

Europcar Mobility Group UK

KTW Handbook

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

We help to change
the way you *move*



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We help to change the way you *move*

Welcome to your Key Time Worker Handbook. It has been written to provide you with information relating to your engagement with the Company, along with the Company's policies and rules. Please make sure you read it in conjunction with your Terms of Engagement. Where there are any differences the conditions in your Terms of Engagement will supersede those outlined in this Handbook.

At Europcar Mobility Group, our purpose is to deliver an experience of open mobility for all, lifting barriers, giving individuals as well as groups of people easy access to this great new world of mobility solutions, whenever and wherever they want. Accessibility is key: mobility should be inclusive, not excluding. Our Values:



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 Compliance Programme. 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.

All colleagues also have a responsibility to act in a manner that reflects our values and the Europcar Mobility Group's Code of Ethics and Commitment. Our UK Values are Customer Centric, Feeling Valued, Open Communication and Working Together. The full Code of Ethics and Commitment can be found on our intranet.

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

- This Handbook applies to those who worked for Europcar previously under the zero hours or nil basic contracts. Where the original terms differ to this handbook those terms will supersede those outlined in this handbook.

- This Handbook replaces all other Key Time Worker Handbooks that have previously been issued. The current and up to date version of the Key Time Worker Handbook is stored electronically and can be found on the intranet.
- The contents of this Handbook are non-contractual.
- 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 Key Time Worker Handbook, please speak with your Line Manager or contact a member of our HR team.

Your Terms of Work

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.

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 offered a type of work that has different responsibilities or additional temporary duties. This is particularly possible during busy periods or when Key Time Workers are absent. Your skills and abilities will be taken into consideration when reallocating or reorganising your duties.

Conflict of Interest

If you have other work, or plan to, then you should make your Line Manager aware. This includes any business interest that is linked in any way to the car or mobility industry. To avoid any possible conflict of interest, Key Time Workers are not permitted to work for another car rental company.

You must ensure that any business venture or business activity (paid or unpaid) that you are involved with, will not impact or damage Europcar's reputation or credibility.

Alternative work should not affect the working hours that you agree with your Line Manager.

You are expressly forbidden from running another business 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 the termination of your engagement.

If you have another job, you have no authority to use a Company vehicle, without express permission. Doing this will lead to disciplinary action which may result in termination of your engagement.

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.

If you are employed elsewhere, you are not authorised to use a Company vehicle for any purpose related to that job, unless you have received explicit permission from management. Doing so, will lead to disciplinary action which may result in the termination of your engagement.

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.

The Company will complete background checks, including a Basic Criminal Record check, on Key Time Workers when they join and also reserves the right to conduct background checks during the period of engagement.

You must also advise your Line Manager of any subsequent convictions during your engagement with the Company as soon as possible, and within seven days of your conviction. Failure to notify the Company may result in disciplinary action which could result in the termination of your engagement. If it is established that you have an unspent conviction that is considered to present a risk to our customers, our colleagues or our assets, or to the business and the Company's reputation, then disciplinary action may be taken which could result in the termination of your engagement.

Data Protection

The privacy of data for both Key Time Workers 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 Regulation ((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 Key Time Worker 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 the termination of your engagement.

Disclosure of Information

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

Holidays

Please read the following conditions carefully:

- You will be entitled to 5.6 weeks paid holiday per year or a pro-rata proportion if you join part way through the holiday year.
- Your holiday year will run from 1 January to 31 December. The exact hours holiday which constitute four weeks entitlement for you will be determined by the actual hours you work during the leading 12 month period 1 October to 30 September. The 5.6 weeks holiday to be taken in the year 1 January to 31 December will be based on the average hours per week worked during the preceding period 1 October to 30 September each year.
- Paid holiday can only be taken for holiday which has been accrued to that date. Any holiday you wish to take must be with prior authorisation from your Line Manager and you should normally give at least two weeks' notice. Holidays cannot be carried over into the next holiday year.
- The rate at which holiday is paid will include both your KTW 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.
- In the event that you stop working for the Company you will be paid for any holiday which you have accrued but not taken.
- 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.

