



ULTRA CLEAN (OSWESTRY) LTD EMPLOYEE HANDBOOK

Contents

(From Page Number):

Employee Declaration	Pg 1		
Section 1: Introduction		Section 6: Rules of Employment	Pg 17
Section 2: General Information	Pg 4	Personal Details	
Personnel File		Attendance/Timekeeping	
Job Description		Dress Code	
Probation periods		Conduct at work	
Discipline		Audits	
Grievances		Health and Safety induction	
Whistleblowing		Training	
Redundancies		Job Flexibility	
Drugs and alcohol		Sickness and Absence	
Overtime		Maternity Pay	
Part-time employment		Paternity Pay	
Claiming expenses		Dependants Leave	
Section 3: Equal Opportunities	Pg 13	Section 7: Health and Safety	Pg 22
Section 4: Non Harassment Policy	Pg 15	Section 8: Confidentiality	Pg 42
Section 5: Employee Benefits	Pg 17	Section 9: Vehicles	Pg 43
Wages/Salaries		Section 10: Policies	Pg 47
Hours of Work			
Holidays/Bank Holidays			

Employee Declaration

Employees' contractual terms and conditions of employment are as identified in their employment contracts and in this employee handbook (as such documents may from time to time be varied in writing) and are the only terms and conditions upon which employees are employed by the Ultra Clean and may not be varied except by a document in writing that is issued and signed by or on behalf of the Ultra Clean.

I confirm that I have read, understood and agree to the conditions as stated in the employee handbook and understand that the version of this handbook that applies will be the latest version issued.

Date Employee Handbook received: _____

Print name: _____

Signed: _____

Date: _____

Please sign and return this slip to Ultra Clean within 7 days of receiving this copy of the employee handbook.

Glovers Meadow, Maesbury Road Industrial Estate, Oswestry, Shropshire. SY10 8NH

2. GENERAL INFORMATION

PERSONNEL FILE

We will create a personnel file in your name which will contain details such as your personal details, signed Contract of Employment and will add to this during the course of your employment with any letters, holiday requests or any other documents relating to your individual circumstances.

Under the Data Protection Act 1998 this personal data will be retained by us and/or by our third party representatives in a manual or computerized form, and will be processed by us and/or our representatives in a fair and lawful manner, in accordance with the regulations. You will have the right to access your Personnel Records by giving reasonable notice of your request. A small administration charge may be made for the provision of this service.

JOB DESCRIPTION

At the beginning of your employment we will issue you with a work specification for the position you are holding. The purpose of the work specification is to clearly set down the main tasks and responsibilities within your job, so that there is a clear understanding of the job at the earliest stage in your employment.

There may be adjustments made from time to time to your work specification however you will be consulted before any such changes are put in place.

All staff that are issued with a work specification and are required to work according to the specification which will detail your areas of responsibility.

PROBATIONARY PERIOD

In accordance with standard business practice the first three months of your employment with us will be regarded as a probationary period. During this period we shall review with you your ongoing performance. Naturally we would hope to confirm your position as permanent, however it may be necessary to extend the probationary period with your knowledge, or where you prove to be unsuitable to terminate your employment within or at the conclusion of the probationary period.

LEAVING OUR EMPLOYMENT

You are required to give a minimum of two weeks' notice after the 3 month probation period. Any changes to your working hours, which have to be made to meet the requirements of our customers, will receive a minimum of two weeks' notice up to 2 years service. One week's notice for each year worked is given for any changes to your contracted hours.

DISCIPLINE

Disciplinary Policy

SUMMARY

Employees are expected to exhibit general good behaviour and personal conduct. Your employer will give you guidance on this subject.

The purpose of this document is to explain what expectations of behaviour and personal conduct your employer has of you. These are for guidance only and are not contractual with the company reserving the right to vary, replace or terminate the procedures at any stage.

General conduct

At all times during your employment your employer expects you to conduct yourself as a representative of your employer and behave accordingly.

Any member of staff who is found to have bullied or victimised any other employee will be guilty of misconduct and this could lead to disciplinary action being taken and could lead to dismissal.

Failure to carry out your work as and when directed in an efficient and conscientious manner may be considered misconduct and could lead to disciplinary action being taken and possibly dismissal.

The disciplinary policy contains other examples of behaviour that will be regarded as misconduct or gross misconduct that could lead to disciplinary action being taken, and in the case of gross misconduct could lead to dismissal without notice or pay in lieu of notice.

You are expected to turn up for work on time and to work your required hours. Bad timekeeping or taking unauthorised time off will be regarded as misconduct.

Always remember that you represent your employer and your conduct towards colleagues and clients should reflect that.

DISCIPLINARY RULES

1. Introduction

The rules outlined below are for the purpose of promoting fairness and consistency in the treatment of employees whose behaviour and conduct are not satisfactory.

These rules (formal and informal) will usually be adopted in the interests of fairness but they are not contractually binding and your employer may dismiss without following these procedures in full.

There will be no requirement to start or complete any procedure if one or more of the following situations applies :

- One party has reasonable grounds to believe that starting or completing the procedure would result in a significant threat to any person (including that party) or any person's property;
- The party has been subject to harassment and has reasonable grounds to believe that starting completing the procedure would result in further harassment; or
- Factors beyond the control of either party make it effectively impossible for the procedure to be started or completed within a reasonable period.

2. Examples of Misconduct

The following offences are examples of the sort of behaviour, which your employer will consider to be misconduct:

- Bad time-keeping
- Unauthorised absence
- Minor damage to employer's property
 - Minor breach of employer's rules
- Failure to observe employer's procedures
- Rudeness to clients colleagues and directors
 - Abusive behaviour
 - Unsatisfactory attendance
 - Unsatisfactory sickness record
- Careless loss or damage of employer's tools or equipment
 - Unauthorised use of employer's telephone
- Failure to wear protective clothing provided
 - Unfitting behaviour
 - Failure to carry out instructions
- **THIS LIST IS NOT EXHAUSTIVE**

The following are examples of the sort of behaviour which your employer will consider to be GROSS misconduct:

- Theft or unauthorised possession of any property belonging to your employer or any fellow employee or of clients or customers.
 - Serious damage to employer's property.
- Falsification of reports, accounts, expense claims or self-certification forms, including time sheets.
 - Refusal to carry out duties or reasonable instructions.
 - Intoxication by reason of drink or drugs.
- Illegal drugs in your possession on your employer's or clients premises.
 - Serious breach of your employer's rules.
- Serious insubordination; repeated refusal to complete documentation or records reasonably requested by your employer.
 - Use of mobile telephone whilst driving.
- Fighting or other violent, dangerous or intimidatory conduct.
- Sexual, racial or other act of harassment or discrimination
 - Conviction on a criminal charge.
 - Receiving any sentence of imprisonment.
 - Bringing your employer into disrepute.
- Misuse of an organisation's property or name
- Bringing the employer into serious disrepute
- Serious negligence which causes or might cause unacceptable loss, damage or injury
 - Serious infringement of health and safety rules
- Serious breach of confidence (subject to the Public Interest (Disclosure) Act 1998).
 - **THIS LIST IS NOT EXHAUSTIVE**

3. Informal Procedure

In many cases, formal disciplinary procedures will only be used when informal discussion and informal verbal warnings have been given and these have failed to produce the required improvement. However there will be cases where the allegation or complaint is so serious that formal disciplinary procedures are the only appropriate course of action. The formal procedures will only be used where necessary and it is hoped that the need for this will be rare.

4. Formal procedures

Formal disciplinary procedures exist for misconduct, and gross misconduct and the action taken will be appropriate to the seriousness of the offence. In serious cases for example there may be no verbal warning or even no first written warning

The types of disciplinary action are:

- Verbal warning;
- First written warning;
- Final written warning;
- Dismissal or other serious steps, including demotion.

Only in cases of gross misconduct will you be dismissed for your first breach of discipline.

Stage 1 - Statement of grounds for action and invitation to meeting

Before any decision is made about disciplinary action there will be a fair investigation to establish the facts. It may be necessary to suspend you while the investigation takes place. Your employer will detail in writing to you your alleged conduct or characteristics or other circumstances which lead them to contemplate dismissing you or taking disciplinary action against you.

You will be given a reasonable opportunity to consider your response to the matter before being required to attend a meeting.

Stage 2 - The meeting

Following the issue of a statement of grounds you will usually be asked to attend a disciplinary meeting and at this meeting, as at any stage of the formal procedure, you have the right to be accompanied by another employee of your choice or your Trade Union Representative. The non-availability of a particular employee or Trade Union representative may not unreasonably delay the meeting and you may have to make alternative arrangements.

You will be able to state your case in response to the allegations or complaints against you. No action (other than suspension if appropriate) will be taken against you prior to this meeting.

You must take all reasonable steps to attend the meeting.

A copy of these procedures will be given to you prior to any interview that is likely to lead to disciplinary procedures being implemented.

Stage 3 - Recording of formal procedures

During or soon after the meeting you and your representative will be notified of the decision and advised of the right and procedures for appealing against the decision if you consider that the decision was unfair. A note will be made of all formal disciplinary meetings and verbal warnings and given to you. You will be asked to sign a copy to confirm that the note is a true record of the meeting and that you have received the warning. This copy will be kept on your personnel file. Similarly you will receive a duplicate copy of written warnings to sign and this will be kept on your personnel file. If any decision is

made in your absence copies of any notes and of any written warning or dismissal decision will be sent to your last known address by first class post.

5. Penalties for misconduct

VERBAL WARNING

This will be given in less serious cases and confirmed to you in writing. You will be warned that the consequences of future repetition are further disciplinary action. A copy of the warning shall be kept in your personnel file. If your conduct is satisfactory the warning will be treated as spent (and not used again for disciplinary purposes) after 6 months.

FIRST WRITTEN WARNING

This will either result from failing to adhere to a previous warning or will be given directly where misconduct has taken place and a verbal warning is considered to be inappropriate.

This will be given by a manager or Director and confirmed to you in writing. This will contain a summary of the incident or circumstances and the consequences of future repetition. The warning will set out improvements in conduct required to be achieved and maintained and the duration of the warning, and the consequences of failure to respond as required.

A copy of the warning shall be kept in your personnel file. If your conduct is satisfactory for the required period then the warning will be treated as spent (and not used again for disciplinary purposes).

FINAL WRITTEN WARNING

This will either result from failing to adhere to a previous warning or will be given directly where misconduct has taken place and a verbal or first written warning is considered to be inappropriate.

