Local Compliance Officer	Directly after invitation Within 15 days before the event

Offering Gifts and Invitations

Value	Approval required	Timescales
GIFTS		
€50 or more	Line Manager Local Compliance Officer	Prior to submitting approval request Within seven days prior to offering gift
ENTERTAINMENT		
200€ or more	Line Manager Local Compliance Officer	Prior to submitting approval request Within 15 days prior to the event

Health & Safety Policy

The Company recognises and accepts responsibility to provide and maintain a safe and healthy environment for all employees and persons affected by Company activities. All necessary steps will be taken to meet these responsibilities. Particular attention will be paid to:

- Provision and maintenance of plant, equipment and systems of work that are safe and free from risks to health.
- The control of substances potentially hazardous to health.
- Provisions of such information, instruction, training and supervision as is necessary.
- Maintenance of any place of work in a condition that is safe and free from risks to health.

To ensure this policy is observed requires the co-operation of us all. All employees have a legal responsibility and duty to take reasonable care to ensure their own safety and that of employees and persons who may be affected by their activities.

We all share responsibility for the health and safety of ourselves, our colleagues and our customers. We must do everything we can to avoid risk. Health and safety requirements must be rigorously maintained, with infringements or hazards reported immediately.

First Aid

First Aid equipment is always available. You will be advised of its location by your Line Manager who will also tell you the name of the person responsible for it.

Safety Standards

We all share a responsibility to ensure our working area remains safe at all times.

- Doors, passages and fire extinguishers must be free of obstructions. Floors should be clear of electric cables, telephone leads and any other hazards which could cause someone to slip.

- Avoid strain by lifting heavy items correctly. Your back should remain straight at all times - the lift comes from straightening your legs, not your spine.
- Please do not engage in horseplay. It inconveniences others and could cause injury.
- All equipment must be maintained in safe working order. Your Line Manager is responsible for ensuring a proper maintenance programme is carried out, so report any equipment defects immediately.
- Always comply with any additional safety rules and operating procedures which relate specifically to your own place of work.

Accident Reporting

If you have an accident, injure yourself, or are involved in a potentially dangerous situation at work, you must report it immediately to your Line Manager and obtain necessary treatment.

Your Line Manager will enter the details onto an Accident Report Form. In certain cases this information will then be passed to the appropriate authority within seven days. Your Line Manager will also carry out an investigation to ensure the situation does not reoccur.

Protective Clothing

The Health & Safety at Work Act 1974 requires you to wear and use any protective clothing or equipment with which you are supplied. If your job involves machinery, it is vital you do not wear any items of clothing which could ensnare you - ties, scarves or jewellery for example. Always ensure long hair is tied back.

Fire Precautions

General fire instructions are detailed on special notices displayed prominently in your work place. For your own safety it is extremely important that you read them. You must ensure you are thoroughly familiar with the location of the firefighting equipment and fire exits. If you are unclear with the procedure for evacuation, your Line Manager will be happy to go through it with you.

Where volatile materials require special precautions, these are mandatory and will be explained by your Line Manager. Details will also be given on posters in your workplace. Please make sure you understand them.

Home Working Policy

Our UK HQ operates on a flexible working basis for roles where it is possible to work from home. There are some roles within HQ where it is not possible to work from home and, if this is the case for your role, your Line Manager will confirm this to you. The Company believes this will be a positive change for colleagues based at HQ and reflect contemporary working practices. 1 Great Central Square is set up to facilitate flexible working, which will include how meeting rooms and the office layout are set up.

When working from home you would be expected to work during your normal working hours and should be fully available to work during this time. To ensure our business operates effectively, during your working time, you should be available on email, chat, telephone or hangout. You will of course be eligible for your normal breaks to ensure you have sufficient rest periods during the day.

The Company places a high degree of trust in colleagues who are working from home. To ensure work standards are maintained, the Company reserves the right to cease the option for home working for an employee if there is a negative impact on their standard or quantity of work, deterioration in their mental or physical health, or the type of work carried out changes and cannot be undertaken from home.

New starters will need to become fully up to speed with their role and responsibilities and, therefore, during any induction, they will be required to work from the office for a significant proportion of time; for at least their first month. After this, their ability to perform their duties, away from the direct support of colleagues in the office, will be evaluated before increasing the time working from home. This part of the policy may also apply where a colleague changes roles.

It is important that colleagues' time and attention is devoted to work, during work time, and therefore, there should be no distractions that would divert attention and prevent colleagues from completing their duties.

HQ Based Colleagues (contractual place of work 'Leicester')

To ensure that you remain engaged with your team and colleagues, and to effectively carry out your duties, you would be expected to work from the office for at least two days per week (40% of your hours if you are part-time). You may be required to be in the office more than this, depending on what work is required, and you would also be expected to attend meetings in person if needed. The days you work in the office will need to be coordinated and approved by your Line Manager as this will enable team meetings, and the like, to be scheduled for colleagues to be there in person whilst at the same time enabling an even distribution of team members in the office across the rest of the working week. If you typically work from home on the same days and there is a need for you to be in the office on one of these days you would need to attend and as much notice as reasonably possible will be provided.

HQ Based Colleagues (contractual place of work 'Remote')

Where you are remotely based you should consider the need to be in the office and work from HQ as required. This would be to attend meetings or conduct any duties that should be undertaken from the HQ site. In addition, where you were previously

based at Watford, you should work from HQ as agreed when Watford HQ closed and if you believe this should be reviewed please speak with your Line Manager.

Remotely Based Sales Personnel:

You should work from HQ when required but there is not a minimum number of days for you to spend at HQ.

RCM

The RCM team is primarily based out of Luton Station. You should work from Luton or HQ as needed and required. You should work from one of these sites for at least two days a week.

Operations

As our Operations teams serve our customers there are limited opportunities to work from home as their presence is required in the Station. For Territory Managers, to support your teams you will mainly work in a Station but if you would like to work from home on limited occasions please liaise with your Regional Director.

Whilst working from home the Company will provide the following:

- Relevant IT equipment to enable an employee to work from home. This may include a laptop, mobile phone and headset. Colleagues are able to request an additional screen, keyboard and mouse if required. All equipment provided should be returned if you leave the Company.
- Colleagues will be provided with access to the Company systems required to perform their duties.
- Colleagues will be included in meetings and team discussions as required.
- Colleagues will also be provided with the necessary training for you to effectively carry out your role from home. This could be in person at the office or via a remote training session or e-learning.
- Stationery, which should be requested through your Line Manager.
- Printing will be available in the office.

It is also important to confirm your responsibilities whilst working from home:

- Colleagues should ensure they set up a safe and secure working environment. To evaluate this, staff are asked to complete a UK Home Working Health & Safety Risk Assessment on where they typically work. Each time there is a change to a colleague's normal workplace, they should complete another assessment. Where the Company determines it is not safe for colleagues to work at home, they will be asked to return to the office on a full time basis. The assessment is available in the HR Forms, Health & Safety section of the intranet
- Colleagues are required to ensure that their home working environment allows them to devote their full time and attention, during working hours, to their duties.
- Colleagues must ensure they have an internet connection that has sufficient bandwidth and is secure.
- Your home working environment should also ensure the confidentiality of any work you undertake and the security of any data you work on. This includes your systems not being viewed or accessed by anyone who is not an employee of the Company. You should also ensure you are able to take calls, or attend meetings / hangouts in a confidential manner when required.
- If attending meetings via Hangout you should have your camera on and ensure an appropriate background is in place, which could be a virtual background provided by Google or the Company. This is essential when attending calls with customers, suppliers or any other external parties. You should also use a headset if required, to ensure sound quality and maintain confidentiality.
- Whilst working from home, colleagues must still comply with all policies contained in the Employee Handbook and also within your contract; this includes the policies relating to data protection and information security.
- Colleagues must check that any policy or agreements that cover their place of residence allows them to work from home; this may include insurance policies and tenancy agreements.
- The equipment provided by the Company is for colleagues' use only and should be used solely for work purposes. It should be looked after and any damage, as a result of negligence, may result in the Company recovering the cost of repair or replacement.
- If you work from home you may be able to claim tax relief. You should visit HMRC's website on this, which contains details on how to apply <https://www.gov.uk/tax-relief-for-employees/working-at-home>

Information Technology (IT) Policy

To ensure the security of our Company systems and data please ensure you adhere to our IT Policy.

GOOGLE SUITE/EMAIL

- Google suite is for business purposes only; this includes Google Chat. Your Google account should only be used by you unless you are included in a Google Group. You must not store or share personal documents or use corporate Google tools for personal use.
- You must not access your work Google account on any personal or non-company devices.
- Gmail/Google Calendar/Google Drive is for business use only. If you receive any files, which are not standard business documents, or seem in any way suspicious, you must raise an incident in Service Now and ask for it to be assigned to IT Security.
- You must not divert or forward your Company email or any other company documents or data to your private email or any other data repository, for example your personal mobile phone.
- You must not use your Company email address for private use or use it to join forums or other networks on the Internet.
- You should not open or save files sent to you which are not for Company business. The safest option is to delete such material immediately.

INTERNET

- Internet usage is for business purposes only. You should only access websites required for your work for the company.
- Never download any files or apps from any website to company devices without first checking with IT.
- The Company bans access to inappropriate categories of site at its discretion.

VIRUSES/MALICIOUS CODE

- The Company uses Anti-Virus and Anti-Malware software to safeguard its systems from malicious intrusion. No material downloaded from the internet or received as an email attachment may be used in Company systems, before being scanned for viruses.
- Europcar operates a virus scanner for all documents.

APPS & SOFTWARE

- You must not download or attempt to use apps other than those approved by Europcar. This includes the use of free to use or open source apps available in the Google Marketplace and/or Chrome Web Store. Unless approved by Europcar these are deemed insecure.
- The company operates a "Whitelist" of Chrome extensions that you can use. All extensions not on this list are banned. If you require to use a Chrome extension that is banned, you must raise a request in Service Now.
- Applications in the Chrome Web Store or Google Marketplace are usually not developed by Google. They could be malicious, they could be withdrawn or start to charge for use with no notice.
- All computer software acquired by the Company and software licences must be purchased through IT.
- Software must be used in accordance with its licence.
- Use of unauthorised software is a serious issue and could lead to disciplinary action, which may result in your dismissal.
- Computer software can only be installed by IT or under their instruction.
- Copying of Company software is not allowed.
- Shareware, Freeware & Public Domain software is bound by the same policies and procedures as all software. No user may install any free or evaluation software onto Company systems.
- Staff moves must involve IT so that the appropriate software can be added or removed and asset registers updated.
- IT will perform audits on the software operated by individuals in the Company. This may be on a random basis and without prior notification. Any unauthorised use will be reported to the appropriate Manager.