Incentive & Bonus Schemes

You will participate in any bonus scheme appropriate to the work you have been offered. 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 pay from the Court. The form you receive from the Court to supply details of pay should be sent to Payroll for completion.

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.

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, Parental 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

The required notice from you to terminate your engagement will be one week. Notice from the Company will be as follows:

Continuous Service	Notice
During six month probationary period	One week
From the end of probationary period up to 12 years of continuous service	One week's notice for each complete year of service
12 years continuous service or more	12 weeks

In the event of termination by the Company, or your resignation, 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

Key Time Workers 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.

Paternity Leave

If you meet the criteria for statutory paternity pay, new fathers, or the partner (or civil partner) of a child's mother are entitled to take two weeks paternity leave within 52 weeks of the birth of your child. You must have continued to work for the company without a break for at least 26 weeks by the 15th week before the baby is due.

Further information on your entitlement to Paternity leave can be found in the KTW Paternity Leave Factsheet which is stored in the HR Forms section on the intranet.

Please agree the dates of your paternity 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 Earnings

You will be paid for the authorised hours you work.

You will be paid monthly into your Bank or Building Society 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.

We are required by law to make certain statutory deductions from your pay. These include Income Tax and National Insurance contributions and full details are shown on your pay slip. 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 stop working for the Company, your final payment is made as soon as all Company property is returned. This may include your uniform and any other items of Company equipment. 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 Records

It is extremely important that our records 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. 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

During your first six months of engagement, irrespective of hours worked, you will be on a probationary period. This means that if you do not feel you are suited to the work, or you do not meet the standards required by the Company, your engagement may be terminated or your probationary period extended. A probation review meeting can take place at any time during your probationary period, and a decision can be reached prior to the end of a probationary period.

During your probationary period you will be subject to employment screening and criminal record checks.

Public Holidays

Should you wish to receive pay for a Public Holiday or Religious Festival, you need to take such day(s) as holiday out of your accrued holiday entitlement.

We cannot overestimate the importance of maintaining essential services during Public Holidays. Our total commitment to customer service means you may be requested to work during Public Holidays and your co-operation will be 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.

Trade Unions

The Company policy on Trade Unions is that Key Time Workers 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 Hours

As a Key Time Worker there are no guaranteed hours of work within any set period. Work will be offered to you when it becomes available. The Company is under no obligation to offer you work and you are under no obligation to accept any offer of work.

If you have accepted work offered, please remember it is your responsibility to check the shift rota and to attend for your shift. You must always know exactly when you are scheduled to work. Any rest breaks that you may be entitled to, are unpaid.

Please also bear in mind that in a service industry such as ours, it is vital we respond immediately to customer needs. Occasionally this may mean varying the time you originally agreed to 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 work you do may well result in you being asked to work additional hours, often at short notice. When a request is made, your co-operation will be very much appreciated. Our requests will always be mindful of the Working Time Regulations 1998.

If you have work offered on a regular shift pattern, there may be times when this will need to be altered in line with business needs. In these circumstances as much notice as possible will be given.

As a Key Time Worker you have the right to apply for flexible working. If you wish to do so, please contact HR who will provide you with further information.

Please note that if you have not worked for the Company for a while, we will write to you to clarify whether you still wish to be offered hours. If you do not respond the Company may assume that you no longer wish to be offered work and accordingly assume your resignation.

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.

Alcohol & Drugs Policy

The Company has a responsibility for the Health and Safety of everyone who works for the Company, 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 the Company’s 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 or illegal drugs 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 regarded as gross misconduct which may lead to disciplinary action that could result in the termination of your engagement. 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 termination of engagement.

You should also note that after heavy drinking, alcohol may still be in your 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 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 in the event of a prosecution. The Company will also follow its own disciplinary procedure which could lead to the termination of your engagement.

Carer’s Leave

On joining the Company, all Key Time Workers 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 carer’s 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 Key Time Worker'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 colleagues and customers to support charitable activity outside of work

All requests for charitable support from customers and individual colleagues 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 the organisation 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, smartphone app as well as the use of 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 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 and if you have any feedback or questions please contact Internal Communications.

E-mail

You need to be aware that email 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. Companywide communications will be sent by Internal Communications.