This will be given by a manager or Director and confirmed in writing. This warning will state that if you commit a further offence of misconduct your employment will be terminated. The warning will set out improvements in conduct required to be achieved and maintained and the duration of the warning (normally twelve months), and the consequences of failure to respond as required. A copy of the warning shall be kept in your personnel file. If your conduct is satisfactory for the required period then the warning will be treated as spent (and not used again for disciplinary purposes).

DISMISSAL OR OTHER SERIOUS STEPS

This stage will normally result from your failure to act upon the requirements of behaviour and conduct made in the previous stages of the warning procedure. But it may arise simply due to the seriousness of the incident or the behaviour that has occurred. Dismissal will usually take effect immediately so that you will not be required to work any notice period. However in some circumstances your employer may not decide to dismiss you, but to apply the sanction of demotion, or suspension without pay.

In cases of dismissal your employer will write to you setting out:-

- The misconduct that led to your dismissal
- The reasons for the decision that you were guilty of the misconduct
- Your right of appeal

6. Appeals Procedure

You have the right to appeal against a disciplinary decision, arising from the formal procedure. Any appeal hearing will not delay disciplinary action being taken against you, including suspension or dismissal.

If you want to appeal you should put your request in writing, setting out the grounds of appeal, within 5 working days, to the person nominated to hear any appeal.

The appeal will normally be held by a more senior manager than dealt with the disciplinary hearing but this may not always be possible.

As at the disciplinary meeting you have the right to be accompanied by a work colleague or Trade Union Representative.

The appeal hearing will be conducted within a reasonable period of the appeal being lodged. In the absence of an appropriate senior manager then the appeal will take place within a reasonable time of their return.

You must take all reasonable steps to attend the appeal hearing.

The outcome will either be:

- To reject the appeal and confirm the original disciplinary action;
- To uphold the appeal and reduce or revoke the original disciplinary action.

The result of the appeal will be confirmed in writing within 10 working days of the hearing.

The decision at the appeal stage is final.

GRIEVANCES

If you have a complaint about your individual circumstances at work, then you are entitled to raise a grievance. The key steps for resolving a grievance are:

- ☐ Discuss ordinary day-to-day issues informally with your line manager through supervision meetings or if necessary request a separate meeting. Where this is not possible you should raise your concerns verbally with the next level of management, prior to raising a formal grievance.
- ☐ If after seeking to resolve your concerns informally you are not satisfied, then write to Ultra Clean formally, explaining your grievance.
- ☐ Ultra Clean will invite you to a meeting to discuss the grievance. You will have the right to be accompanied at the meeting by a work colleague or trade union representative. The outcome of the meeting will be confirmed to you in writing.

WHISTLEBLOWING

It is important to Ultra Clean that any fraud, misconduct or wrongdoing by employees or people engaged in the organisations business, is reported and properly dealt with. Ultra Clean therefore encourages all individuals to raise any concerns that they may have about the conduct of others at the site they are working.

Ultra Clean recognises that effective and honest communication is essential if malpractice is to be effectively dealt with and the organisation's success ensured.

Whistleblowing relates to all those who work within Ultra Clean who may from time to time think that they need to raise with someone in confidence certain issues relating to the organisation.

Whistleblowing is separate from the grievance procedure. If you have a complaint about your own personal circumstances you should use the normal grievance procedure. If you have a concern about malpractice within the organisation then you should use the procedure outlined below.

- ☐ Report any concerns to your line manager. If this is not possible, then report your concerns to a more senior manager / [the owner].
- ☐ All employees should be aware of the importance of preventing and eliminating wrongdoing within the organisation. You should be watchful for illegal, inappropriate or unethical conduct and report anything of that nature that you become aware of.
- ☐ Any matter you raise under this procedure will be investigated thoroughly, promptly and confidentially, and the outcome of the investigation will be reported back to you.
- ☐ You will not be victimised for raising a matter under this procedure. This means that your continued employment and opportunities for future promotion or training will not be prejudiced because you have raised a legitimate concern.
- ☐ Victimisation of an individual for raising a qualified disclosure will be a disciplinary offence.
- ☐ If misconduct is discovered as a result of any investigation under this procedure Ultra Clean's disciplinary procedure will be used, in addition to any appropriate external measures.
- ☐ If you make a maliciously, vexatious or a false allegation then this will be considered to be a disciplinary offence and disciplinary action will be taken against you.
- ☐ An instruction to cover up wrongdoing is itself a disciplinary offence. If you are told not to raise or pursue any concern, even by a person in authority such as a manager, you should not agree to remain silent. In this event you should report the matter to [a more senior manager / the owner].

REDUNDANCIES

It is Ultra Clean's aim to manage its business in such a way that redundancies are unlikely to become necessary. However, in the unlikely event that circumstances change and the result is that fewer employees are needed, then some redundancies may become necessary. In this case, Ultra Clean will take appropriate steps to keep the number of redundancies to a minimum, whilst taking into account the needs of the business.

Where it becomes necessary for Ultra Clean to consider redundancies, a genuine and thorough consultation process will take place. The objectives of consultation will be to:

- ☐ reach agreement with employees or their representatives on the above issues;

- ☐ avoid the need for redundancies wherever possible;
- ☐ reduce the number of employees who are to be made redundant to a minimum;
- ☐ determine the criteria to be used to select employees for redundancy; and
- ☐ lessen the consequences of any dismissals.

An employee who is made redundant will be eligible for a statutory redundancy payment provided that he or she has at least two years' continuous service.

The amount of any statutory redundancy payment is based on:

- Half a week's pay for each full year of service where the employee's age is under 22.
- One week's pay for each full year of service in which the employee was aged between 22 and under 41.
- One and a half week's pay for each full year of service where the employee's age is 41 or over.
- The maximum number of years of employment that can be taken into account is 20. There is also a cap on a week's pay which is used to calculate a week's pay.

DRUGS AND ALCOHOL ABUSE

Ultra Clean aims to promote the general well-being of all employees, to avoid unnecessary illness, absences and accidents, to improve work performance and to provide a working environment which ensures, as far as possible, the health and safety of all employees.

If you suffer from an alcohol or drug addiction, then you are expected to notify Ultra Clean immediately. It is a disciplinary offence to attend work where the use of either alcohol or drugs impairs the safe and efficient running of the contract or the health of its employees and service users.

OVERTIME

From time to time you may be required by the site where you work to be available to work overtime in excess of your normal working hours, although we do not guarantee that overtime will be available to you.

For details of the overtime rates, please contact your line manager.

CLAIMING EXPENSES

You are required to only claim expenses in line with Ultra Clean's expenses procedures. Normally expenses must be agreed in advance and a receipt for all expenses should be submitted with all claims. Expenses should only be incurred wholly and exclusively on business that relates to Ultra Clean.

3. EQUAL OPPORTUNITIES

We recognise that discrimination in the workplace in any form is unacceptable and in most cases unlawful. We have therefore adopted an Equal Opportunities Policy to ensure that all job applicants and employees are treated fairly and without favour or prejudice. We are committed to applying this policy throughout all areas of employment, recruitment and selection, training, development and promotion. In all situations people will be judged solely on merit or ability. The following sets down the key points of the policy, and any breach of the policy will lead to disciplinary action which may include dismissal.

Each and every employee has a duty to observe and apply the policy at all times.

The policy will be implemented in accordance with the requirements of the Rehabilitation of Offenders Act, the Sex Discrimination Act, the Race Relations Act, and the Disability Discrimination Act, and their various amendments.

Interview questions will be as simple and straight forward as possible and we will not ask for unnecessary information. Questions will be related to the requirements of the job and we will not seek irrelevant qualifications. Applicants will be shortlisted/selected solely on the basis of capability.

Each and every employee has an obligation to make a positive contribution towards ensuring an environment of equal opportunity throughout the business.

The Grievance Procedure is available to any individual who believes that they have been discriminated against and we would urge those individuals to pursue their rights through this channel.

4. NON HARASSMENT POLICY

We recognise that harassment in the workplace in any form is unacceptable and in most cases is also unlawful. We are committed to ensuring that we are able to provide a working environment which is harmonious and acceptable to all.

It is your duty to respect the feelings and well-being of all your colleagues. What may be acceptable to one person may be upsetting and/or intimidating to another person. Harassment is unacceptable language or behaviour, which causes the recipient of such actions to be embarrassed, offended or threatened. Harassment can take many forms and can range from relatively mild banter to actual physical violence.

The following outlines examples of the type of behaviour which we consider would constitute harassment, for which the perpetrator(s) will be liable for disciplinary action and in serious cases liable to summary dismissal:-

- coarse or insensitive jokes and pranks
- coarse or insensitive comments about appearance or character
- display of offensive material – written or pictorial
- deliberate exclusion from conversation or activities
- unwelcome familiarity or body contact
- abusive, insulting or threatening language
- demands or threats to intimidate or obtain favours
- threatened or actual violence

The above is not an exhaustive list.

We understand the sensitive nature of complaints of harassment, but would urge that if you feel that you are the victim of such behaviour, to implement the Grievance Procedure in order that the situation can be satisfactorily resolved. Individuals are assured that should you raise such a grievance, the matter will be dealt with promptly in a discreet and caring manner.

5. EMPLOYEE BENEFITS

WAGES/SALARIES

Your Statement of Terms and Conditions of Employment will state your rate of pay and the frequency and method of payment. You will be issued with a payslip indicating how your gross pay has been calculated and the deductions that have been made i.e. P.A.Y.E. And National Insurance.

If you encounter any problems with your pay, e.g. incorrect payment, under-payment, overpayment, incorrect deductions etc, then all such problems should be raised with the staff in the office. Please note that in the event of an overpayment the excess payment will normally be deducted in full from your next payment. You will be given advance warning of any such deduction and any individual hardship will be taken into account and may result in agreement for repayment over a longer period.

HOURS OF WORK

Your Statement of Terms and Conditions of Employment will detail your normal weekly hours and place of work. The hours may be varied on occasion to meet the needs of the customer however this would only be introduced after consultation with you. There may also be occasions when additional hours are necessary to meet specific requirements with as much notice given as is reasonably practicable.

HOLIDAY ENTITLEMENT

Your paid holiday entitlement will be in accordance with the regulations established in the Working Time Directive 1998.