HARDWARE

- Equipment such as desktop/laptop computers, printers, tablets, mobile phones, TCs and any other devices are considered to be Company hardware and may be allocated to you in order for you to perform your duties.
- You may also use devices that are not personally allocated to you, such as TCs at a station or meeting room video facilities.
- Hardware is provided for business use, it is not intended for any private use.
- All hardware will be purchased by IT using the appropriate process and authorisation.
- The Company retains all the rights, interest and title to hardware assets.
- IT equipment is expensive and specialised. You must look after any IT equipment provided to you. Do your best to ensure it is maintained in the best condition possible.

- If during the course of you using any Company equipment it is lost, stolen or damaged as a result of your negligence you may be liable to cover the cost of any replacement or repairs and possible disciplinary action. The Company reserves the right to make an appropriate deduction from salary.
- You must not transfer any IT hardware to another member of staff. This includes laptops, phones, security keys, screens, printers, etc. If equipment is no longer required it must be returned to the IT Department.
- For station staff, please return your blue Yubico Security Key to your station manager when you leave. Station Managers must then inform IT so that the key can be wiped and made ready for reuse by a new member of staff.
- You are not allowed to alter the configuration or settings of any IT equipment. This must be done by IT or under instruction from IT
- The disposal of hardware in use by the Company may only be carried out by IT. The software removal and asset register update will follow IT industry best practice and where appropriate certificates of disposal will be held IT.
- IT will perform audits on hardware operated by individuals in the Company. This may be on a random basis and without prior notification. Any unauthorised use will be reported to the appropriate Manager.

IT EQUIPMENT AT THE HQ

- Great Central Square is a largely hot desk environment. Please ensure that you look after the IT equipment (including cabling) provided at your allocated desk. Leave it neat & tidy when you finish for the day.
- You must not move IT equipment from your desk or any meeting room or stretch any cables to use them in a different location.
- Laptop stands, mice, keyboards, etc must not be moved from the desk they are on.
- If you have any issue with the IT equipment, please raise an incident in Service Now.

USE OF PERSONAL EQUIPMENT

- The use of non-Company owned equipment, which includes PCs, laptops, phones, iPhones, etc. can raise issues surrounding compliance, security and data protection. You are not allowed to connect any such device to Company equipment or access corporate IT systems on them, unless approved by IT.
- Use of external storage devices (such as USB drives, Disks, CDs, etc) is banned. These must never be connected to your company devices nor have any company data stored on them.
- No external visitor to the Company can connect their IT equipment to Company systems. Should a visitor request access to systems or to the network you must contact IT for authorisation who may grant secure access.
- Wifi for guests is provided at our HQ.

SECURITY AND DATA PROTECTION

- You must complete all mandatory training courses for IT Security, Safe Web Browsing, Dangerous Links, Phishing, GDPR and Data Protection.
- It is recommended to never store data or documents to the hard drive of any laptop or desktop PC. The first preference should be to store any documents in Google Drive, secondly store them on a network drive.
- No customer data/personal data or sensitive data should ever be stored on the hard drive of any laptop/PC.
- If you need to, it is permissible to save documents on a laptop hard drive as these are encrypted, but never to a desktop hard drive.
- It is strictly prohibited to store documents containing personal or sensitive information (e.g., Personally Identifiable Information (PII), Protected Health Information (PHI), confidential business information) in the public areas of the company's file servers (filerLR, filerGH, filerWF) or leave them in the scan folders after scanning a document.
 - Personal/Sensitive files need to be stored in restricted areas of the filers or (even better) on Google Drive with the correct access permissions applied.
- You should take all reasonable steps to protect customer, personnel and company data wherever you are working, be that at the HQ, a rental station or at home.
- Data must be stored appropriately following Company Policy on Data Classification and Retention Policies.
- Information contained in IT systems is for business purposes and you must not disclose customer or Company information contained in any system to any third party. Any breach of confidentiality may lead to disciplinary action being taken, which could result in your dismissal.
- You should lock your laptop/PC or company phone whenever you leave your desk or they are not being used in order to avoid any unauthorised access to your account.
- You should correctly logout and terminate any sessions in any applications once you have finished using them.
- Managers should request new systems access, amendments and notify IT of leavers. No access will be granted without authorisation.

PASSWORDS

- Access to Company systems is controlled through passwords.
- Passwords should be complex. They should be at least 12 characters long (14 for admin accounts).
- They must be different from your previous passwords
- They must contain 3 out of 4 options below:

- must contain at least one UPPERCASE character (e.g. Z)
- must contain at least one lowercase character (e.g. z)
- must contain at least one digit (e.g. 1)
- must contain at least one special character (e.g. !)
- Your password cannot be a weak password, which means:
 - cannot be related to the company name (e.g. Eur0pc4r2024)
 - cannot be related to your name or job title (e.g. John.Smith1987)
 - cannot be related to your birthday (e.g. Paris14.02.70)
 - cannot be easily guessable or too simple (e.g. Temp.12345)
 - cannot be a simple dictionary word preceded and/or followed by digits and special characters (e.g. 123Mango456!!)
 - cannot be already used and compromised on third party websites (e.g P4ssw0rd!)
 - should not be used anywhere else, for example not on your personal email nor any e-commerce website; should not be used for your Europcar admin and/or dev accounts if you have one.
- Do not use a password that contains personal information. Avoid any information that can be accessed on social media like family or pet names.
- A password shouldn't contain any consecutive letters or numbers.
- It is recommended that you create a long password by using three random words or a phrase that you can remember. (e.g. "Apples & pears" - @ppl3s&PeaRs or aPples+p3@rs...)
- Or you think of a memorable quote from your favourite actor or artist, choose a few words from the quote and make it slightly more complex. That way, your password will be strong, memorable, and unique!
- Do not reuse the same password for different websites or applications.
- Make use of a password manager (even the one built into Chrome is better than nothing)
- Don't ever write your passwords down
- Don't ever share your password/login name with anyone else
- Your main system password will need to be changed periodically and the system will enforce this.
- Your system access is further strengthened by use of Multi-Factor Authentication. All users are issued with a Yubico security key. It is mandatory that this is enabled and used on your user account as your MFA method.

"A.I." CHATBOT TECHNOLOGY

- Google Gemini AI is now included within our corporate Google Workspace environment and is available to all staff with a Corporate google account.
- You should use Google Gemini for work purposes rather than AI offerings from other companies.
- The main output of most AI chatbots is basically a wrap-up of content from the Internet. They should be seen as really powerful internet search engines.
- Please remember that not everything on the Internet is true or a reliable source of information.
- AI Chatbots are not able to fact-check what they write. Always double check the information you get when you make searches for work purposes.
- Everything you type into an AI Chatbot may be stored and used by the creator.
- Always be very careful of what you share with an AI Chatbot and **never share intellectual property, sensitive company information or customer data**.
- Always comply with local data protection laws. If in doubt, contact the Legal team.

INTERCEPTION / MONITORING

- Please note that if you are suspected of abusing company systems, including email, your use of the systems could be monitored. Abuse of company systems could lead to disciplinary action which may result in dismissal.
- On occasions telephone calls will be recorded for training purposes or where there is suspicion of abuse or wrong doing.
- Any interception will be in line with the Regulation of Investigatory Powers Act 2000.

Please note that any breaches to this Policy may lead to disciplinary action which could result in dismissal from the Company.

This Policy should be read in conjunction with the Communications Policy, Social Media Policy, Data Protection Policy and Positive Working Policy. If you have any questions about the interpretation or application of this Policy then please contact the IT Department.

Lone Working Policy

If you are working in the office out of normal hours, or on your own, please take note of the following points. This is for your safety should anything happen to you whilst you are in the workplace on your own.

- Please keep your mobile phone with you, charged and switched on at all times.
- Please make sure you stay in regular contact with someone outside the office and that they know the time you are expected home. Please make sure they have an appropriate contact number for you.

- Please also make sure they are aware of the building name and address of where you will be working.
- If you require access to the site via a security pass or keys, please ensure you always keep these on your person at all times as you may not be able to re-enter the building without it and no one may be in the office to let you back in.
- If you are on call-out duty at night and are required to meet with an AA or RAC patrol on site, await their arrival before leaving your own vehicle and unlocking the premises.
- Please take extra care when on site to make sure you do not fall, trip or have an accident.
- In the event of an emergency whilst you are in the office, if appropriate, please call one of the emergency services.
- In the event of the evacuation alarm sounding, please leave by the nearest exit. Please do not re-enter until you are told it is safe and follow the normal evacuation process specific to the location in which you are working. If you are unsure please liaise with your Line Manager.
- If your place of work is Leicester HQ please also review the specific lone working policy for Great Central Square.

Mobile & Smartphone Policy

This Policy details in which situations a mobile phone, and other similar hand-held devices, can be used.

The use of hand held devices whilst driving

It is Company policy that you should never hold or use a hand-held mobile phone or other similar hand-held electronic devices at any point whilst driving - this applies whether you are using your own mobile phone/electronic device or one that belongs to the Company. For clarification, this policy applies even when the vehicle is stationary, for example in a traffic jam or at traffic lights.

If you wish to make or receive a call from a hand-held mobile or similar device you should park the vehicle, engage the handbrake and switch off the engine.

The use of mobile phones whilst driving

Whilst you are not required or expected to use mobile phones whilst driving, if you choose to make/receive urgent or essential calls it is your responsibility to ensure you are using a hands-free kit where the phone is being held in a "fixed cradle".

During these calls, advise the person you are speaking to that you are driving and make the conversation brief.

If you choose not to make/receive any calls whilst you are driving, use a voicemail facility or divert calls so that messages can be left for you. Stop regularly to check messages and return calls when you have parked the vehicle or when you have returned to the office to make the call from a landline.

You should only use your mobile phone/similar electronic devices for personal calls or texts when they are absolutely necessary and when personal calls are made the duration should be kept to a minimum.

In the event of loss you should notify the IT Department by raising a ticket immediately. Any allocated mobile phone should not be transferred from one user to another without notifying the IT Department, this can be done via raising a ticket.