Telephone/ Smartphone / Fax

The telephones / smartphone / faxes in our Company are intended for business use. 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 colleagues 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 the termination of your engagement.
- 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 Harassment & Bullying 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 your engagement 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 new uniform when it becomes worn. The Company have a replacement policy for all uniform garments and your Line Manager will advise you when 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 Line 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.

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 your engagement that every Company colleague upholds these principles in their day to day work and Key Time Workers are encouraged to raise any situation where they feel these principles are not demonstrated.

If any Key Time Worker 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 Key Time Workers 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.

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 and 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 the full Gifts & Entertainment policy prior to requesting approval for receipt or offer of gifts. This can be found on the intranet under Menu, Legal tab, 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 Key Time Workers 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 Key Time Workers have a legal responsibility and duty to take reasonable care to ensure their own safety and that of colleagues 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 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 you read them. Make sure 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 a colleague 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.

Whilst working from home the Company will provide the following:

- Relevant IT equipment to enable a colleague 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 does not have an engagement with 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 Key Time Worker Handbook and also within your Service Agreement; 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.

Key Time Worker 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 working for the Company and will ensure that 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 towards the Company's success.

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

Lone Working Policy

If you are working in the office out of normal hours, please take note of the following points in case you are there on your own. 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 know 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 either Leicester HQ, please also review the specific lone working policy for Great Central Square.

Mobile and Smartphone Policy

This policy details in what 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 land line.

Modern Slavery and 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. We have a zero-tolerance approach to modern slavery and we are committed to acting ethically and with integrity in all our business dealings and relationships and 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 are also committed to ensuring 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, and 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. You 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 or 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 the termination of your engagement, 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 Key Time Worker who breaches this policy will face disciplinary action, which could result in the termination of your engagement.

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 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.

Screening Policy

The Company conducts Screening checks on all Key Time Workers when they join the business. Our 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 your engagement.

Screening checks are 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 or engagement 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 screening checks highlight any information that is considered to present a risk to our customers, our colleagues or our assets, or to the business and the Company's reputation. This could include your probationary period not being confirmed or disciplinary action, which could include the possible termination of your terms of engagement.

Background 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 KTW then disciplinary action may be taken and a possible outcome of this could be the termination of your terms of engagement.

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 your earnings.

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 your earnings 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

Dependent 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 laptop 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 the termination of your Terms of Engagement. 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 your earnings 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 colleagues 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 the termination of Terms of Engagement.

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 the termination of your engagement with the Company.

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

This Policy is to outline the responsibilities of Key Time Workers using Company equipment to access social networking sites and also to provide guidance to Key Time Workers on how they refer to the Company and their engagement 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. You may view social media sites before or after work or during your breaks. This will also include the Company's Social Media Employee Advocacy Programme.

However, the Company recognises that some colleagues 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. Colleagues with full access are also bound by the Social Media Policy.

Personal Conduct

Whilst the Company respects a colleague'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 colleagues 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 colleagues 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.

This Policy should be read in conjunction with the IT Policy and Communications Policy which includes details on the use of WhatsApp.

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 the termination of your engagement.

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

You will be given induction training and 'on the job' training at your place of work to enable you to perform your job effectively. You will also have the opportunity to attend various courses which the Company offers and which are suitable to your role.

We will endeavour to provide you with training opportunities or refresher training wherever possible.

As a Company we encourage staff progression from within. Internal vacancies will be advertised on the intranet. You are free to apply for any position, where you feel you fulfil the requirements of the role.

If you would like to discuss training or career development outside your performance reviews, 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 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 (eg. termination of your engagement, 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.

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 due into work, but are unable to attend for any reason you must make **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 the business runs smoothly for our customers. Your Line Manager will inform you of the specific notice required if your job is within this category.

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 with your Line Manager needs to be maintained 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.

If applicable, Statutory Sick Pay (SSP) will be paid from day four of absence upon completion of an Absence Self-Certificate Form which can be found on the intranet under HR Forms. The first three days of sickness are classed as "waiting days" and no SSP is payable.

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.

A certificate or letter from your doctor 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 SSP for which you may be eligible.

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.

If you choose to have medical treatment abroad, or you become unwell whilst abroad, you must provide a medical certificate. You may be asked for this to be translated. You may also be required to provide a UK doctor's sick note (MED3) on your return.