You will be entitled to 5.6 weeks paid holiday in every holiday year which is from 1st January to 31st December. If your employment commences or terminates part way through a holiday year, your entitlement to holiday pay during that year will be calculated on a pro-rata basis for each complete month of service.

Given the nature of our work, you may be required to take your holidays subject to the shutdown periods dictated by our customers. As much notice as possible will be given in these circumstances.

HOLIDAY PAY

Your holiday pay is calculated using your normal basic weekly rate of pay. Should you not work a basic week or fixed, or regular, hours and/or days of work, calculation of a "weeks holiday pay" will be based on an average of your earnings during the twelve weeks actually worked in the period immediately leading up to the commencement date of your holiday.

HOLIDAY REQUESTS

In general we seek to be as accommodating as possible in granting time off for annual holidays. However, all holiday requests will be considered on a "first come, first served" basis and we

reserve the right to vary times requested in accordance with the needs of the business and to ensure adequate staffing levels are maintained.

All holiday requests are to be submitted to the Office using the Holiday Request Form. Holidays should not be booked without receiving prior authorisation. If you take holidays without prior authorisation you may be subject to disciplinary action.

N.B Should you disregard this rule and we are subsequently unable to grant your "request", we will not be liable for any financial loss you might incur, e.g. forfeiture of deposits or reservation penalties.

We require you to give at least four weeks' notice of your wish to take holidays of a week or more and two weeks' notice of single day's holidays.

In the event of a shortage of work situation arising, as an initial solution we may require you to take some, or all of your unused accrued holiday entitlement, which has not previously been confirmed as agreed and booked.

PUBLIC/BANK HOLIDAYS. PAY AND PROCEDURES

New Years' Day	Last Monday in May
Good Friday	Last Monday in August
Easter Monday	Christmas Day*
First Monday in May	Boxing Day*

We recognise the above as Public Holidays. From time to time there may be additional bank holidays to celebrate a national event. For example the royal wedding and the Queen's Jubilee. It will be based on the individual site, as to whether this is to be taken as a holiday. These types of bank holidays are not added to your holiday entitlement and will be taken from the normal holiday allowance e.g 28 days for a person working 5 days per week.

When one of the above days is taken as a holiday you will receive payment at your normal basic daily rate of pay.

However, due to the nature of our business, there may be occasions when you will be required to work on one or more of the above days. If this is an expectation of the contract that you work at, you will be expected to work the normal shift and then take the holiday on another date suited to you. Bank holidays are not an automatic right to receive a day's holiday (*excluding these dates). You will be advised at the start of your employment of our expectations regarding Bank Holidays in relation to the site you work.

LEAVING DURING THE HOLIDAY YEAR

In the event of your employment terminating during the holiday year you may be required to take any holidays accrued but not taken in that holiday year during your notice period. Should there be insufficient time during your notice period for you to use up all of the holidays accrued and due to you, any outstanding balance of unused holiday entitlement will be paid in lieu as part of your final pay.

In the event of your employment terminating during the holiday year and you have taken holidays in excess of the number of days accrued and due to you, at the effective date of termination of your employment we reserve the right to recover a sum equal to the amount of excess holidays taken by making a deduction from your final pay.

6. RULES OF EMPLOYMENT

PERSONAL DETAILS

Please keep us informed of any changes in your personal circumstances e.g. new address, telephone numbers, next of kin etc. It is vital that we keep your information up to date so that we can contact you if necessary, which may include contacting you outside your normal working hours.

ATTENDANCE/TIMEKEEPING

We have a Telephone Clocking In System in place which ALL staff are expected to use. This is predominantly used to assist in the process of wages; however it is also a safety aspect as we can immediately check to see if a member of staff is on site at a particular job if the need should arise e.g. fire evacuation etc.

All staff will be provided with their individual Employee Pin and the Job Pin appropriate to their work place.

However, there are a few exceptions to the Telephone Clocking In where they either use their own clocking in system or a signing in register. Staff will be advised accordingly.

You should ensure that you arrive at work at least 5 minutes before your start time and finish 5 minutes after your finish time or early enough to be ready to commence work at your official starting time. Some sites require you to start and finish work 15 minutes IN ADDITION to your contracted hours. You will be advised accordingly.

Lateness and absence will be recorded and unacceptable levels of timekeeping and attendance will result in disciplinary action.

DRESS CODE

You will be provided with the necessary work wear at the start of your employment together with a uniform record. Your appearance/personal hygiene and dress code is important in that we always portray a professional image. You are therefore required to keep these items of uniform neat, clean and tidy and wear them whilst carrying out your job responsibilities in order to maintain a professional image at all times.

CONDUCT AT WORK

At all times during your employment the needs of the business are paramount and you should ensure that at all times your efforts and energies are concentrated on achieving this objective.

You are expected to comply with any reasonable instruction or request given to you by an authorised person.

You are not permitted during your employment to disclose confidential information relating to the business or the customer's business to any person, or organization, without our prior written consent.

You are expected to conduct yourself in a reasonable manner towards any person with whom you come into contact.

You must not enter into any other form of work or activity whilst in our employment, which could be construed as being in direct competition with us, or presents a conflict of interest with our business.

CONDUCT OUTSIDE WORKING HOURS

Whilst we have no intention or wish to intrude upon your activities or interests outside work, we would not expect you to be engaged in any activity outside working hours which could result in adverse publicity to the business, or which would cause us to question your integrity, or prevents you from performing your duties/responsibilities to our satisfaction.

HEALTH AND SAFETY INDUCTION

On commencing your employment you will be given a Health & Safety induction which will include personal safety as well as the safety of using the chemicals and machinery required to carry out your duties.

You will be given full on-site training as appropriate to undertake the necessary duties of your job specification.

TRAINING

All internal training will be discussed and agreed with you in advance.

It may be necessary to undertake additional Health & Safety training for the requirements of some customers.

AUDITS

We carry out audits on a regular basis in order to monitor quality and performance, enabling minor issues to be identified at an early stage and rectified by extra training therefore maintaining the expected standard of work.

However, if it becomes apparent that the volume or quality of work is at an unacceptable level this may lead to a disciplinary process being put into effect.

MOBILITY

Your Statement of Terms and Conditions of Employment will advise you of your normal place of work, however it is a condition of your employment that if necessary and given sufficient notice you will be transferred to any other site on which we operate within reasonable travelling distance, temporarily or permanently. This mobility is essential to the efficient operation of our business and you will be consulted prior to any such transfer.

JOB FLEXIBILITY

It is an essential requirement of your employment that you are prepared to adopt a flexible approach to your work pattern to allow us to adapt to any changes required by our customers, therefore protecting the future of our business and employees.

SICKNESS/INJURY ABSENCE PAYMENTS AND CONDITIONS

We are responsible for the payment of Statutory Sick Pay (SSP) during authorised absence due to sickness/injury. There are specific qualifying regulations for the payment of SSP when you are absent through sickness/injury for 4 or more consecutive days. Such payment will be made through your normal pay procedure and will be subject to the normal statutory deductions (N.I. and Income Tax).

SSP is only payable on 'qualifying days' which are days you would normally be at work. However, the first 3 qualifying days of sickness/injury absence do not attract SSP and these are called 'waiting days'. Where there are linked periods of sickness/injury absence of 4 days or more (i.e. more than one such period of absence within a 56 day period) then only one period of waiting days is served.

NOTIFICATION OF ABSENCE

You must notify the Management by telephone, at the earliest opportunity on the first day of your absence. This must be before your normal start time and where possible, the night before, to enable management to arrange cover. You will be expected to give an indication of how long you expect to be absent from work. If you are absent for more than 7 consecutive days, you must provide a medical certificate to your line manager. You are required to complete a self-certification form for sickness of less than 7 days.

You must notify the management by telephone, at the latest the day before the day on which you intend to return to work.

N.B. Failure to comply with these procedures may result in your absence being considered to be unauthorized and payments being withheld and the appropriate disciplinary action taken.

Should you fail to notify us of your intended return to work, following sickness/injury absence and simply turn up unannounced and we have made alternative arrangements to cover your duties, you may be sent home for the day without pay.

If you are absent from work for longer than 7 days you must forward a Doctors Medical Certificate to us. After the submission of this first certificate you are required to keep us notified of your continued sickness at appropriate intervals and to keep us supplied with consecutive medical certificates to justify your absence. We reserve the right in certain circumstances to require a Doctors Certificate from you for periods of absence less than seven days.

We reserve the right, where it is deemed appropriate, to access a written medical report supplied by your doctor/specialist, which provides details of your current state of health and your fitness to continue to undertake your duties and responsibilities. Your written consent will be sought on each occasion.

Where it is considered necessary we reserve the right to ask you to undergo an independent medical examination.

If you are suffering from any infectious/contagious illness you must not report for work without your doctor's clearance. If in any doubt please notify us and consult your doctor.

Within this section we have referred to the need to supply either Self Certification Forms or Doctors' Certificates to justify your absence from work through sickness/injury. We would however point out that repeated or continued absence although certified, may lead us to an overall review of that absence. Whilst sympathizing with genuine periods of sickness we need to focus on the needs of the business and inevitably, we are unable to operate efficiently with an unacceptably high level of absenteeism.

MATERNITY PAY

Statutory maternity entitlement will apply as appropriate. In order that we can correctly advise you of your individual entitlements with regard to Statutory Maternity Pay and details of other rights provided by the Regulations, please notify your line manager as soon as possible after being informed of the pregnancy or the anticipated date of birth.

In order to claim the right to any level of maternity leave and/or pay, you are required to:

- ☐ advise Ultra Clean of the fact that you are pregnant;
- ☐ provide a medical certificate from a registered medical practitioner or midwife stating the Expected Week of Confinement (EWC), such as your MATB1 (this will be required for the purpose of claiming Statutory Maternity Pay); and
- ☐ provide written notice by at least the 15th week before the EWC of when you intend to start taking maternity leave and/or pay.

To ensure you are safe if you decide to work past your 6th week before your EWC, we will ask you to obtain a medical certificate from your GP.

You must take at least 2 weeks maternity leave following the birth of your child.

- ☐ have or expect to have responsibility for the child's upbringing;
- ☐ be the biological father of the child or the mother's husband or partner; or be the adopter's spouse or partner; and have worked continuously for Ultra Clean for 26 weeks by the end of the 15th week before the expected week of childbirth leading into the 15th week before the baby is due.