Smartphones provided by the Company are Europcar assets and controlled by Europcar. In the event of loss or theft, you must notify the IT Department immediately. Europcar will wipe all data on the device remotely and cannot be held responsible for the loss of any personal data.

Smartphones with data capability are to be used as tools to do the job. Unauthorised apps or unauthorised use of the internet via these devices is not allowed. The Company reserves the right to investigate usage and misuse could lead to disciplinary action.

You are not permitted to use a personal smartphone for Europcar business, for voice or Google or app usage. If your role requires a smartphone, this has to be approved by HR. You should never associate your work Gmail account to your personal phone.

This Policy should be read in conjunction with the Communications Policy, Social Media Policy, Data Protection Policy and Positive Working Policy. If you have any questions about the interpretation or application of this Policy, then please contact the IT Department.

Modern Slavery & Human Trafficking Policy

Modern slavery is a crime and a violation of fundamental human rights. It takes various forms, such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain. The Company has a zero-tolerance approach to modern slavery and we are committed to acting ethically and with integrity in all our business dealings and relationships. We are also committed to

implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or in any of our supply chains.

We aim to ensure there is transparency in our own business and in our approach to tackling modern slavery throughout our supply chains, consistent with our disclosure obligations under the Modern Slavery Act 2015. We expect the same high standards from all of our contractors, suppliers and other business partners. As part of our contracting processes, we include specific prohibitions against the use of forced, compulsory or trafficked labour, or anyone held in slavery or servitude, whether adults or children, and we expect that our suppliers will hold their own suppliers to the same high standards.

The prevention, detection and reporting of modern slavery in any part of our business, or supply chains, is the responsibility of all those working for us or under our control. Colleagues are required to avoid any activity that might lead to, or suggest, a breach of this policy.

You must notify your Line Manager or the HR Director as soon as possible if you believe or suspect that a conflict with this policy has occurred, or may occur in the future.

You are encouraged to raise concerns about any issue or suspicion of modern slavery in any parts of our business or supply chains of any supplier tier at the earliest possible stage.

If you believe or suspect a breach of this Policy has occurred, or that it may occur, you must notify your Line Manager, the Compliance Officer or report it in accordance with our Whistleblowing Policy as soon as possible. You should note that where appropriate, and with the welfare and safety of local workers as a priority, we will give support and guidance to our suppliers to help them address coercive, abusive and exploitative work practices in their own business and supply chains.

If you are unsure about whether a particular act, the treatment of workers more generally, or their working conditions within any tier of our supply chains constitutes any of the various forms of modern slavery, raise it with your Line Manager or the HR Director.

We aim to encourage openness and will support anyone who raises genuine concerns in good faith under this Policy, even if they turn out to be mistaken. We are committed to ensuring no one suffers any detrimental treatment as a result of reporting in good faith their suspicion that modern slavery of whatever form is or may be taking place in any part of our own business or in any of our supply chains. Detrimental treatment includes dismissal, disciplinary action, threats or other unfavourable treatment connected with raising a concern. If you believe that you have suffered any such treatment, you should inform your Line Manager or the HR Director immediately. If the matter is not remedied, you should raise it formally using our Grievance Procedure.

Any employee who breaches this Policy will face disciplinary action, which could result in dismissal.

Parental Bereavement Leave

In the sad event of the loss of a child under the age of 18, or a stillbirth after 24 weeks of pregnancy, you are entitled to two weeks statutory leave to be taken in one block or as two separate blocks of one week, for each child that has died or was stillborn. This leave should be taken within 56 weeks of the date of the child's death or stillbirth.

On joining the Company, you would be entitled to take this leave, provided you meet the eligibility and minimum earnings criteria. The leave will be paid at statutory rates.

If you wish to take parental bereavement leave, you should inform your Line Manager of the date of the child's death, the date on which you choose any period of absence to begin and advise whether you wish to take one week or two. Your Line Manager will then confirm this with Payroll.

Positive Working Policy

The Company is committed to creating a work environment which is free from harassment, bullying and victimisation. It is important that individuals do not feel apprehensive or treated unfairly because of their religious belief, gender, political opinion, marital/civil partnership status, sexual orientation, race, age, disability or as a result of being subjected to any inappropriate behaviour. It is the company's intention to encourage everyone to behave in a proper manner at all times, and ensure inappropriate behaviour is challenged.

Harassment, bullying and victimisation can come in many forms, and it is important that you can recognise such behaviours. You may be an individual or part of a group that receives unwanted attention. These behaviours may be a one-off incident or it may be a series of incidents; it can be intentional or unintentional. It can also occur in written communications, by phone or through email, Google Chat/Meet or on social media; not just face-to-face.

This policy covers behaviour occurring in various situations. It will include behaviours in a work situation, or a situation occurring outside of the normal workplace or normal working hours which is work related; for example, a working lunch, a business trip or social events. It also covers situations outside of a work situation, but involving a colleague or other person connected to the Company, including on social media. It is important to remember that while you may make comments outside of work, for example on social networking sites, the Company may use such evidence in investigations on harassment, bullying and victimisation matters. The policy also applies in situations arising against anyone outside of a work situation, where the incident is relevant to your suitability to carry out the role.

This policy applies to all employees, workers and third parties associated with the Company.

Bullying

Bullying is repeated inappropriate, offensive behaviours, which is often an abuse of power or position. It can be direct or indirect, either verbal, physical or otherwise, conducted by one or more persons against another or others in the course of employment which could reasonably be regarded as undermining the individual's right to dignity at work. The following, though not an exhaustive list, may constitute to bullying:

- Threats, abuse, teasing gossip or practical jokes
- Humiliation and ridicule either in private, at meetings or in front of customers/clients
- Name calling, banter, insults, devaluing with reference to age or physical appearance
- Setting impossible deadlines
- Imposing excessive workloads
- Making unjustified criticism
- Excessive monitoring
- Removing responsibilities
- Allocating menial or pointless tasks
- Withholding information
- Refusing request for leave, holiday or training
- It should be noted that it is the impact of behaviour which is relevant and not the motive or intent behind it

Harassment

Harassment is unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for them. Harassment may take many forms and can range from extreme forms such as violence to less obvious actions such as persistently ignoring someone. The following, though not an exhaustive list, may constitute harassment:

- Physical contacting ranging from touching to serious assault
- Verbal and written harassment, including via email, through jokes, teasing and banter, offensive language, gossip and slander
- Sharing inappropriate images or videos
- Using racist slang, phrases or nicknames
- Isolation or non-cooperation, or exclusion from social activities
- Instruction by pestering, spying, following etc.

Sexual Harassment

Sexual harassment is unlawful. It is unwanted conduct of a sexual nature which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person. It also covers treating someone less favourably because they have submitted to or refused to submit to unwanted conduct of a sexual nature, or that is related to gender reassignment or sex. Sexual harassment may be committed by a fellow worker, an agent of an organisation, or a third party. It does not need to occur in person. It can occur via digital means including social media sites or channels e.g. Whatsapp. Someone may be sexually harassed even if they were not the target of the behaviour. Examples of sexual harassment include, but are not limited to:

- Sexual comments or jokes, which may be referred to as 'banter'
- Displaying sexually graphic pictures, posters or photos
- Suggestive looks, staring or leering
- Propositions and sexual advances
- Making promises in return for sexual favours
- Sexual gestures
- Intrusive questions about a person's private or sex life or a person discussing their own sex life
- Sexual posts or contact in online communications including on social media
- Spreading sexual rumours about a person
- Sending sexually explicit emails, text messages or messages via other social media
- Unwelcome touching, hugging, massaging or kissing

Victimisation

Victimisation is subjecting someone to unfair treatment because of their involvement in a protected act, such as, making a complaint, raising a concern or participating in an investigation regarding discrimination, harassment, or any other form of unlawful conduct. It is not necessary for the person to have carried out the protected act, in order for detrimental treatment to be considered as victimisation. Examples of victimisation include, but are not limited to:

- Exclusion or isolation, from work meetings, social activities or work related opportunities because they reported harassment
- Retaliation through disciplining or threatening behaviour for someone making a complaint of harassment
- Unfair treatment such as assigning excessive workloads or undesirable tasks to someone who participated in an investigation relating to harassment
- Direct or indirect intimidation or threats if they continue to pursue a complaint
- Undermining credibility such as questioning or criticising integrity or motives for making a complaint

Employee responsibilities

All employees have a responsibility to understand and comply with this policy, and to help create and maintain a positive working environment by engaging in respectful behaviours. You should be aware of the serious and genuine problems which harassment, bullying and victimisation can cause, and ensure that your behaviour is beyond question and cannot be considered in any way, to be harassment, bullying or victimisation. No one should practice or encourage such behaviour and you are encouraged to speak up and make it clear to all concerned that you find such behaviour unacceptable or makes you feel uncomfortable. You should also support colleagues in addressing inappropriate behaviour or reporting any concerns they might have. You should report any concerns immediately to your Line Manager or a member of HR to enable the Company to deal with the matter in a timely and appropriate manner.

Management responsibilities

Managers have the responsibility to ensure that harassment, bullying or victimisation does not occur in work areas for which they are responsible. You must be committed to the elimination of bullying and harassment and be vigilant in preventing inappropriate conduct whenever possible. Managers have a particular duty to set a proper example for appropriate behaviours within the workplace. You should lead by example and treat everyone with dignity and respect and ensure that your behaviour is beyond question. The misuse of managerial authority and influence in working relationships will not be tolerated. You also have a responsibility to explain the Company's policy to their staff and take steps to promote it positively. You will be responsive and supportive to any member of staff who makes a complaint, provides full and clear advice on the procedure to be adopted, maintains confidentiality in all cases, ensuring that there are no further concerns or any victimisation after a report has been raised and resolved.

Procedure for handling complaints

All reports will be taken seriously and managed confidentially. These should be raised with your line manager or HR. Reports can be made both formally and informally. Whichever route you decide to take, you will be offered guidance and assistance to help you resolve your concerns as soon as possible, to stop and prevent any further incidents of inappropriate behaviour. If you are comfortable doing so, in the first instance, ask the person responsible to stop the behaviour, explain that you feel uncomfortable in the way they are acting towards you. Speaking directly to the person at an early stage will often be sufficient to stop the behaviour. If you feel unable to do this, you may be able to ask your line manager or colleague to do this on your behalf. We appreciate there may be circumstances where individuals prefer not to raise concerns with their line manager, for instance where the line manager has not handled the matter adequately in the past, in these circumstances, the Company's Whispli is a confidential and secure reporting tool can be used to report concerns. You are able to report your concerns anonymously if you wish.