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 1998, the Company will require your written authorisation 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 engagement, 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 your Terms of Engagement shall be made.

Disciplinary Procedure

In the vast majority of cases, the performance and conduct of Key Time Workers 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 full facts. This investigation does not form part of the formal disciplinary procedure. In serious cases the Key Time Worker may be suspended 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 Key Time Worker Terms of Engagement, with the exception of the requirement to attend work. The Company would not be in a position to offer hours of work during this period meaning that you will not be paid. You are not permitted to enter Company premises whilst suspended from work unless you have prior authorisation from your Line Manager and you must ensure that the Company can contact you during your normal working hours. 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 Key Time Worker will be required to attend a meeting and given the opportunity to state their case. The Key Time Worker 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 Key Time Worker 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 others 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 Key Time Worker 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 Key Time Worker. This will be confirmed in writing making it clear that Terms of Engagement 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, Termination of Terms of Engagement will normally result. The Manager will only make such a decision after a full and thorough consideration of all facts and circumstances. Termination of Terms of Engagement may not be for the same reason as previous warnings.

The Company reserves the right to take action other than termination or your engagement. These options are at the Company's discretion and will be discussed with you in full, if applicable.

Where termination of your engagement 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 Key Time Worker'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 Key Time Worker's file permanently. It will be made clear to the Key Time Worker that any recurrence at any time in the future will lead to the termination of their Terms of Engagement.

Depending on the seriousness of the case, the disciplinary procedure may be implemented at any stage.

This procedure does not apply during the probationary period. The Company reserves the right to terminate the Terms of Engagement 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 Key Time Worker while full investigations are completed. Following a disciplinary meeting, if the Company is satisfied that gross misconduct has occurred, the result will normally be the summary termination of Terms of Engagement 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 or 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, Key Time Workers 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 engagement; 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 a Key Time Worker's engagement is terminated, 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 a Key Time Worker 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 within five working days of the disciplinary and directed to the Line 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 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 offer you any more hours.
- 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 your earnings to cover the fine. Depending on the circumstances, motoring offences may lead to disciplinary action which could result in the termination of your Terms of Engagement.
- 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 this Key Time Worker 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 earnings.
- If, during a 12-month period, you are involved in more than one accident which is your fault, your Terms of Engagement may be terminated.
- Where an accident results from serious negligence on your part, or you are driving without express permission or authorisation, your Terms of Engagement 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 the termination of your engagement.

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 termination of your engagement. Where an accident results from serious negligence, or where a serious accident occurs within 12 months of you becoming a Key Time Worker with the Company, termination of your engagement may result.

Grievance Procedure

- If an aspect of your engagement 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 the HR team.
- 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 or Key Time Worker'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 your Terms of Engagement have 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 Damage Report.
- Do not answer any correspondence when it arrives. Hand it to your Line Manager or send it direct to the Insurance Department.

Operations Staff Driving a Fleet Vehicle

In addition to the above (check E Handbook), you must complete an Accident Report Form. Damage must then be added to the vehicle on a non-revenue movement in Greenway.

Responsibility for Damage

If you 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 your earnings.

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

Benefits

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>.

Voluntary Benefits

There are a number of non-contractual voluntary benefits available to Key Time Workers and, in some instances, 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 Key Time Workers. The Company does not earn commission or profit from any of the services offered.

To view all the discounts available please visit the one: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 a pension scheme on the basis you meet the following criteria. This process is referred to as auto-enrolment:

- If you earn over £10,000 a year (£192 a week) 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 People's Pension scheme which is administered through the provider BC&E. 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.

On your enrolment into the scheme you will make a minimum worker contribution of 5% of pensionable pay, in line with 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 however the Company contribution will remain at 3%. Any contributions you make into the scheme will be deducted from your net pay each week.

Should you require any further information please contact the Payroll Department.

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 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.

Tax Office

Queries on taxation should be directed to:

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

Telephone: 0300 200 3300
Quote Reference: 267 / S2615

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. This does not apply to hourly rate changes.

You will also need your National Insurance details.

Vehicle Related Injuries

As part of your non-contractual benefits, and subject to the terms and conditions of the policy, the Company provides colleagues 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.