PATERNITY LEAVE

Statutory paternity entitlements will apply. We may ask you to sign a self-certificate form to confirm that you intend to take paternity leave to care for the child in question. If you falsely claim and receive statutory paternity pay during your absence, you will be liable to prosecution by the HM Revenue & Customs.

ADOPTION AND PARENTAL LEAVE

Employees are entitled to adoption leave. You will need to satisfy the following conditions in order to qualify for adoption leave. You must:

- ☐ have been continuously employed for 26 weeks or more by the end of the week in which you are formally notified of having been newly matched with a child for adoption;
- ☐ have been continuously employed for 26 weeks or more ending with the week the official notification was received or commencing with the week employment began, in the case of a child adopted from overseas.

DEPENDANTS LEAVE (EMERGENCY)

You have the right to take a reasonable period of unpaid time off to deal with an emergency involving a dependant, and not to be dismissed or victimised for doing so. Circumstances where you can take time off include:

- ☐ When the dependant is unexpectedly ill (including mental illness), gives birth or is injured or assaulted;
- ☐ To make care arrangements for a dependant who is ill or injured;
- ☐ when a dependant dies;
- ☐ when the school or nursery is unexpectedly closed; and
- ☐ when care arrangements are unexpectedly withdrawn.

A dependant is a person (adult or child), who regularly and continuously relies on the carer to provide the sole or principal care required. Dependency leave cannot be granted where an employee normally provides care only on an ad hoc basis.

Dependency leave cannot be granted where it would be reasonable to expect the carer to have made appropriate arrangements to cover the situation that has arisen. It must be sufficiently serious to require care as an essential necessity, not as a preference. Dependency leave will not be granted where:

- ☐ the childminder is on holiday or is not available for any reason where advance notice would be expected to be provided;
- ☐ school/nursery holidays; and
- ☐ appointments with the hospital, doctor or dentist are planned (i.e. known in advance).

This list is not exhaustive.

TIME OFF FOR BEREAVEMENT:

If a direct relative has passed away Ultra Clean will pay staff one day to deal with personal effects and one day for the funeral. Staff are able to request as much time as they feel necessary, however, this will be without pay. Time off to attend funerals which are not deemed as immediate family can be taken unpaid or taken as holiday.

OTHER TIME OFF

Should you find you need to leave work during your shift you must inform your line manager and use the clocking out system.

7. HEALTH & SAFETY

R.1. HEALTH & SAFETY POLICY STATEMENT

Ultra Clean Contract Cleaning is responsible and committed to conduct its business, be it on a clients site or on any other establishments, in such a way which ensures, so far as is reasonably practicable, the health, safety and welfare of all its employees, visitors and all those who may be affected by the Company's activities in accordance with the guidelines and procedures in the Health and Safety Manual to ensure that our statutory duties are met at all times.

It is a condition of employment that every employee of the Company, including sub-contract labour, observe the Company's Health and Safety Policy and that they are responsible through their actions for their own safety and the safety of others at work.

To meet these responsibilities and to comply with the relevant legislation, the Company has set down the following objectives -

- Management are committed to the provision of a work environment that is safe, to this end the prevention of injury and ill health through the continual improvement in H&S management and performance is a priority.
- Encourage the involvement of employees, through its consultation policy in all health and safety matters by promoting a safety culture and setting health and safety objectives and targets for the company.
- Undertake risk assessments to identify reasonable hazards and take reasonable and appropriate control measures to reduce risk to the health and safety of employees, visitors, and all those affected by the company's activities in accordance with applicable health and safety legislation.
- Comply with the requirements of the Health and Safety at Work Acts 1974, and all subsequent legislation applicable to the company's activities, together with any other requirements or agreements that the Company has entered into.
- Provide information, instruction, training and supervision for all employees to ensure that all tasks are undertaken in a safe manner and that all employees understand the company's health and safety standards and their role in achieving them.
- Develop safe systems of work comparable with the experience and training of the employees involved.
- Regularly audit health and safety standards and the operation of safe systems of work to ensure that standards are being achieved, maintained, are relevant and appropriate to the company.

Non-conformities are to be investigated and positive remedial action implemented.

- Investigate and record all incidents occurring at work and take all reasonable action to prevent its recurrence. Incident statistics are maintained and analysed to provide data which is to be reported to the Board of Directors to identify any potential health and safety short comings in the company's activities in order to continually improve the health and safety management system and performance.
- Provide a suitable and safe place of work and maintain welfare facilities to a reasonable standard.
- Provide one or more competent persons to assist him in his undertaking with regards to Health and Safety.

The Directors and Managers of Ultra Clean Contract Cleaning Services give their full support to this policy in ensuring that Health and Safety is an integral part of its operational and management functions.

The Health and Safety Policy will be regularly updated to take account of legal and


best practice amendments.

Environmental Policy

It is the policy of Ultra Clean (Oswestry) Ltd to

- Seek to minimise the potential and disruption generated by our activities.
- Work to prevent pollution through the implementation of robust operational controls and by reducing the pollution risks associated with our activities.
- Employ systems and procedures that ensure the Company's compliance with all relevant laws, regulations and other requirements relating to the environment.
- Promote sustainable development by conserving energy, materials and resources through minimising consumption, maximising efficiency and effectively managing wastes.
- Provide employee training to enhance environmental awareness of the potential impacts from operations and the use of suitable control measures.
- Implement facility plans and site specific project plans to minimise environmental impacts.
- Put in place audit/inspection regimes to monitor the effectiveness of control systems.

Phillip Evans



Managing Director

Review Date: 1st January 2015

2. ORGANISATION

OVERALL RESPONSIBILITY

The Board of Directors accept overall responsibility for all health and safety matters as per the Health and Safety Policy and to:-

- Appoint the Health and Safety Advisor as the competent person to assist in fulfilling the duties of the Health & Safety at Work Act.
- Provide such information, training and supervision as is necessary to ensure, as far as is reasonably practicable, the health & safety at work of employees.
- Initiate, co-ordinate and monitor the Company's policy and performance for the prevention of injury, damage and loss.
- Know the requirements of current legislation and other appropriate recommendations and codes of practice and ensure that they are observed.
- Ensure that all levels of staff receive adequate and appropriate training, and that funds and facilities are readily available to meet the requirements of the policy.
- Ensure that sound working practice is observed by following documented method statements.
- Ensure that in tendering, at planning stages and in production processes, allowance is made for adequate health, safety and welfare facilities and equipment to avoid injury, damage or loss by undertaking hazard and risk assessments.
- Create policy to co-ordinate safety activities between clients and employees or subcontractor and any third party or individual contractors who may be working on the same site.
- Institute proper reporting, investigation and costing on injury, damage and loss and initiate analysis to discover accident trends.
- Reprimand any member of the staff failing to discharge satisfactorily the responsibilities allocated to them.
- Set a good personal example to all employees.

RESPONSIBILITIES of the Directors

The Directors of Ultra Clean Contract Clean responsibilities include but are not limited to the following specific areas:-

- Understand and implement the Company's policy and appreciate the responsibility allocated to each person within the organisation.
- Institute systems of safety and environmental planning that highlight potential hazards by assessing risk and providing a safe system of work.
- Check over working methods statements and precautions with site supervisor and the health and safety advisor when necessary before work starts.
- Ensure that work, once started, is carried out as planned and that current legislation and recommended codes of practice are observed on site. This is to include the various sites that the cleaning services are provided.
- Set a personal example on site visits by wearing appropriate personal protective clothing.
- Ensure that site supervisors and all cleaning operatives understand the principles of the safe working methods and that injuries and equipment damage are to be reported immediately.
- Advise all cleaning operatives of appropriate plant and machinery highlighted on the site specific risk assessment that will enable them to undertake their duties in a safe manner.

- Ensure that all plant sent to site is safe, fully efficient and fit for purpose; is guarded and equipped with safety devices and is tested in accordance with current regulations. Copies of current test certificates are produced to the Site Supervisor for inclusion in the site information pack.
- Check that periodic tests, inspections and maintenance are carried out and documented and the machinery has an up to date test certificate clearly displayed.
- Ensure that all repair and maintenance work carried out on site is done in a proper manner and that emergency repairs are dealt with properly as soon as possible afterwards.
- Attend promptly to all plant defects notified or draw the attention of site management to the need for dangerous plant to be put out of service until it can be properly repaired.
- Ensure that suitable personal protective clothing is available where appropriate and that it is used.
- Ensure that a qualified first-aider and all items of first aid equipment are available and their location known to employees, as required by construction regulations.
- See that proper care is taken of casualties and know where to obtain medical help and ambulance service in the event of a serious injury.
- Accompany Health and Safety Executive in site visits and act on his recommendations.
- Provide adequate resources to be able to provide suitable and sufficient health and safety provision for the business to maintain a safe environment.
- Release employees, where necessary, for on or off site safety training.

The Contract Director with the assistance of the Health and Safety Advisor when required.

The Contracts Director's responsibilities include but are not limited to the following specific areas:-

- Initiate and maintain personal safety training programme, identify training requirements, organise and facilitate training from accredited safety course providers and maintain training records of all Company employees.
 - Undertake safety induction to all new employees to the Company at all its worksites and in particular, tuition in the contents of this policy document.
 - Ensure that appropriate accident reports are submitted to the Health and Safety Executive within the specified timeframe as required by R.I.D.D.O.R 1995.
 - Investigate, analyse and maintain accurate records of any accidents or dangerous occurrences, ascertain their cause, propose measures to reduce the probability of repetition and report the statistics and findings to all personnel.
 - Produce reports for the other Director for presentation on all health and safety issues resulting from audits and site safety meetings.
 - Visit all new sites prior to work commencing and in conjunction with the other Directors prepare a site-specific safety and environmental survey comprising risk assessments in accordance with the requirements of The Management of Health and Safety at Work Act and associated Regulations.
 - Visit all places of work/sites on a periodic basis to undertake health and safety audits. Prepare a documented/minuted site visit safety report with copies to all Directors.
- Visit sites on a regular basis and in conjunction with Site Agent/Site Supervisor to give instruction and training in relevant safety matters (toolbox talks) and conduct feedback consultation sessions with employees on site.

The external Health and Safety Advisor

- Provide management with details of all current safety legislation and instituting systems for the awareness of pending or new legislation.
- Advise the Company and/or individuals on all aspects of safety, welfare and environmental management issues with the objective to secure a safe working environment for all of its employees or any other third party affected by the Company's activities.