Following preliminary investigations, suspension from work will be considered in relation to the individual whom the report is made against. Any breaches of this policy will not be tolerated and would be considered as gross misconduct, which may lead to disciplinary action that could result in dismissal from the Company.

This Policy should be read in conjunction with the Company's Equality, Diversity and Inclusion Policy, Social Media Policy, Communications Policy and Whistleblowing Policy.

Redundancy Policy

The Company undertakes very careful forward planning. As far as possible this ensures the continued secure employment of all our staff. However, it is a fact of business life that changes may occur. Competitive conditions alter, organisational requirements change and technology makes further progress, all of which may affect our staffing needs.

Should compulsory redundancies ever be necessary, they will be handled in the fairest, most consistent and sympathetic manner possible. This will include the most rigorous approach to selection to retain the services of those employees most skilled and committed to the Company and most able to contribute to future growth. Staff will be fully consulted and wherever possible alternative jobs will be found for the people concerned.

Screening Policy

The Company conducts Employee Screening checks on all employees when they join the business. Our Employee Screening checks include a right to work check, a sanctions check, an identity check, a basic criminal record check, a check against our internal "Do Not Rent" database and may include an employment history check. Some roles may also require additional checks. The Company may also conduct checks during employment.

Employee screening is carried out for the following reasons:

- To confirm a person's identity.
- To confirm an individual is legally entitled to work in the UK.
- To confirm that a person has the qualifications, skills and / or experience required for the role to which they have been appointed.
- To confirm there is nothing in an individual's employment or personal history that would make them unsuitable for the role with the Company.

Checks for identity and right to work, as well as checks against our "Do Not Rent" database and employment history, are completed internally. Basic criminal record checks are completed in partnership with a third party.

Background screening is solely used to reinforce a hiring decision and ensure candidates who have been selected for a job are suitable.

Any information made available to the Company through the completion of screening checks, including criminal convictions and/or a match on our "Do Not Rent" database, will be treated on a strictly confidential basis and, when necessary, will be discussed with the individual prior to any action being taken.

The Company reserves the right to take appropriate action should employee screening checks highlight any information that is considered to present a risk to our customers, our colleagues, our assets, or to the business and its reputation. This could include your probationary period not being confirmed or disciplinary action, which could include your possible dismissal from the Company.

Employment Screening is a mandatory requirement to ensure the safety and security of our customers, colleagues and assets. Failure to provide the necessary information for checks to be completed in a reasonable timeframe would be treated as a refusal to participate. If you are new to the Company, and in the absence of the information from the screening process, your probationary period may not be confirmed. If you are an existing employee disciplinary action may be taken and a possible outcome of this could be your dismissal.

Security Policy

Security is the responsibility of everyone. In our business there are many situations which will require you to be vigilant to ensure your own security, that of colleagues and of company property.

Cash / Credit Card Transaction

Thousands of cash/ credit card transactions take place every day throughout the Company. If your job involves handling cash/credit cards you must take care that each transaction is completed correctly. Following investigation, the Company reserves the right to require any discrepancy or loss to be made good by the person responsible, if there are grounds to believe they are at fault. The Company reserves the right to make an appropriate deduction from salary.

Identity / Security Cards

If you are issued with a security/identity card you are responsible for its safekeeping. If your card is lost or stolen you must report it to your Line Manager. You may be asked to pay for a replacement card. The Company reserves the right to make a deduction from salary for replacement identity/security cards. You must not lend your security/identity card to anybody.

Personal Property

The Company cannot accept liability for the loss of any personal property left on Company premises. It is therefore important that you arrange insurance cover for your personal possessions. Please report the loss of personal property to your Line Manager without delay. You must also let your Line Manager know if you find something which does not belong to you.

Company Property

Depending on your role, you may have certain responsibilities for security with regard to Company property. These might include premises, Company vehicles, equipment etc. You are expected to maintain any security measures for which you are given responsibility. Where you are provided with items of Company equipment, such as laptops, computers or mobile phones, you must make every effort to ensure you do not leave them in an unsafe place. For example, you must not leave items of Company property unattended in a public place or on view in a vehicle.

If you discover any Company property is missing you should report it to your Line Manager immediately, who will then contact the Security department to report the missing equipment.

If you neglect to follow security procedures you must expect disciplinary action which could include dismissal. If there is a suspicion of theft or fraudulent activity, the Company reserves the right to conduct covert investigations. If you are deemed responsible for damage to, or loss of, Company property the Company reserves the right to make a deduction from salary for repairs or replacement. In addition, the company reserves the right to make deductions from your pay for any cash or stock shortages, missing assets, fraudulent activity for personal gain and / or any other losses which are deemed your responsibility. The Company also reserves the right to report any theft or fraudulent activity to the Police, HMRC or other authorities.

In the event you leave the Company, it is your responsibility to return all Company property items issued to you. The Company reserves the right to make deductions from your final salary payment to cover the cost of replacement costs.

Personal Search

Where there are reasonable grounds to carry out a search, this will be explained to you. With your consent, you, your locker, work station, drawers, any vehicle in your charge, your property or the contents of parcels entering or leaving the premises may be searched.. This request will be made by a member of management in the presence of a third party, and may include a search of relevant clothing. Searches will be of outer clothing only and will be carried out in private. You can refuse to give consent. However, an unreasonable refusal to consent when requested, may result in adverse inferences being drawn which may be considered as evidence, should any disciplinary meeting relating to the search take place.

Smoking & Vaping Policy

It is Company policy that all of our workplaces are smoke free and that all employees have the right to work in a smoke free environment. Smoking is therefore strictly prohibited on **all** Company premises, buildings and vehicles. This includes smoking electronic cigarettes (e-cigarettes) or electronic nicotine delivery systems (ENDS) including any type of vape. This policy applies to all employees, Key Time Workers, consultants, contractors, customers and visitors.

Smoking and Vaping at work is only permitted in designated areas.

Where it is practicable, smokers may wish to use some of their own time to take a smoking break during the working day. This must be done in the designated area and with prior agreement of their Line Manager. Rules regarding no smoking must be obeyed at all times as failure to comply with this policy could result in disciplinary action, including dismissal from the Company.

You should be aware that enforcement authorities can issue penalties and fines if you are found guilty of smoking in a smoke-free place. You will be personally liable for any fine or fixed penalty imposed for non-compliance.

Social Media Policy

To protect our Company systems and the Company's reputation, please ensure you adhere to our Social Media Policy at all times. Any breach of this Policy could result in disciplinary action which may result in your dismissal from the Company.

This Policy is in addition to the Information Technology (IT) Policy which governs the use of the internet and email.

This Policy outlines the responsibilities of employees using Company equipment to access social networking sites and also to provide guidance to employees on how they refer to the Company and their employment on such sites when using the sites on Company equipment and their own devices.

Access to Social Media Sites

Access to the Internet via Company equipment (PC, laptop, smart phones etc) is provided as a business tool and as such social media sites are available but in 'read-only' mode, preventing any update from your access at work, unless there is a requirement for you to update Company content as part of your role. This will also include the Company's Social Media Employee Advocacy Programme. You may view social media sites before or after work or during your breaks.

However, the Company recognises that some employees require full access to social media sites such as, but not limited to, blogs, video / image sharing sites, YouTube, LinkedIn, Facebook and Twitter as part of their role within the Company. Employees with full access are also bound by the Social Media Policy.

Personal Conduct

Whilst the Company respects an employee's right to a private life, we must also ensure that confidentiality and the Company's reputation are protected. Therefore, under this Policy, we require that when employees use social media sites, either on Company equipment or on their own device in their personal life, that they:

- Do not identify themselves as working for the Company by referring to the Company by name, inference or using the Company logo (this does not apply in the case of those employees who are part of the Social Media Employee Advocacy Programme). The exception to this is detailing the Company you work for on LinkedIn.
- Do not conduct themselves in a way that is detrimental to the Company or its reputation; and
- Do not post anything that could be interpreted to damage any working relationships between fellow colleagues, management and/or customers.

If you have a grievance or complaint to make about the Company, a colleague or a customer, social media sites are not the appropriate forum to highlight your complaint or grievance. Please follow the Grievance Procedure

The privacy and feelings of others must be respected at all times. If you post anything that is defamatory, you will be held personally responsible and liable.

Interception and Monitoring

Please note that if you are suspected of abusing Company systems, including internet access and e-mail, or if the Company believes that you have acted / are acting in a way that damages the Company's reputation and / or breaches commercial confidentiality and / or is damaging working relationships between fellow colleagues, management and / or customers of the Company, your use of the systems could be monitored.

In addition, the Company retains the right to monitor your use of social media sites.

Disciplinary Action

Failure to comply with this Social Media Policy could lead to disciplinary action which may result in dismissal.

Questions

If you have any questions about this policy or would like to raise a concern or to report a breach of this policy please contact your Line Manager or HR.

This Policy should be read in conjunction with the Information Technology (IT) Policy and Communications Policy, which includes details on the use of WhatsApp, in addition to the Positive Working Policy and Equality, Diversity and Inclusion Policy.

Training & Career Development Policy

Our aim is to assist individuals to fulfil their potential and develop their career. The Company rewards those who demonstrate commitment and show determination to succeed.

Internal vacancies will normally be advertised through our intranet. It should be noted that where there are both internal and external applicants being interviewed, the internal candidate is not guaranteed selection if the external candidate meets the requirements of the role more specifically.

Top quality training is a vital part of our commitment to excellence. All Company employees are actively encouraged to take advantage of career related education and training opportunities - both internal and external.

In many job functions, particularly customer facing roles, the participation of employees in comprehensive training programmes is essential to successful performance. This may require you to stay away from home for short periods.

If you would like to discuss training or career development outside your regular performance appraisals, please speak to your Line Manager.