- Undertake reviews of the Company Health and Safety Policy instigate revisions in the light of amended legislation or new safe working practices for the directors to disseminate to all Company employees.
- Advise on Hazardous Substances by ensuring assessments prior to their use, initiate, and maintain an index of such hazardous substances.

Supervisors and Site Supervisors

The site supervisors and supervisors responsibilities include but are not limited to the following specific areas:-

- Understand the Company's health and safety policy and appreciate the responsibilities allocated to others within the organisation.
- Ensure their cleaning operatives are aware of their duties under the Company safety policy which are clearly identified.
- Advise the Managing Director of any safety training need of their allocated cleaning staff.
- Ensure that sub contractors dealing with or on behalf of the Company are aware of the Company's attitude to the contents of the safety policy.
- Check that all machinery and plant are maintained in good condition. Check and verify appropriate test certificates and report to any defects Contract Manager.
- Ensure that suitable personal protective clothing is available where appropriate and that it is used.
- Ensure that new employees to site undertake a site-specific safety induction training to identify hazards or potential hazards.
- Set a good personal example.
- Discourage horseplay and reprimand those who consistently fail to consider their own well being and that of others around them.
- Report defects in plant or equipment and also erratic behaviour of fellow employees or subcontractors personnel.

Sub Contractors.

- Ensure that whilst on working at any clients premises, any appropriate section of the safety policy is fully complied with.
- All subcontractors will be expected to operate to the same performance and safety standards as those of direct employment and attend safety briefings as appropriate to the site.
- Subcontractors employing more than five persons will provide a copy of their Safety Policy for vetting and approval by the Contract Manager.
- In all cases, sub-contractors will also agree to comply with the requirements of the Company safety policy.
- The Company will, when employing subcontractors, integrate safety policies and procedures to ensure safe working.
- The Company will ensure by an active vetting procedure that all subcontractors abide by current legislation requirements in particular those relating to safety and training.

Employees including Cleaning Operatives

The Cleaning Operatives have responsibilities which include but are not limited to the following specific areas:-

•Take reasonable care for the Health & Safety of themselves and other persons including the public, who may be affected by their acts or omissions whilst at work.

They are responsible for;

- Co-operating with their employer including communicating, co-ordinating and controlling their work by following instructions and working in accordance with the provisions of this Safety Policy.
- Ensuring correct and proper use of work equipment and machinery and adhering to safe systems of work.
- Reporting all accidents, diseases, dangerous occurrences or damage to the workplace to their Supervisor / Site Supervisor, ensuring that details are entered in the accident book where appropriate.
- Taking reasonable care for the health and safety of themselves and anyone who may be affected by their acts or omissions.
- Informing management of any medication they are taking, or treatment following an accident or illness, which may affect capacity for work.
- Inspecting any machinery / equipment prior to its use and to report any defects / damage to their supervisor / site supervisor.
- Know, understand and follow requirements of the Company Health and Safety Policy.
- Follow instruction relating to safety matters issued by competent personnel.
- Follow agreed safe working procedures and method statements.
- Avoid improvising which entails unnecessary risk.
- Warn others of known or potential hazards.
- Refrain from horseplay and the abuse of welfare facilities.
- Suggest ways of eliminating hazards.

METHOD OF APPLICATION General

- Safety performance will be reviewed at the quarterly management meeting chaired by the Managing Director and minutes will be taken noting specific actions to be taken.
 - All accidents or dangerous occurrences of whatever nature will be reported to the Contract Manager who will notify the appropriate parties.
 - All worksites will be inspected at frequent intervals by the Contract Manager and a report issued to the Client /Site Supervisor and the Managing Director.
- These reports will be reviewed at the quarterly directors meeting.

Personnel

- All employees will accept their responsibilities as listed and shall carry out their duties in accordance with these responsibilities and statutory requirements, in addition to complying with the Company safety requirements.
- All employees will be given adequate and ongoing training both in matters of safety and to enable them to perform their duties effectively. Employees will only undertake duties for which they have been adequately trained.
- Regular consultation on safety matters will take place with all employees to ensure they are informed about issues and legislation.
- At the commencement of duties with the Company all new employees will be given a safety induction course and instructed in detail on the contents of this policy.
- All subcontractors including labour only subcontractors will comply with the Company's safety requirements. The Company will vet the subcontractors prior to an order being placed and then they will be monitored to ensure they maintain safe working practices and comply with legislation whilst

working for the Company on any of its worksites. The Company will include labour only subcontractors in our own safety training programmes.

Worksites

- Adequate supervision will be maintained at all places of work.
- Sufficient welfare facilities will be provided at all places of work. This policy, together with statutory notice requirements, COSHH details, and details of local emergency provisions including medical services will be prominently displayed and brought to the attention of any individual having reason to be on the site.
- Before work commences on any site, comprehensive risk assessments will be made to identify hazards, further assessments will be made as conditions or circumstances change. Action to minimise risk will be implemented.
- Sites will be left in a safe condition at the end of the work period to protect the third parties and General Public especially young persons.

Health and Safety Policy – Disciplinary Measures

Any member of the Company or Sub-Contractor's staff who deliberately ignores the rules and work procedures of the Health & Safety Policy, Policy or the site specific Safe systems of work will be removed from the site forthwith and be subject to a disciplinary procedure which may include dismissal.

3. ARRANGEMENTS

Administrative arrangements, operational procedures and technical standards for the health and safety welfare are established and maintained by the Company. These systems are designed to be continually developed which maintain high levels of the health, safety and welfare of employees as well as other third parties who might be affected by the Company's activities.

The arrangements and procedures apply to all the Company's worksites and operations.

Detailed documents setting out this information are always available at the Company worksites for easy reference and inspection by any employee and other third party who might visit a worksite.

Employees of the Company are actively made aware of such information by way of initial safety induction at the commencement of employment, at the commencement of work on a new worksite and by way of continual training.

The health, safety and welfare of anyone who might come in contact with the Company's activities are of paramount importance to Ultra Clean Cleaning Services

Fire Procedures

Every employee will receive appropriate fire training during induction and once every twelve months on the procedure to be followed in the event of a fire and fire drills will take place on the client's premises. Fire Action Plans will be displayed on site and employees must make themselves familiar with them and obey these instructions.

The various clients we provide the cleaning service for will provide Fire Marshals in accordance with the Regulatory Reform (Fire Safety) Order 2005 to assist with fire prevention and evacuation from the premises.

Statutory requirements in respect of no smoking areas, storage rooms, materials, substances and other fire precaution measures will be published and issued as per the individual sites we work at. Employees will be required to adhere to these instructions.

Within the office area in the event of a fire the office manager is responsible to evacuating all employees from the office and maintaining the fire precautions.

The logbook will be implemented and maintained including records of training, evacuation drills, alarm system maintenance, extinguisher maintenance, fire brigade visits and HSE visits etc.

In the event of a fire in the office if you discover a fire operate the nearest fire alarm. The office manager will notify the fire brigade.

Leave the building by the nearest exit and report to the nearest muster point located outside the main gates.

Do not stop to collect personal belongings and do not return to the office until told to do so and it is safe.

Fire Risk Assessments are available for inspection at all times. All company vehicles carry a certified fire extinguisher.

First Aid

Health & Safety (First Aid) Regulations 1981: To ensure that appropriate First Aid Assessments are carried out and that First Aid arrangements for the Company's premises / places of work are maintained in order. First aid facilities are provided in accordance with the statutory requirements and information on the facilities available will be given to all employees as part of their induction training.

Details of First Aid arrangements and appointed First Aiders are also displayed within site files at all its worksites.

Within the office area the office manager is the appointed person and the person responsible for checking the first aid box

Health & Safety Training

Health and Safety training falls into three categories:-

- New Employees
- Directors, Managers, Site Supervisors, and Cleaning Operatives.
- Training of other staff.

The general level of safety training requirement for individual employees will be assessed by their immediate superiors and notified to the Managing Director. Based upon a continuing assessment of needs, employees will be given training to equip them to undertake their duties safely.

All persons joining the Company will be "inducted" into the safety regime. They will be given a copy of the Company Safety Policy and guided through it by the Contracts Manager.

Should any unfamiliar or new work process be required to be executed on site, special training will be given to all persons affected.

Risk Assessments

Risk Assessments are undertaken on an ongoing basis by the Contracts Manager with the assistance of the health and safety advisor in accordance with the requirements of the Management of Health and Safety at Work Regulations 1999. This is undertaken prior to work commencing and the appropriate control measures. These assessments together with method statements form the basis of the site specific Health and Safety plan.

The Company has also established specific generic risk assessments which the employees are specifically trained to conform with and the appropriate safe system of work instituted.

Head Office Safety Inspections

The Contract Manager will check on the facilities to ensure that they are up to the statutory requirements and report to the Directors any defects

Site Safety Inspections

All sites will be frequently and systematically inspected on a daily basis by the Site Supervisor or in his absence by a stand in delegated to carry out this role on their behalf to ensure that all personnel on site are working in accordance with the approved method statement. Where he/she finds defects of a recurring nature he will indicate this on his report to the Directors. The Contract Manager will ensure that all defects reported by the Site Supervisor are rectified without delay.

Where the Site Supervisor finds a situation which in their opinion is dangerous they will have the authority to stop that particular operation or the whole job if he deems it to be necessary until such time that it is made safe.

The Site Supervisor will inform the Contract Manager giving the reasons for this action.

Accident Investigation and Reporting

In compliance with the statutory requirements, accident reports (HSE Form 2508) are to be submitted to the Health and Safety Executive within the specified timeframe as required by R.I.D.D.O.R 1995. The directors or site supervisors with assistance are responsible for the investigation and reporting to the appropriate H.S.E Office and other authorised persons of any notifiable dangerous occurrences or diseases. All major accidents/incidents investigations will be carried out by the Contract Manager with a report to the Managing Director.

Records and registers of notifiable accidents, diseases and dangerous occurrence investigations will be retained for ten years by the Safety Department.

All the health and safety data will be assessed to produce the Accident/Incident frequency on which the Company can analyse the performance of the whole of the company and individual worksites to ensure that a trend is not established which undermines the intent of the Health and Safety Policy.

COSHH - Chemical and Hazardous Substances Register

It is the Company's policy to protect its staff, personnel and visitors to its site and premises from the possible hazards associated with any substances that may legitimately be used therein. Certain substances used within our operations can present a potential hazard to persons using them if suitable precautions are not adopted. A register of all chemicals and hazardous substances on Clients sites is held and kept up to date by the Contracts Manager. This is done to ensure that the Company complies with the requirements laid down in the Control of Substances Hazardous to Health Regulations (Amended) 2002 (COSHH).

The Company undertakes to notify all persons potentially at risk from such hazardous substances and also to provide details of how such risk may be obviated. This notification will take the form of a standard register of hazardous substances together with procedures for obviating such risk such as the provision of mandatory signage in accordance with Health and Safety (Safety Signs and Signals) Regulations 1996. Abstracts of the register as appropriate will be supplied to each site to enable precautions to be implemented. The complete register is retained at Head Office which will be updated as appropriate from time to time.

The Site Supervisor on site has an express responsibility to ensure all personnel potentially at risk are made aware of the risks and the preventative measures to be adopted. They must also ensure that the site safety pack contains information appropriate to the contract requirements.

Additionally, all personnel are to implement absolutely the necessary precautions as detailed within the register to safeguard both themselves and others who may be affected by the substances concerned. Refusal to comply with this or any health and safety matter will result in disciplinary measures which may include dismissal where the breach is serious.

Before a substance is brought on site, the person placing the initial order must ensure that proper provision has been made for the transporting, storing and use of the substance and if need be, proper arrangements have been made for its removal as waste after its use.

HEALTH SURVEILLANCE

The Company recognises their responsibility for providing adequate health surveillance and the employees are to note that if they experience any of the following procedures they are to report this to their site supervisors / supervisors immediately and we will ensure that you seek suitable treatment

Respiratory problems due to dust in the workplace and adequate protection

1. Dust is a health hazard and suitable masks will be provided. These must be worn when conditions dictate.
2. Approved respirators or breathing apparatus must be worn if deemed necessary.

Dermatitis

Dermatitis is a skin condition caused by contact with something that irritates the skin or causes an allergic reaction. It usually occurs where the irritant touches the skin, but not always.

What does it look like?

- Redness
- Scaling/flaking
- Blistering
- Weeping
- Cracking
- Swelling

What does it feel like?

Someone who has dermatitis may experience symptoms of itching and pain. The signs and symptoms of this condition can be so bad that the sufferer is unable to carry on at work.

It can occur quickly after contact with a strong irritant, or over a longer period from repeated contact with weaker irritants. Irritants can be chemical, biological, mechanical or physical. Repeated and prolonged contact with water (e.g. more than 20 hand washes or having wet hands for more than 2 hours per shift) can also cause irritant dermatitis.

What causes allergic contact dermatitis?

This can occur when the sufferer develops an allergy to a substance. Once someone is 'sensitised', it is likely to be permanent and any skin contact with that substance will cause allergic contact dermatitis. Often skin sensitisers are also irritants.

These are some of the more common causes of irritant and allergic contact dermatitis:

Irritant contact dermatitis

- Wet work
- Soaps, shampoos and detergents
- Solvents
- Some food (e.g. onions)
- Oils and greases
- Dusts
- Acids and alkalis

Always check the labels on containers to see what the irritants are and what PPE is required.

Noise

A number of the sites we provide our service are noted to have a risk from noisy works, this will be identified in the site induction and you have a responsibility to adhere to the site rules and wear mandatory ear defenders.

Noise Assessments

A number of sites carry out compulsory assessments of noise and encourage the use of modern 'silenced' plant and machinery conforming to the Provision and Use of Work & Equipment Regulations 1998 to limit the employees and any third parties exposure to excessive noise.

Personal protective equipment (Ear defenders etc.) is provided by the Company for all employees and is available for use at all times whilst on these sites.

Personal Protective Equipment

Personal protective equipment is made available on a personal basis to all employees. Proper provision is made for the issue, maintenance, repair and replacement of protective equipment. Certain items of personal protection equipment are required to be worn at all times by employees working in defined areas; this definition will be stated at the site induction. As the wearing of the safety equipment in these areas is a mandatory requirement, employees who fail to wear the equipment will be subject to disciplinary action. Adequate storage for the safe protection of PPE were needed will be provided on site.

Permanent installations & portable electrical apparatus

Fixed, permanent installations into offices will be inspected, and tested where necessary, at intervals of five years. Professionally qualified electricians will carry out the work and will issue inspection and test certificates, which will be retained in the company records.

All installation, repair and maintenance work on permanent installations will be carried out by competent electricians and fully comply with the I.E.E. Wiring Code of Practice, which has now been adopted as a European Standard.

A 'hand-over' certificate will be requested from the electricians on completion of testing of the installations in the company offices.

All company owned equipment, including extension cables will be regularly inspected by the company's appointed electrical inspector for signs of wear and damage. Competent persons will carry out any necessary repairs. Where necessary portable equipment will undergo electrical testing to ensure it continues to be safe to use.

Damaged or defective electrical equipment

Employees will report faulty equipment as soon as the fault is noted. A tag or label, stating the suspected nature of the fault, should be attached to the power lead of the equipment, with the equipment immediately removed from use and sent for repair.

The companies will appoint a competent electrical personnel, who will also inspect, and where necessary test, the repaired equipment before it is reissued for use, will carry out all repairs.

The repairer of the electrical equipment will maintain the appropriate log/record of maintenance and make the records available to the company.

The following checklist should be used as a guide for operative using portable electrical equipment. A visual inspection must to be carried out before use.

ELECTRICAL VISUAL INSPECTION CHECKLIST

Visual inspection checklist	Y	N
1. The plug		
• Is the plug cracked or broken?	•	•
• Are the pins loose?	•	•
• Are the pins bent?	•	•
• Is a pin missing?	•	•
• Are there any signs of overheating, e.g. charring around the live or		

- neutral pins? • •
- Is the correct fuse in the plug? • •
- Are the wires attached to the correct terminals? • •
- Are the terminal screws tight? • •
- Is the inside of the plug free from dust and dirt? • •

2. Cable covering

- Are there any cuts or abrasions in the cable covering (apart from light scuffing)? • •
- Is the cable free from contaminating materials that could degrade the protective coating? • •
- Is the cable grip properly tightened where the cable enters the plug (if it isn't, the coloured insulation of the internal wires will show)? • •

3. Power tools/saws

- Is the casing cracked or broken? • •
- Are the guards operating correctly on the saw? • •

4. Residual current devices (RCD)

- Is the case intact? • •
- Has the "test" button been checked to ensure that it's working correctly? • •

5. Casing

- Are any screws loose? • •
- Is there any damage to the outer casing, e.g. cracks? • •
- Is there any evidence of burn marks? • •

Manual Handling

Where ever possible, manual handling will be avoided by use of mechanical aids, or different work methods. A manual-handling assessment will be required for all manual-handling operations.

For loads over 20kg and where there is a foreseeable risk of any injury to employees the site supervisor/ supervisor will carry out an assessment of any risk. Where the task involves handling material over 20 Kgs, the assessment will identify the control measures needed, which will usually involve two-man lifting and placing.

For work activities where weights may be variable, such as the unloading of vehicles, employees will be advised on how to assess the manual handling risks involved and the control measures to be adopted.

The following list of weights gives the suggested action required to enable manual handling operations to be carried out safely.

Mechanical handling will always be considered BEFORE any manual handling

operations are carried out.

	LOAD	ACTION
<20kg condition	(56lbs)	Within the capability of persons with no known medical
20-34kg	(56-75lbs)	Training required in order to assess any lifting problems. May require 2 person lifting
34-50kg and design criteria. May require 2 people lifting	(75-112lbs)	Training required on specific techniques - including shape
50-90kg	(112-200lbs)	Mechanical lifting desirable
>90kg	(200lbs)	Mechanical handling usually required

7. When carrying out manual handling assessments, the criteria shown below will be considered.

[Back to contents](#)

Criteria to be considered:

THE TASKS

Do they involve:

- Holding loads away from the trunk?
- Twisting?
- Stooping?
- Large vertical movements?
(Sharp/hot/cold)
- Strenuous pushing or pulling?
- Long distances?
- Unpredictable movement of loads?
- Repetitive handling?
- Insufficient rest or recovery?

THE LOADS

Are they:

- * Heavy?
- * Bulky/unwieldy?
- * Difficult to grasp?
- * Intrinsically harmful?

- A work rate imposed by an activity?

THE WORKING ENVIRONMENT FACTORS

Are there:

- Constraints on posture?
- Poor floors/ground conditions?
- Variations in levels?
back problems, etc.
- Hot/cold/humid conditions?
- Strong air movements?
- Poor visibility conditions?

INDIVIDUAL CAPABILITY AND OTHER

- * Unusual capability
- * Requirements?
- * Any health conditions,

Lifting Practice

DO NOT RISK INJURY BY ATTEMPTING TO LIFT HEAVY LOADS. ALWAYS SEEK ASSISTANCE.

The following precautions **WILL** be taken when lifting:-

1. Stand firmly - close to load. Feet about 300mm (12") apart with one foot slightly ahead of the other
2. With the back straight - bend the knees.
3. Obtain a firm diagonal grip. Keep load close to body.
4. Lift up by straightening legs and move off.
5. When lowering load keep the back straight and bend the legs.
6. Avoid trapping fingers by placing the load askew on suitable packing. Wear gloves whenever possible. These will not prevent you trapping your fingers, but they do reduce the severity of the injury if you do.

Working at height

The primary objective of 'The Work at Height Regulations 2005' is to eliminate work at height where possible and where it is not possible to ensure all work at height is performed safely.

Ultra Clean Contract Cleaning aim to comply with the above by ensuring that all work at height is planned, appropriately supervised and is carried out in such a manner that is, so far as is reasonably practicable, safe.

Ultra Clean Contract Cleaning will ensure that prescribed steps are taken to avoid risk, these are:-

- i. Carry out a risk assessment.
- ii. Avoid work at height wherever reasonably practicable.
- iii. Take measures to prevent, so far as is reasonably practicable, any person falling a distance liable to cause personal injury.
- iv. Where measures taken in iii. above do not eliminate the risk of a fall, provide work equipment to minimise the distance and/or consequences of a fall, and any additional training and instructions required.

Welfare Facilities

The Company establishes and maintains facilities at all its worksites which comply with the requirements of the Workplace Health Safety and Welfare Regulations 1974. The Contract Manager is to ensure that the requirements are met prior to the cleaning operatives committing to work activities.

Visual Display Screen Equipment

All Company employees working at computer workstations are advised of the potential hazards of the equipment from prolonged use at the time of induction and ways of controlling the risk. Regular assessments are undertaken by the Directors randomly in accordance with the Health and Safety (Display Screen Equipment) Regulations 1992.