Whistleblowing Policy

Our Company values are based on a commitment to conducting our business with honesty and integrity and the expectation that all of our staff will maintain these high standards. However, as with many organisations, things can go wrong or we can unknowingly create an environment that facilitates illegal or unethical conduct as well as the deliberate concealment of such matters. Such wrongdoings may include criminal activity; injustice; danger to health and safety; damage to the environment; failure to comply with any legal or professional obligation or regulatory requirements; bribery; financial fraud or mismanagement; negligence; breach of our internal policies and procedures (including our Code of Ethics & Commitments); conduct likely to damage our reputation or unauthorised disclosure of confidential information. All of these activities are a significant concern to our business and should be notified to us.

Our aim is to encourage openness and we will support those who raise genuine concerns even if they turn out to be mistaken. If you have information or a genuine concern about our business then you should let your Line Manager know. However, we know that in some circumstances individuals will not want to raise an issue with their Line Manager or they may not feel that their Line Manager has not adequately dealt with the matter. In these instances you can use our whistleblowing tool (Whispli) or alternatively contact a member of either the HR Team or the Legal Team.

If you do not wish to raise your concern directly, you can visit the following website: <https://app.whispli.com/Ethics-Europcar>

Whispli is a confidential and secure tool, providing you with a specific channel to raise any potential wrongdoings, as detailed above. You are able to report your concerns anonymously if you wish.

You will then be invited to attend a meeting to discuss your whistleblowing concern. After the meeting we will provide you with a written summary of the discussion and we will tell you how we propose to deal with the matter. We will try to ensure that your whistleblowing concern is dealt with fairly and in an appropriate way. You may be asked to attend additional meetings to provide further information if necessary.

You may, if you wish, take a colleague or union representative to any meeting; however, you must ensure that your colleague understands and respects the confidential nature of the meetings and any subsequent investigation.

Subject to confidentiality constraints we will keep you informed as to the initiation of any investigation and its likely timescale; its progress and any recommendations for change that we implement as a result. You should treat any information about such an investigation as confidential.

If, at the end of the investigation, we conclude that you have made false allegations maliciously or for personal gain you may be subject to disciplinary action.

If you are unhappy with how your whistleblowing concern was handled then you can raise it with one of the other key contacts in this policy or to the Compliance Officer.

You are able to report any concerns anonymously if you wish.

It is understandable that whistle-blowers are sometimes worried about possible repercussions. If your concern is a genuine whistleblowing concern then you will be protected by the Enterprise and Regulatory Reform Act 2013. Under its provisions you are protected from suffering any detrimental treatment (e.g., dismissal, disciplinary action, threats or other unfavourable treatment connected with the concern) as a result of raising a genuine concern. If you believe that you have suffered any such treatment you should inform the HR Director immediately. If the matter is not remedied you should raise it formally using the Grievance Procedure.

The legislation also states that you may not threaten or retaliate against a whistle-blower in any way. If you are involved in such conduct you will be subject to disciplinary action.

Work Life Balance Policy

The Company acknowledges that individuals, at all stages of their lives, work most effectively when they are able to achieve an appropriate balance between work and other aspects of their lives. This may include childcare, other caring responsibilities, dealing with menopause symptoms or any other life events or reasons you may wish to want to change your working pattern.

The Company is very open to seriously considering requests to work an alternative working pattern. Specifically employees can ask for changes to be considered to their working hours, times of working and where they work.

If you wish to make an application to change your current working arrangements, you need to complete the Work Life Balance Application Form. This can be found in the HR section of the Forms library on the intranet. This should be done well in advance of any change. Under normal circumstances we are committed to considering an application fairly swiftly. However due to circumstances such as annual leave, this process could be unavoidably delayed.

Once your Application has been completed, this should be given to your immediate Line Manager for full consideration. A companion, who can be defined as a work colleague, is able to accompany you at any stage of the process to support you. Upon receipt of your Work Life Balance Application, your Line Manager will meet with you to thoroughly discuss the application in more detail. You will receive a written response to your application. Where practicable, your request will be implemented. This change may either be for a short period of time or a permanent change dependent on your personal circumstances.

In a service industry such as ours unfortunately it may not always be possible to agree to new working arrangements in every circumstance due to business requirements. A request may not be feasible for reasons such as the inability to reorganise work among existing staff or where there would be a detrimental impact on the customer. Wherever possible alternative options will be discussed with you, which may result in a compromise solution.

You may believe that your request has not been properly considered and therefore you may wish to appeal. Any request of an appeal should be directed to HR, in writing, within 5 days of receiving your written outcome. A more senior level of management or a member of the HR team will hear the appeal and their decision will be final. The decision of the appeal will be communicated to you in writing.

The Company aims to conclude the process within two months from the point of Work Life Balance Application submission to the Appeal outcome being issued. Any delay in reviewing your application will be agreed with you.

From a business perspective it is not practical to consider requests frequently, therefore such requests are restricted to two applications per year, which runs from the date when the application was made.

The Work Life Balance application form can be found in the forms library of the intranet in the HR section.

Rules & Procedures

Every organisation needs rules to run smoothly. In our Company we prefer to have as few as possible because we believe people perform better when free to apply common sense and teamwork. The rules we do have are necessary, and we rely on your help to ensure they are upheld.

There may be separate additional regulations which apply specifically to your department or station. If this is the case, both the rules and the reasons for them will be fully explained by your Line Manager.

As our business continues to grow, we may need to amend the guidelines by which we work. If this happens, you will be notified of the changes, either orally or in writing.

Absence Procedure

If you are unable to come into work for any reason you must make direct **personal** contact with your Line Manager at the earliest opportunity, or at least within an hour of your normal start time.

In a service industry such as ours it is vital that this should be done as soon as possible. In most jobs this will be within one hour of your normal start time. However there are some jobs where additional notice is necessary to ensure business runs smoothly for our customers. Your Line Manager will inform you of the specific notice required if your job is within this category.

In all cases, leave of absence must be obtained from your Line Manager. Payment will not be made for unauthorised absence. The Company considers unauthorised absence to occur when you do not make contact with the Line Manager within the specified timescales or you do not inform your Line Manager that you need time off work for a specific reason.

Absence Through Sickness

If you are ill and unable to work, you must let your Line Manager know as early as possible. At the latest this must be within one hour of your normal start time. It may be earlier if specific local rules apply to your job and must be done on the first day of your absence. You should make direct **personal** contact with your Line Manager by telephone and not via text message, WhatsApp or email. Regular telephone contact needs to be maintained with your Line Manager throughout your period of absence. Once again, this is absolutely essential so that plans can be made to arrange cover. Your Line Manager may ask that you call each day or may arrange to call you to find out how you are feeling and whether you will be returning to work the following day.

When you return to work after an absence of up to seven calendar days you should report immediately to your Line Manager and complete a self-certification form to explain your reason for being away from work. Once this is completed and your Line Manager is able to confirm the period of your absence and the reason for it, they will countersign the form. This will enable you to claim sick pay.

Please note that without a completed self-certification form, payment cannot be made. This form can be found in the forms library on the intranet.

If your absence exceeds seven calendar days, you must obtain a sick note (MED3) from your doctor, or medical practitioner, and send the original into your Line Manager immediately. A medical practitioner includes nurses, occupational therapists, pharmacists and physiotherapists. A certificate or letter from your doctor, or medical practitioner, may be requested for absences less than seven calendar days.

If your absence is extended, you must keep in regular contact with your Line Manager, by telephone, and send each subsequent original medical statement to Payroll as soon as you receive it, with a copy to your Line Manager. This will ensure you continue to receive any sick pay for which you may be eligible.

Payments for absence due to sickness are discretionary. However, if you follow the guides regarding notification, provide evidence of your illness and have a satisfactory attendance record, you will normally be paid sick pay in accordance with the provisions of the Company Sick Pay scheme. The Company's standard scheme is outlined below:

Length of permanent service at beginning of period of absence	Maximum sick pay in any tax year
Less than 6 months	None
6 months to 2 years	4 weeks basic salary
Over 2 years	8 weeks basic salary

To ensure you understand how and when these payments are made, please read the following points carefully.

- Full sick pay means your basic salary, which will always be inclusive of any entitlement to Statutory Sick Pay (SSP).
- Please note that the payment of Company Sick Pay is always at the discretion of the Company.
- Once your Company Sick Pay has run out you will be paid SSP until this expires.

- If you are unable to return to work after your entitlement to SSP expires, you may be asked to continue to provide copy sick notes.
- No payment will be made if the absence arises from your own misconduct or from an accident during other employment. If you are off work due to a sporting injury, or through your own disregard for personal health and safety, you will not be considered eligible for Company Sick Pay.
- Sickness will be monitored and where absences are considered excessive and not due to an underlying health condition, your Company Sick Pay could be suspended after three occasions within a rolling 12 month period.
- Unsatisfactory levels of sickness absence may be addressed in accordance with the Disciplinary Procedure.
- Should you exhaust your entitlement to Company Sick Pay in any given year, the Company reserves the right to withhold future entitlement for a period of 3 months after your return to work.
- If there are concerns around your conduct and / or performance, and you are off sick, the Company reserves the right to withhold your Company Sick Pay.
- If you are suspended whilst you are signed off, Company Sick Pay could be suspended.
- If you are off sick during your notice period, the Company reserves the right to withhold your Company Sick Pay.
- The Company reserves the right to ask your doctor to provide information about your illness or to seek a second or alternative medical opinion. This allows us to understand the nature of your illness so that, for example, we can reallocate your duties among your colleagues, or provide additional cover until your return.
- Under the Access to Medical Reports Act 1988, the Company will require your written consent before approaching your doctor for a report.
- You need to be aware that if you choose not to give your permission you are preventing the valuable opinion of your doctor or Occupational Health being considered by the Company. In this situation, you are advised that any decision about your future employment or the support that could be offered by the Company will therefore be taken on the basis of the facts available at the time.
- If on available evidence, it is considered that you are either unable to fulfil your duties satisfactorily or that the job content is a contributory factor towards ill health, in full consultation with you, a decision on continuity of employment shall be made.
- If you are sick after being suspended from the Company your absence will be recorded as sickness. You will be paid SSP only during this time and will not receive full sick pay.
- If you are off sick over a period where annual leave has been declined, this will be investigated and you may not be considered eligible for Company Sick Pay. The matter may also be dealt with formally under the Disciplinary Procedure.
- Where you are sick over a period of pre-booked annual leave, these specific days will continue to be classed as holiday and not absence due to sickness.
- If you choose to have medical treatment abroad, or become unwell whilst abroad, you may be asked to provide a medical certificate. You may be asked for this to be translated. You may also be required to provide a UK doctor's note (MED3) on your return.
- You should notify HR if you are unable to come to work because of an injury or condition for which you are making a claim against a third party for loss of earnings. You should make reasonable efforts to make a claim, and are obliged to reimburse the Company to the value of any sick pay you have claimed from the loss of earnings compensation you receive. You must also keep the Company informed on the progress of your claim.