Lone Working -Guidance for all Employees

This guidance deals with the potential hazards associated with lone working, which may give rise to risk to your personal safety whilst at work.

The principal aim of the guidance is to ensure that all Ultra Clean employees are aware of the potential hazards and risks associated with lone working, their individual roles and responsibilities in preventing danger to themselves and others and, to outline the practical steps that can be taken to minimise the risks to their safety. Lone working is undertaken by a range of Ultra Clean Contract Clean employees, either by virtue of their working hours, remote location or methods of working. The basic principle to be applied is that such workers should not be exposed to any greater residual risk than other employees and this may require additional control measures to be identified and implemented.

For example, there are circumstances which have been identified in which any of the following staff groups might be considered to be 'working alone'

- ☐ Office staff ☐ Technical support staff
- ☐ Drivers ☐ Cleaning staff
- ☐ Maintenance Staff ☐ On Call staff and operatives

This list is not exhaustive, but is indicative of the range of employees for whom this guidance is relevant. In order to ensure that such risks are effectively managed, it is important that everyone within Ultra Clean takes all reasonable steps to minimise an individuals' exposure to the identified hazards, by seeking to prevent the exposure wherever possible and where this is unavoidable, to reduce the risk so far as reasonably practicable.

Safety at work is a dual responsibility for both employer and employees. The actions required to safely manage workplace hazards are contained in health and safety legislation and are enshrined within the common law 'duty of care'.

The general principle to be applied should be one of prevention by seeking to avoid, wherever possible, the placing of employees in situations, which may foreseeably give rise to an increased risk; e.g.:-

- ☐ Lone workers, including those who work separately from others for example on a large multi site contract,
 - ☐ those working outside of 'normal' hours, those who work away from their fixed base
 - ☐ those working in remote locations

Lone Working

Lone work is that in which the person undertakes a specific activity unaccompanied or without immediate access to another person for assistance

(Lone working is not where individuals experience transient situations in which they find themselves alone, but where individuals are knowingly or foreseeably placed in circumstances in which they undertake work activities without direct or close supervision)

Generally it is acceptable for employees to work alone, provided the employer complies with their legislative duties and exercises their common law 'duty of care' to the individual(s) concerned. (Lone working is prohibited in specific circumstances e.g. working with live electrical conductors, confined spaces,). The Company Contract Manager can advise on this, if required.

Whilst recognising that flexible working arrangements are helpful in a Cleaning environment, the need for lone working should be avoided wherever possible.

The responsibility for implementing planned and effective safe systems of work for those who work alone is that of the person who controls the work activity. This responsibility cannot be delegated to those who work unaccompanied. However all employees have a responsibility to take reasonable care of their own safety and to co-operate with their employer. Employees should not knowingly place themselves in situations which expose them to additional risk by working alone, without having first collaborated in the development and implementation of a 'safe system of work' and without the full knowledge of their Site Supervisor.

If a person finds that they are placed in a situation, which may be considered to be that of a 'lone worker', then they should make sure that their manager is made aware of these circumstances at the earliest opportunity and then assist in the process of identifying the steps needed either to prevent the 'lone worker' situation from arising, or if this is not possible, assist in developing the precautions necessary to ensure their own safety.

To satisfy the current legislative requirements, it is necessary for the risks associated with 'lone working' to be assessed i.e.:-

- ☐ Identify all persons who may be required to work alone and the foreseeable circumstances in which this may occur
- ☐ Identify the hazards to which the person(s) may be exposed and the current controls in place to minimise the risks to their safety
- ☐ Assess whether these controls are adequate and whether there is more that could reasonably be done to further reduce the risks
- ☐ Develop and implement safe working arrangements, including the provision of information, instruction, training and supervision
- ☐ Monitor and review the safe working arrangements for effectiveness

It would be expected that this risk assessment process is undertaken as a collaborative exercise by the 'lone worker' and their Site Supervisor and that the agreed safe working procedures are recorded

and communicated to all person(s) who may be required to work alone and any colleagues who have a role to play in ensuring their safety.

Special consideration needs to be given to identifying the training and the level of competence required, to enable persons to work alone, safely. This is normally set at a higher level than that required for those who work with other colleagues.

Arrangements which are implemented to ensure the safety of 'lone workers', need to be subject to a monitoring regime which is commensurate with the risk, by their supervisor (This might range from periodic visits, to the implementation of Permits to Work)

Visitors and Contractors

The Management will make proper arrangements to comply with their duties in respect of the health and safety of visitors while they are on client premises and also for contractors working on site by undertaking site induction. Where necessary, employees will be made aware of the arrangements and their duties in respect to visitors and contractors. Permits to work may be required where contractors are working on Clients worksites.

Visits to Client Premises

Employees visiting client premises may be at risk from activities which are not under their control. Similarly they are confronted with and required to comply with rules and regulations for that site. On arrival at a client site, staff must follow the clients reporting procedures prior to commencing work. The client is responsible for advising visiting staff on specific precautions or safeguards required to be followed when on site.

Electricity

All Company employees must be aware of the potential danger caused by the presence of Electricity on its worksites. All employees are made aware of their obligations by continual training and safety talks.

All Company employees are made aware of the presence of electricity on site by following the procedures set down in the site specific safety plan following the risk assessment process which will highlight the presence of underground/overhead services and electrical equipment interfaces.

Equipment Hire

All equipment hired by the Company is strictly controlled by our procedures to provide safe equipment at the best price for the client. It is Company policy to ensure that adequate training for the equipment is given prior to its use by the owner of the hired equipment and to ensure that the equipment is used for the purpose for which it was intended.

Emergency Call Out and Out of Hours Contacts

All Emergency Call Out and Out of Hours Contact details for each specific contract are listed in the site specific Health and Safety Pack located on site and displayed in a prominent position.

These relate to the Company Emergency Out of Hours telephone numbers and contact name, appropriate Emergency Services telephone numbers, the location of the nearest Accident & Emergency Hospital and Out of Hours Contacts for the customer or client.

Emergency Contact numbers are also handed over at client meetings for distribution to the client.

All Company personnel are issued with a telephone directory of Emergency Contacts and telephone numbers at the commencement of employment which are continually updated.

DIRECT EMPLOYEES – GENERAL HEALTH & SAFETY CONDITIONS

- Any person under 18 years of age is prohibited from operating any dangerous machinery unless they have completed or are undergoing an approved course of training.
- Drivers of vehicles must report defects such as faulty brakes, faulty steering etc. to the Contract Manager immediately.
- All guards must be kept in position at all times whilst machinery is being operated.
- Vehicles and machinery must not be left running and if unattended the keys / connection must be removed.
- Equipment left unattended must be left in a safe position.
- It is forbidden to carry out any repairs or fit any plug to an electrical appliance unless certified.
- No appliance may be connected to an electrical system by any means other than the correct plug or connection.
- It is forbidden to interfere with any electrical appliance.
- If any electrical appliance is found to be faulty it must be reported immediately to the Site Supervisor.
- It is forbidden to interfere with any of the client's equipment.
- No ladder may be used unless the employee has had adequate training and instructed to use. The ladder must be of a sound construction, of the correct length and either secured or footed.
- Any ladder found to be defective must be reported immediately to the Site Supervisor.
- It is forbidden to misuse any welfare facility provided by the Company or the client.
- Personnel Protective Safety equipment such as helmets, goggles, masks, safety footwear, fluorescent vests, wet weather gear, ear defenders, etc. are issued for use by the Company - PLEASE USE.
- If you are aware of a hazardous situation do not wait for an accident to occur - REPORT IT.

8. CONFIDENTIALITY

We expect our employees to comply with the customer's confidentiality rules. Retrieval or disclosure of confidential information relating to their business or a third parties will render employees liable to disciplinary action and/or civil proceedings.

You must not remove any documents or tangible items which belong to us or our customers which contain any confidential information from our premises or our customers' premises.

9. VEHICLE RULES

Authority to drive

Before you are permitted to drive you must have submitted your driving licence for us to copy and keep on file. You are requested to report any points and driving convictions as soon as they arise.

All drivers must be a minimum age of 25 years. We are not insured for any drivers under the age of 25.

Permitted Use

Vehicles are provided to mobile cleaners who require a vehicle. These cleaners are defined as having no fixed contract and all work is on an ad-hoc basis. Vehicles are provided for business use only, which is monitored through tracking devices attached to each vehicle. All staff are expected to keep a mileage log inside each vehicle. Any private mileage completed will be deducted from your salary at the rate of 0.45 pence per mile. These employees are also on call and require the use of vehicles at their home address. Weekend use must again be work related unless prior agreement with one of the directors has been given. **Tracking devices are set to send immediate alarms by e-mail when the vehicle is being used at weekends and when speed limits have been broken.**

Refuelling

Staff must contact a supervisor if they require diesel, unless they have been issued with a card to make payment. Please do not allow your vehicle to run any lower than one quarter full before contacting a supervisor that you are in need of refuelling.

Speeding

Speeding whilst in our vehicles is deemed as gross misconduct and the procedures set in the Terms and Conditions of employment will be followed.

Maintenance and cleanliness

Employees are responsible for keeping their vehicle clean, both inside and out and for all routine checks such as oil, tyre pressure and tread depth, break and power steering fluid and lights and indicators. To ensure that the vehicle is always in a roadworthy condition, these checks must be undertaken on a regular basis. We reserve the right to carry out random inspections of vehicles and mileage logs.

Servicing and repairs

Authorised vehicle drivers are responsible for ensuring that the vehicle allocated to them is serviced at intervals as set down in the manufacturer's handbook. All maintenance must be authorised by one of the Directors. Work will be carried out by Ultra Cleans service provider. No work must be carried out by any other person as this may affect the warranty of the vehicle. Staff must advise a Director or office staff that a service is due to enable us to book the vehicle for servicing in plenty of time.

Mobile Phones in company vehicles

Mobile phones must not be left in vehicles when unattended, even if this is for a short period of time. When you leave the vehicle, you must take the phone with you. Any phones which are lost or stolen due to direct negligence must be replaced at your own expense.

In accordance with Law, the use of mobile phones in your hand whilst driving is strictly forbidden. This applies to when the vehicle is in motion or stopped at traffic.

Any driver convicted of an offence of speeding or the use of mobile phones will be responsible for all fines/penalties imposed and in addition could be subjected to disciplinary action for serious misconduct.