Disciplinary Procedure

In the vast majority of cases, the performance and conduct of employees remains consistently in line with that required by the Company.

Should a person's performance or conduct fall below the high standard required, the Company's first aim will always be to help the individual achieve the required improvement.

The following procedure is designed to ensure a fair and consistent approach. This procedure is not contractually binding. It is intended to provide guidelines where conduct or performance is unsatisfactory.

When a disciplinary matter arises, a full investigation will take place to establish the facts. This investigation does not form part of the formal disciplinary procedure. In serious cases, the employee may be suspended on basic pay for up to five days while investigations are completed. In exceptional cases, suspension will exceed five days.

During the period of suspension, you will remain bound by the terms and conditions of your Service Agreement, with the exception of the requirement to attend work and you are not permitted to enter Company premises unless you have prior authorisation from your Line Manager. You must ensure that the Company can contact you during your normal working hours and you must be available to attend meetings as required. Suspension does not constitute disciplinary action. **Please note that during a period of suspension, any annual leave that has been pre-booked will stand.**

In all cases where formal disciplinary action is a consideration, the employee will be required to attend a meeting and given the opportunity to state their case. The employee is entitled to be accompanied by a companion, which can be defined as either a colleague or a trade union official. The chosen companion may make representations on your behalf, put forward and / or summarise your case, comment on any views expressed, ask questions, confer with you and provide support. Any direct questions about the facts surrounding the allegations must, however, be answered by you and not the chosen companion.

Should you wish to be accompanied by a companion you should inform the person who will be conducting the disciplinary meeting before it takes place. If the companion is unable to attend the designated meeting, the employee may request to postpone it for up to five days from the date originally set for the disciplinary meeting.

This procedure will be applied to matters concerning conduct, which include absence, time-keeping, co-operation with other employees and performance or capability which includes level of skill and aptitude.

The Company reserves the right to omit any stage or stages of the procedure as considered appropriate.

STAGE 1

The Manager will advise the individual of the specific aspects of work or conduct which fall below the accepted standards. He or she will also discuss with the employee the improvements which need to be made. This stage will result in a written warning that standards are not acceptable.

STAGE 2

If, after a reasonable period, the required improvements have not been made or in the event of further misconduct, the Manager will give a final warning to the employee. This will be confirmed in writing making it clear that employment may be terminated if performance is not improved or if conduct again falls below the required standard. This stage will result in a final written warning. It should be noted that a final written warning might not be for the same reasons as previous warnings.

STAGE 3

If conduct or performance is still not of the required standard after a further reasonable period, dismissal will normally result. The Manager will only make such a decision after a full and thorough consideration of all facts and circumstances. Dismissal may not be for the same reason as previous warnings.

The Company reserves the right to take action other than dismissal, for example demotion, transfer to an alternative position and/or loss of privileges. These options are at the Company's discretion and will be discussed with you in full, if applicable.

Where dismissal is a possible outcome, the areas of conduct or performance to be discussed will normally be provided in writing prior to the disciplinary meeting.

Warnings will normally remain on the employee's file for a period of 12 months. Subject to satisfactory conduct and performance the warning will expire after this time. In more serious cases, or where there is frequent recurrence of the misconduct, warnings may remain on file for longer. Exceptionally, where the misconduct is serious - verging on gross misconduct - the final written warning will remain on the employee's file permanently. It will be made clear to the employee that any recurrence at any time in the future will lead to dismissal.

This procedure does not apply during the probationary period. The Company reserves the right to terminate employment during or at the end of the normal or extended probationary period without reference to the disciplinary procedure.

Gross Misconduct

If an alleged act of gross misconduct is committed, the Company will normally exercise the right to suspend the employee on basic pay while full investigations are completed. Following a disciplinary meeting, if the Company is satisfied that gross misconduct has occurred, the result will normally be summary dismissal without notice or payment in lieu.

The following list, which is not exhaustive, provides examples of acts which are normally regarded as gross misconduct:

theft; fraud; deliberate falsification of records; fighting (including deliberate provocation that results in fighting); assault on another person; deliberate damage to Company property; serious negligence, including a serious blameworthy accident in a Company vehicle; a serious act of insubordination; rude abusive behaviour to customers, colleagues or members of the public; unauthorised use of a Company vehicle; consumption of alcohol or being under the influence of alcohol whilst at work; possession, consumption or being under the influence of illegal drugs whilst at work or involved in any work related activity; unauthorised use of Company computer systems; abuse of the time-recording procedures; an act of sabotage or conduct disloyal to the Company; serious breach of Company policies, practices, procedures or instructions; unauthorised absence; serious harassment; unauthorised disclosure or unauthorised use of confidential information; smoking in Company buildings or in Company vehicles; wilful or negligent behaviour likely to cause loss to the Company, its Employees or Customers; actions that could seriously offend a customer or colleague and / or risk detracting from the Company's good name and reputation; breaking statutory regulations that would render the Company liable to prosecution; criminal offences incompatible with continued employment; acts or incitement or actual acts of discrimination as defined in the Equal Opportunities policy; acts or omissions which deprive the Company of money or revenue; serious breach of health and safety regulations; bringing weapons onto Company premises; failure to obey reasonable instructions.

When an employee is dismissed, they will not be eligible to rent vehicles from Europcar, or use any of the Company's services.

Appeals

At all stages of the disciplinary procedure, an employee has the right to appeal. A more senior level of management, or a member of the HR management team, will hear the appeal and their decision will be final. A request for an appeal meeting

should be made in writing, clearly setting out the grounds of appeal, within five working days of the disciplinary and directed to the Manager who conducted the meeting. A companion, which can be defined as either a colleague or a trade union official, is able to attend the appeal meeting. Should you wish to be accompanied by a companion you should inform the person who will be conducting the appeal prior to the meeting.

Driving a Company Vehicle

Vehicles are our business. To make sure we always maintain the highest standards, the following conditions apply if you are authorised to drive a Company vehicle. **Please note, in order to drive a Company vehicle you must have over four years of driving experience unless you have the permission of a Director.**

- If asked to do so by a Line Manager, you must produce your driving licence and complete a motor insurance questionnaire.
- You must inform your Line Manager of any convictions or summons you receive for a motoring offence as soon as it happens.
- If your licence is withdrawn you must inform your Line Manager.
- Under no circumstances should you smoke in a Company vehicle. If you do so you will be deemed to have damaged the vehicle and required to pay £50.
- If you are disqualified - and a driver's licence is necessary for you to do your job - there can be no guarantee that the Company will be able to provide alternative employment for you.
- If you receive a fine for a motoring offence, including illegal parking, you will be personally responsible for its payment. If you are deemed responsible, the Company reserves the right to make a deduction from salary to cover the fine. Depending on the circumstances, motoring offences may lead to disciplinary action which could result in your dismissal.
- Under no circumstances must you drive a Company vehicle for personal use, without prior authorisation.
- Under no circumstances should you use a Company vehicle, or a staff hire, to conduct business for another employer, or to run your own business.

Full details of any accident in which you are involved must be reported to your Line Manager immediately. You must also call First Call on 0800 028 0999 as soon as possible after any accident, quoting the registration number of the vehicle you are driving. You must then follow the Road Accident Procedure outlined in the Procedures section of your Employee Handbook.

- If you are involved in an incident with a third party and are subsequently contacted by the Company's solicitors, you will be required to comply with any reasonable request to complete documentation. You may also be required to attend a court hearing to discuss the circumstances of the accident. Failure to do so could result in formal disciplinary action.
- If you are deemed responsible for damage to a Company vehicle or any other property, such as a third party vehicle, you may be liable to disciplinary action. You will also be required to pay £50. In such instances the Company reserves the right to make this a deduction from salary.
- If, during a 12-month period, you are involved in more than one accident which is your fault, your employment may be terminated.
- Where an accident results from serious negligence on your part, or if you are driving the vehicle without express permission or authorisation, your employment may be terminated after the first accident. The Company may also seek to recover its losses where the driver has invalidated our insurance cover or has driven the vehicle without authorisation from the Company.
- Any illness or change of health which may affect your ability to drive must be reported to your Line Manager immediately.
- If you are asked to drive a vehicle which you are not familiar with, it is your responsibility to seek advice and training before you drive the car or van.
- If your job involves driving a customer's vehicle, you must ensure it complies with all legal requirements. Every care must be taken of customer property and vehicle cleanliness.
- It is your responsibility to ensure that you fully understand under what circumstances you can use a Company vehicle. Ask your Line Manager for guidance.
- If you rent a vehicle as a customer, the relevant customer procedures apply. However if you have a blameworthy accident in that vehicle, or are using the vehicle for another employer or business, depending on the circumstances, the disciplinary procedure may be evoked.

Tiredness

It is your responsibility to ensure when you are driving a Company vehicle you are fully alert at all times. Should you feel tired at any time it is your own responsibility to take a break or to ensure your Line Manager is aware.

Driving Licence

If you are driving a Company vehicle it is essential that a copy of your licence is held on your personal file. If you change your name or address, or receive an endorsement on your licence, a new copy must be sent to HR.

Vehicle Breakdown

If the Company vehicle you are driving breaks down, you must telephone your Fleet Controller or Line Manager who will advise you what to do. If you have an allocated lease vehicle, please call First Call on 0800 280 999. Do not leave the vehicle unattended if at all possible.

Some helpful points regarding breakdown are listed below:

- Avoid stopping in isolated lay-bys. If this is unavoidable, stop near a telephone.
- Switch on hazard lights.
- If on the motorway, pull the vehicle off the carriageway and park on the hard shoulder at a slight angle away from the traffic. If a vehicle hits you, this will avoid your vehicle re-joining the traffic.
- Emergency telephones are one mile apart. Arrows on the markers at the side of the road point in the direction of the nearest telephone. Try to stop the vehicle as close to an emergency phone as possible. Call from there and not from your mobile as the exact location of the vehicle is ascertained from the emergency phone.
- If you must walk to a telephone, keep close to the embankment.
- You should not sit in your vehicle unless you feel unsafe. Stand or sit on the embankment. The main danger is from passing traffic. If you must sit in the vehicle, sit in the passenger seat. Lock all the doors except for the passenger front door.
- If an unidentified vehicle approaches, return to your vehicle. Lock the doors. Wind down the window slightly and ask for ID. If you are unsure of their identity, stay in your vehicle. Never accept a lift.

Driving Standards

Safety is regarded as an absolute priority, so the highest standard of driving is essential at all times. When driving a Company vehicle you must drive with care and consideration and abide by the traffic regulations at all times.

If you are asked to drive a vehicle which you are not familiar with, it is your responsibility to seek advice and training before you drive the car or van.

Every effort must be made to ensure Company vehicles are not damaged in any way, either on a public highway or at the rental station. You must give your full attention to driving at all times. If you are feeling tired and feel unable to devote your full attention, it is your responsibility to make your Line Manager, or the relevant person, aware.

Poor Driving Standards

If you drive irresponsibly, carelessly or demonstrate standards of driving which are unacceptably poor, disciplinary action could be taken. In serious cases this could lead to your dismissal.

Accident

If you are involved in an accident or incident of any kind whilst driving a Company vehicle, the circumstances will be fully investigated.

Following an accident, and while investigations are taking place, you will not normally be permitted to drive a Company vehicle. You will be advised when you may resume driving duties. Where investigations indicate blame on your part disciplinary action will be taken.

A first blameworthy accident within a 12 month period will normally result in either a first written or final written warning, depending on the severity and circumstances of the accident. A second blameworthy accident within a 12 month period could lead to your dismissal. Where an accident results from serious negligence, or where a serious accident occurs within 12 months of you joining the business, you may be dismissed.

Grievance Procedure

- If an aspect of your employment gives you particular concern you should always try to resolve this informally by speaking with your Line Manager in the first instance.
- If it is not possible to resolve your grievance informally, you should raise the matter formally in writing within 14 days of the issue arising. Please provide full details. You will be invited to attend a meeting to discuss your grievance and how you think it should be resolved. If you feel uncomfortable talking to your Line Manager, you may wish to raise this issue with a more senior manager or a member of HR.
- Following this meeting, please allow sufficient time for the facts to be considered and, if appropriate, remedial action to be taken. Decisions will be communicated to you in writing.
- Should the matter not be resolved to your satisfaction, you may appeal in writing setting out the grounds for your appeal. The matter will be then referred on to a more senior manager or a member of the HR management team.

You will usually be asked to attend a further meeting to discuss your grievance. You will receive a written reply and the decision made at this stage will be final.

- You may be accompanied at any grievance meeting by a colleague. Where the grievance relates to your contractual or statutory rights, you have the alternative option of being accompanied by a trade union official.
- If your grievance relates to another employee's alleged wrong doing or criminal offence you will be protected by the Public Interest Disclosure Act 1998.

If a grievance is raised in writing after employment has ended, the Company reserves the right to respond to this in writing only. Additionally, in this circumstance, there will be no right of appeal.

Road Accident Procedure

It is vital you follow this procedure if you are involved in an accident whilst driving a Company vehicle - whether or not you believe yourself to be at fault. This is an outline plan to help you in an accident / emergency situation.

- Keep calm and follow these instructions.
- Switch off the engine, DO NOT SMOKE in case of a fuel leakage.
- If people are injured ensure someone contacts the emergency services. Never move seriously injured people.
- Do not move vehicles, unless there is a clear danger to traffic. If vehicles must be moved, make a note of vehicle positions before doing so.
- Take steps to warn oncoming traffic.

Once these basic steps have been taken you can concentrate on reporting the incident. The following information will ensure you do not miss an important point:

- Call First Call on 0800 028 0999 as soon as possible after an accident, quoting the registration number of the vehicle you are driving. First Call puts you in contact with our accident response team and is available 24 hours a day, 7 days a week. Ensure you pass this Freephone number to any third party involved. You will also need to complete a manual Accident Report Form.
- Do not admit liability.
- Write down the make, model and registration number of any other vehicle(s) involved plus the name, address and telephone number of the other driver(s).
- Take the name and full address of any witnesses.
- Record the position in the road of all vehicles involved.
- By law, any accident involving injury to people, property, dogs and other large animals must be reported to the police within 24 hours.
- Tell your Line Manager as soon as possible and complete an Accident Report Form.
- Do not answer any correspondence when it arrives. Hand it to your Line Manager or send it directly to the Insurance Department.

Operations Staff Driving a Fleet Vehicle

You must complete an Accident Report Form. Damage must then be added to the vehicle on a non-revenue movement in Greenway.

Allocated Vehicle Users

You must also complete an Accident Report Form. Telephone the Insurance Department at Leicester and obtain a Head Office accident number. Then complete a manual Accident Report Form and take a copy and send the original to the Insurance Department. If the accident was serious, delayed shock can impair your ability to drive. Avoid driving for 24 hours if you are suffering from shock.

Responsibility for Damage

If you, or any authorised driver, are deemed responsible for damage to a Company vehicle, you will be required to pay £50. If upon the return of a vehicle the damage is considered more than General Fair Wear and Tear in the view of the Company, you will be required to pay £50. In such instances the Company reserves the right to make this a deduction from salary.

The BVRLA guide to acceptable wear and tear can be found in the HR section of the forms library on the intranet.

Benefits

Contractual Benefits

Contractual benefits are likely to include some or all of the following listed under the 'Contractual Benefits' heading. Not all contractual benefits apply to everyone, so please check with your own Service Agreement to find out what your individual benefits are.

- **Holidays**

You will find details of holiday entitlement in this Employee Handbook under the section entitled Your Employment.

- **Company Sick Pay**

Payment of Company Sick Pay is at management discretion. Full details of the scheme can be found in the Absences section.

- **Company Vehicle**

If you are eligible to use a Company vehicle, this will be detailed in your Service Agreement.

Legal & Counselling Helpline

The Company offers all colleagues the benefit of an employee assistance programme operated by Bupa Employee Assistance.

The assistance programme is a confidential and independent counselling, advice and information service, which is available free of charge to all permanent staff and Key-Time Workers. It is available 24 hours a day, 365 days a year and provides you with instant access to a qualified counsellor, or advisor, who will give you objective and expert advice on a wide range of issues, including domestic problems, anxiety / depression, matrimonial disputes, relationship difficulties, alcohol and drug misuse, stress, bereavement, money management support and consumer rights.

This service is also extended to your partner or spouse and any children who live at home with you and who are over the age of 16. All you need to do is dial 0800 269 616 anytime day or night on any day of the year and ask to speak to one of their qualified counsellors or advisors. Further information is available at: <https://www.bupa.co.uk/eaonline>.

Life Assurance

The Company provides Life Assurance for all permanent employees who are aged between 16 and 75, subject to certain conditions. This benefit is provided without the requirement to provide any medical history in most cases.

You are able to express your request in terms of who would receive any Life Assurance payment. This should be done by completing the 'Life Assurance - Expression of Wish' form which is stored in the forms library of the intranet. The completed form should be sent to HR where it will be stored on your personal file.

If you require more information on this benefit please contact HR.

Loyalty Awards

In recognition of your loyalty to the Company, you will receive a certificate and a discretionary special payment from the Company. To further recognise your loyalty as your service increases, so will your holidays. The table below shows how many days a full-time employee is entitled to depending on their length of service. The holiday entitlement will be calculated pro-rata for part-time employees and shift workers.

Completed Years of Service	Special Payment	Holiday Entitlement
10	£250	26 Days
15	£300	27 Days
20	£350	28 Days
25	£500	29 Days
30	£1000	30 Days

If you have resigned and are working your notice period at the point you achieve your service milestone you may not be eligible to receive any payment.

Voluntary Benefits

There are a number of voluntary benefits available to employees and, in some instances, to members of their family. These include discounts and favourable rates with well-known high street brands and major organisations.

Please note that all these benefits have been arranged for the convenience of employees. The Company does not earn commission or profit from any of the services offered.

To view all the discounts available please visit the Benefits section of the intranet. If you need further assistance with any of the information in this section, please contact HR.

Pension

Under current pension legislation, the Company will automatically enrol you into the pension scheme on the basis you meet the following criteria and are not already enrolled in a qualifying pension scheme with the Company. This process is referred to as auto enrolment:

- If you earn over £10,000 a year (£833 a month) prior to any deductions
- Are aged 22 or over, and
- Are under state pension age

On meeting the above criteria you will be enrolled into the GPP pension scheme which is currently administered by Scottish Widows. You will be sent full details of the pension scheme and how this will operate and what you should do if you do not wish to be automatically enrolled. Should you not meet the above criteria but you still wish to join the pension please contact the Payroll department who will be able to advise you on your eligibility.

On becoming eligible to join the pension scheme there will be a three month postponement period before any contributions are taken. After the postponement period you will be re-assessed and, should you still meet the criteria for auto-enrolment, contributions into your pension will commence.

The pension scheme operates on a salary exchange basis. On your enrolment into the scheme you will make an employee contribution of 5% of pensionable pay, in line with current Pension Regulations. The Company will also make a contribution of 3% of your pensionable pay. You can choose to make higher contributions into the scheme should you wish and the Company will also increase its contribution should you do this. The Employee and Employer contribution levels are set out in the table below:

Employee Contribution	Employer Contribution
5%	3%
6%	4%
7%	5%
8%	6%
More than 8%	6%

The amount you decide to contribute will then be exchanged from your salary and paid directly into your pension. Any bonus or salary review will be based on your salary prior to any exchange being made. Should the salary exchange take your earnings below the minimum wage then pension contributions will not operate in this way. If this is the case the contributions will be deducted from your net pay.

Personal Accident Cover

Permanent employees are provided with 24 hour, 365 day world-wide cover for death or serious injury through accident. This benefit is free of charge and provides sums to the value of twice annual salary in the event of death and scaled benefits dependent on the nature of a serious injury to a maximum of four times annual salary. Further details are available from the Company's Insurance Manager or Head of Insurance and Risk Management.

Personal Taxation

You may be in receipt of other benefits from the Company as detailed in your Service Agreement. In this instance the Company will provide you with details annually of the value of these benefits in the form of a P11D. The Company will also submit your P11D to the HMRC following the end of the tax year. If you have any changes to your benefits during the tax year it is your responsibility to advise the HMRC, as interim changes submitted by the Company are no longer accepted. For allocated Company car drivers this will include when you change your vehicle. Payroll will be able to provide you with any information you will need to contact the HMRC.