Calls received by hands free equipment are acceptable if it is deemed safe to take the call.

Alterations and additions

You must not make any alterations to the normal specification of the vehicle unless you have written permission from one of the Directors. This includes the fitting of tow bars, additional aerials or roof racks.

Breakdowns

In the event of a vehicle breaking down you should contact Head Office, who will take action to recover the vehicle and/or collect you from your location.

Accident Reporting

All damage to, or loss of, or from, one of our vehicles however caused, must be reported to Head Office or a Director without delay. You will be required to complete a detailed report form as soon as it is reasonably practicable.

At the site of the accident

You must exchange details with any other parties ensuring you have full details of:

- Name
- Address
- Telephone number
- Company name (If applicable)
- Details of Insurance
- Driving Licence – Write down details
- Where possible take photos of the scene to back up your report of the incident. You may also need to make a sketch of the scene, so photos may aid with your recollection of events.
- Obtain the names and addresses of any witnesses.
- Write down the number plate of the vehicle involved.
- Note down police officers names who have attended the scene.

Do not offer any opinion of who is responsible. Simply exchange details.

Documents:

Road Fund Licence

We will make arrangements for the road fund licence for your vehicle to be renewed when it is due. You will be notified when it is available and it can be collected from Head Office.

MOT

Arrangements will be made with a garage chosen by Ultra Clean to complete annual MOT's. As and when they become due.

Insurance Documents

Ultra Clean will retain all insurance documents at Head Office.

Insurance Provisions

If we need to make a claim on our motor vehicle insurance, we must prove that we have not been negligent. Consequently it is vitally important that you follow all reasonable security procedures and drive the vehicle in a responsible and careful manner.

If a vehicle is damaged and after investigation such damage is found to be as a result of your negligence, we reserve the right to require you to meet the expense of repairing the damage. Alternatively, if the damage results in a claim on the insurance, we reserve the right to require you to pay any insurance excess that may accrue.

Every incident with a vehicle will be investigated and in the case of repeated incidents the appropriate disciplinary action will be taken which may include the right to withdraw the vehicle. Personal property is not covered by our vehicle insurance and if you wish to safeguard your own property you should take out your own insurance cover.

FINES

If you incur any fines for parking or other motoring offences, whilst driving one of our vehicles, you will be personally accountable for the payment of such fines. Fixed penalty notices are normally reported directly to us by the authorities. We reserve the right to pay such fixed penalties on your behalf and deduct the cost from your salary.

10. POLICIES

Anti Bribery and Corruption Policy

1. Introduction

Ultra Clean values its reputation and is committed to maintaining the highest level of ethical standards in the conduct of its business affairs. The actions and conduct of the firm's staff as well as others acting on the firm's behalf are key to maintaining these standards.

The purpose of this document is to set out the firm's policy in relation to bribery and corruption. The policy applies strictly to all employees, directors, agents, consultants, contractors and to any other people or bodies associated with Ultra Clean.

2. Understanding and recognising bribery and corruption

Acts of bribery or corruption are designed to influence an individual in the performance of their duty and incline them to act in a way that a reasonable person would consider to be dishonest in the circumstances.

Bribery can be defined as offering, promising or giving a financial (or other) advantage to another person with the intention of inducing or rewarding that person to act or for having acted in a way which a reasonable person would consider improper in the circumstances. Corruption is any form of abuse of entrusted power for private gain and may include, but is not limited to, bribery.

Bribes are not always a matter of handing over cash. Gifts, hospitality and entertainment can be bribes if they are intended to influence a decision.

3. Penalties

The Bribery Act 2010 comes into force on 1 July 2011. Under that Act, bribery by individuals is punishable by up to ten years' imprisonment and/or an unlimited fine. If the firm is found to have taken part in the bribery or is found to lack adequate procedures to prevent bribery, it too could also face an unlimited fine.

A conviction for a bribery or corruption related offence would have severe reputational and/or financial consequences for the firm.

4. Ultra Clean's Policy

Ultra Clean will not tolerate bribery or corruption in any form.

The firm prohibits the offering, giving, solicitation or the acceptance of any bribe or corrupt inducement, whether in cash or in any other form:

- *to or from* any person or company wherever located, whether a public official or public body, or a private person or company;
- *by* any individual employee, director, agent, consultant, contractor or other person or body acting on the firm's behalf;
- *in order to* gain any commercial, contractual, or regulatory advantage for the firm in any way which is unethical or *to* gain any personal advantage, pecuniary or otherwise, for the individual or anyone connected with the individual.

This policy is not intended to prohibit the following practices provided they are appropriate, proportionate and are properly recorded:

- normal hospitality, provided that it complies with the firm's Corporate Entertainment Policy;
- fast tracking a process which is available to all on the payment of a fee; and/or
- providing resources to assist a person or body to make a decision more efficiently, provided that it is for this purpose only.

It may not always be a simple matter to determine whether a possible course of action is appropriate. If you are in any doubt as to whether a possible act might be in breach of this policy or the law, the matter should be referred to head office.

The firm will investigate thoroughly any actual or suspected breach of this policy, or the spirit of this policy. Employees found to be in breach of this policy may be subject to disciplinary action which may ultimately result in their dismissal.

5. Key risk areas

Bribery can be a risk in many areas of the firm. Below are the key areas you should be aware of in particular:

Excessive gifts, entertainment and hospitality: can be used to exert improper influence on decision makers. Gifts, entertainment and hospitality are acceptable provided they fall within the firm's Corporate Entertainment Policy.

Facilitation payments: are used by businesses or individuals to secure or expedite the performance of a routine or necessary action to which the payer has an entitlement as of right. The firm will not tolerate or excuse such payments being made.

Reciprocal agreements: or any other form of *'quid pro quo'* are never acceptable unless they are legitimate business arrangements which are properly documented and approved by management. Improper payments to obtain new business, retain existing business or secure any improper advantage should never be accepted or made.

Actions by third parties for which the firm may be held responsible: can include a range of people i.e. agents, contractors and consultants, acting on the firm's behalf. Appropriate due diligence should be undertaken before a third party is engaged. Third parties should only be engaged where there is a clear business rationale for doing so, with an appropriate contract. Any payments to third parties should be properly authorised and recorded.

Record keeping: can be exploited to conceal bribes or corrupt practices. We must ensure that we have robust controls in place so that our records are accurate and transparent.

6. Employee responsibility and how to raise a concern

The prevention, detection and reporting of bribery or corruption is the responsibility of all employees throughout the firm. If you become aware or suspect that an activity or conduct which is proposed or has taken place is a bribe or corrupt, then you have a duty to report this.

Any such incidents should be reported in accordance the firm's whistle blowing policy (which can be found in the Employee Handbook, or to one of the Directors: Phil Evans, Sarah Evans or Julie Hall.

Environmental Policy Statement

Company Name: Ultra Clean (Oswestry) Ltd

Location: Oswestry
Tel. No.: 01691 670837

Date: 1st January 2015

Signed by: Sarah Evans

Ultra Clean (Oswestry) Ltd

Ultra Clean (Oswestry) Ltd supplies and installs a comprehensive range of *cleaning services and supplies*.

Ultra Clean (Oswestry) Ltd is committed to meeting the needs of its clients and other stakeholders in an environmentally sound manner. This will be achieved by seeking to minimise its environmental impact and acting on opportunities to mitigate impact and wherever possible generate environmental benefit.

It is our aim to achieve continual improvement in environmental performance by on-going review of methods and processes and our vision is to have an overall positive impact on the environment.

The Company aim is that this policy is implemented and maintained through the adoption of an environmental management system which meets as a minimum the requirements of EN ISO14001:2004.

This policy forms the framework for setting and reviewing environmental objectives which will be reviewed at least annually.

Ultra Clean (Oswestry) Ltd has set the following objectives which must be adhered to by all employees.

To comply with relevant environmental statutory regulations and in particular;

- To use, handle, transport, store and dispose of potentially environmentally damaging materials including waste within the appropriate legislation and codes of practice.
- To promote the use of and encourage our customers to use recycled and sustainable products
- To prevent pollution arising from our activities or services, by ensuring that pollution risk is assessed as part of our impact assessment
- To ensure all employees are made aware of this policy, environmental issues and their responsibilities through induction, training and displaying the policy
- To ensure all employees are competent to meet those responsibilities through performance review, audits and refresher training
- To encourage environmental awareness and responsibility in our clients and suppliers

- To communicate this policy and other environmental information externally through our web site
- Manage and minimize environmental risks identified in our operations wherever undertaken
- Co-operate with suppliers, customers and business partners to achieve higher environmental standards.

QUALITY MANAGEMENT POLICY

Ultra Clean (Oswestry) Ltd is a quality conscious organisation and as such we acknowledge the potential service that our commercial cleaning operations may have on the providing a seamless quality service.

This policy has been endorsed by Ultra Clean Directors who give their full support to its implementation. The Directors are responsible for ensuring that it is communicated, understood, implemented and maintained at all levels within the organisation.

We are committed to continual improvement of our quality performance. This has been facilitated through the setting of quality objectives based on our significant business objectives. These objectives will be documented, allocated targets and periodically monitored and reviewed through 'audit programmes'. The results of which are communicated throughout the organisation and to our managers and staff where appropriate.

As an organisation, we are committed to ensuring that we: -

- Implement all quality procedures where these are applicable and relate to our business objectives.
- Provide all employees with the necessary resources, equipment, information, instruction and training to fulfil the requirements of this policy, commensurate with their role.
- Strive to integrate quality best practice into our business operations.
- Prevent service failures that would affect quality, by ensuring that we manage our commercial activities systematically and procedurally.
- Maximise efficiency by reducing any unnecessary activity where it is economically and operationally feasible.
- Co-ordinate business activity so as to maximise fuel efficiency.
- Identify, quantify and reduce our activities and off-set any wasted time through quality management projects.
- Ensure that the quality is considered in the procurement of services.
- Give appropriate consideration for the quality in the goods and services we provide to customers.
- Work together with local businesses, neighbours, partners or suppliers to encourage commitment and improvement in our quality system.

This policy will be communicated to all employees and organisations working for or on behalf of Ultra Clean. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out providing quality business delivery.

This policy will be reviewed annually by the Quality Representative and where deemed necessary will be amended and re-issued. Previous versions of this policy will be archived and will be available upon request.

Directors

Phil Evans, Sarah Evans, Julie Hall