You are able to contact the HMRC as detailed below. Any queries on taxation should also be directed to these contact details.

Inland Revenue - Leicester 1
Saxon House
1 Causeway Lane
Leicester
LE1 4AA

Telephone: 0300 200 3300
Quote Reference: 267 / S2615

You will also need your National Insurance details.

Staff Hires

As part of your staff benefits, you have the opportunity to hire vehicles at a discounted rate. For more information please refer to Working Instruction 050 on the intranet. If you rent a vehicle in this way, you are contracted as a customer and are liable under the terms and conditions of the hire. Should you incur costs and are unable to pay these in line with your customer contract, we would discuss with you a repayment plan which could include a deduction from pay.

If you have a blameworthy accident in a staff hire, depending on the circumstances, the disciplinary procedure may be evoked.

Under no circumstances should any vehicle rented using staff rates be used for business purposes. This would be to conduct work for another employer or to run your own business. This applies to anyone hiring under a discounted staff rate.

Vehicle Related Injuries

As part of your non-contractual benefits, and subject to the terms and conditions of the policy, the Company provides employees with legal expenses cover for any injury sustained whilst driving a Company vehicle as a result of a non-fault incident.

If you are involved in a non-fault road traffic accident whilst driving a Company vehicle, which results in some form of personal injury, the policy will provide legal representation to pursue a claim on your behalf. This will be at no cost to yourself.

This benefit also applies to members of staff who drive a Company vehicle for private use and extends to their nominated driver, together with any passengers who are travelling in the Company vehicle at the time of the non-fault accident.

If a non-fault accident occurs which results in personal injury, either the Company's Insurance Manager or the Head of Insurance and Risk Management should be contacted. They will advise the next step in the process. Please note, if a solicitor has already been instructed this benefit is not available.

For further information please contact the Company's Insurance Manager or Head of Insurance and Risk Management.

Company Car Information

Note: This section only applies to you if you have the use of a Company vehicle for private purposes as detailed in your Service Agreement.

Airport Car

When travelling abroad on holiday, allocated company car drivers benefit from a free personal rental to travel to and from the UK airport. Reservations should be made at least 48 working hours in advance quoting your department cost centre and allocated vehicle registration number. Further details can be found on the intranet in Working Instruction 052.

Animals

If you have a pet and need to transport it, please ensure you protect the seats and clean the vehicle after use. You should be aware that the animal will not be insured.

Baby / Child Seats

Baby / child seats can be fitted in most Company vehicles. The fitting and checking of their suitability and safety is your responsibility.

Company Car Personal Taxation

Taxation of a Company Vehicle

Allocated Vehicle Users

The benefit of a Company vehicle will be taxed. This is based on the vehicle emissions and a percentage of the manufacturer's list price of the vehicle plus any additional costs, for example, delivery charges. To obtain further information about how taxation works, please contact the Payroll team at Leicester.

Rental Fleet Car Users

As a Station Manager, Assistant Manager or Team Leader you are eligible to use up to a certain group of vehicle from the rental fleet. You should always try to ensure you travel in that size vehicle each evening. If you have to upgrade, as no vehicle of the appropriate group is available, you must gain authorisation from your Line Manager. From a taxation viewpoint, we have agreed with HM Revenue & Customs that an average price of the group vehicle you are eligible for will be used. You should change the vehicle you drive at least every two weeks to ensure the Company does not incur any additional cost related to VAT.

Fuel

For allocated vehicle drivers, when you take delivery of your new vehicle, particularly if it is for the first time, please inform the Payroll team immediately. If you do not notify the Payroll team as soon as you receive the vehicle, you will be paying back tax for the vehicle benefit in the following year. The Company informs the tax office yearly of all Company vehicle users, so you may wish to contact HM Revenue & Customs personally to advise them of any changes.

If you are entitled to fuel for any private mileage as part of your benefits package (see your Service Agreement) this is a taxable benefit. You will pay tax accordingly on the assumed value of this benefit as prescribed by HM Revenue & Customs. You should only re-fuel your vehicle with standard fuel and should do your best to use a filling station with a low fuel rate, such as a supermarket petrol station.

If you are unsure what level of private mileage you are entitled to - with or without fuel - check with your Line Manager.

To confirm the journey to and from work is classed as private mileage NOT business mileage.

Company Car Refuelling Policy

Allocated Vehicle Users

If you are entitled to private fuel please ensure that you use your Allstar card at a normal retail fuel station to refuel your vehicle. You should only re-fuel your vehicle with standard fuel and should do your best to use a filling station with a low fuel rate, such as a supermarket petrol station. You must not refuel your vehicle at any of our rental stations. From time to time you may need to use a vehicle from the rental fleet as a temporary replacement for your Company car. If this is the case you should only refuel your vehicle with your Allstar card and ensure the vehicle is returned to the rental station full of fuel.

If you are not eligible for fuel in a Company vehicle or have chosen to relinquish your private fuel benefit, but do complete business miles, you should complete an expenses claim. The rate per mile can be obtained from the Human Resources section of the intranet. When submitting your expenses claim a valid VAT receipt is required and should be sent with your claim. This fuel receipt does not have to correspond to the amount claimed. When travelling on business direct from home, the allowable business mileage is the lesser distance from your home or your normal place of work to your destination. All business mileage should be recorded at ACTUAL mileage, to the nearest mile. If you have the use of a rental vehicle on a temporary basis you should ensure the vehicle is full of fuel before it is returned to the rental station.

Rental Fleet Car Users – Station Staff

If you are entitled to private fuel and the use of a Company vehicle from the rental fleet you should refuel the vehicle in line with the procedures applied to refuelling a rental vehicle at your location.

Insurance

If you have a contractual right to use a Company vehicle, you must not use the vehicle to undertake any other employment, whether this is for a second employer or for your own business. You will not be insured.

Nominated Driver

If you have a contractual right to the use of a Company vehicle, whether allocated or from the rental fleet, you may nominate an additional driver who must be resident at your address. Your nominated driver must have at least four years driving experience.

You must supply a copy of their driving licence and written confirmation that the additional driver satisfies the normal licence qualification and supply their name to HR who will keep this information on your personal file. You will then be responsible for informing HR should any changes occur to the licence. If the nominated person has an accident in the vehicle the cost of repairs will be charged to your cost centre and the Company may prohibit your nominee from driving the vehicle.

The Company vehicle is intended to be your main form of transport to and from work. It is not intended that your nominated driver is the primary user of the Company vehicle. Your nominated driver must not use your Company vehicle for their own business use.

For those employees who use a vehicle from the rental fleet, the Company vehicle must be readily available for rent and on-site, should this be necessary.

Should the nominated person change, you must inform HR before allowing the nominee to drive the vehicle.

NO OTHER PERSON WILL BE INSURED TO DRIVE YOUR VEHICLE, other than Company employees who are authorised to drive Company vehicles.

Personal Items

No insurance cover is available from the Company for personal items left in your Company vehicle. If they are stolen no compensation will be given. You need to make sure that your own insurance policy provides cover for such belongings.

You are reminded that Company property such as laptop computers and mobile phones must not be left on view in the vehicle or unattended in a public place.

Leaving the Company

When you leave the Company you must return your vehicle to your normal place of work on your last working day. Please ensure you have arranged for someone to pick you up.

If you have been given notice by the Company and are not required to work the notice, you will be able to keep your vehicle until the end of this time. You must ensure the vehicle is returned to the nearest location at the end of your notice period.

The vehicle must be undamaged, clean and tidy.

Your Company Car During Maternity Leave

If you are eligible to use a Company vehicle privately, you may keep your vehicle during the twelve months of maternity leave.

Your Responsibilities

One of the most important aspects of driving a Company vehicle is to be aware of your responsibilities. You must ensure that you fully familiarise yourself with the features of your vehicle at the point of delivery and that your vehicle is always driven in accordance with all applicable road traffic laws and regulations. You must also ensure that the vehicle and its features are utilised in line with the manufacturer guidelines. Key responsibilities for drivers of different fuel types are listed below, however, this list is not exhaustive:

All Drivers

- To ensure the vehicle is roadworthy at all times.
- To drive courteously and safely at all times.
- To follow the recommendations of the latest issue of the Highway Code.
- To check and refill fluid levels in with the manufacturer's recommendations or as necessary.
- To ensure the vehicle is serviced in accordance with Company guidelines which are available from Fleet Maintenance. Should you need to arrange a vehicle to be serviced please contact CBVC who will arrange this for you.
- To check tyre pressures and tread depth.
- To clean the vehicle inside and out regularly.
- To ensure any baby seats are fitted correctly.
- To report any changes relating to the details on your driving licence, including any endorsements.
- To inform your Manager if your driving licence is withdrawn for any reason.
- To report any accident to your manager and to First Call (see the Road Accident Procedure outlined in the Procedures section of your Employee Handbook).
- To refrain from smoking in the vehicle.
- To ensure the vehicle is secure at all times.
- To report a fine for a motoring offence, including parking fines. Parking fines and fines for clamping will be paid by you.
- To report any change in health which may affect your ability to drive.
- To report the vehicle to the police if stolen.
- To ensure you have the appropriate authority for the size of vehicle you are using.
- To obtain the necessary approval to drive abroad from the respective leasing provider.
- If you have a pet and need to transport it, please ensure you protect the seats and clean the vehicle after use. You should be aware that the animal will not be insured.
- Baby / child seats can be fitted in most Company vehicles. The fitting and checking of their suitability and safety is your responsibility.

Electric Vehicles / Hybrid Vehicles

- To ensure that your vehicle is charged routinely and using the most cost effective charging option available. This may include charging overnight when electricity rates are typically lower.
- You do not interfere with the vehicle should you suspect fault of breakdown. Report any issue through the Driver APP to ensure any repair is carried out safely.

Replacement Vehicles for Allocated Vehicle Users

In the first instance, the dealership may be able to provide a temporary vehicle for the period you are without a car. This option should, however, not be a rental vehicle through a competitor or provided at the cost of the Company. If there is no temporary vehicle available, a replacement can be arranged from the rental fleet by contacting the HR team and your local Regional Fleet Manager. Please do not contact the station directly to arrange this. The replacement vehicle will be charged to your cost centre.