

Employee Handbook



Welcome



A Message from Alastair McDonald, Head of Commercial & Operations

Dear Q-Park Colleague

I am delighted that you have chosen to join the Q-Park Ireland Team. You are now part of a fast moving and forward thinking business that prioritises our customers, quality, safety and above all, YOU. At Q-Park we value each and every employee and ensure you are equipped with the training, tools and skills required to perform your role. This Handbook covers most of the things we do to support you in your employment with Q-Park – everything at Q-Park has quality at its core and this Handbook is an insight into how we will support you to perform your role and deliver a quality customer experience.

Through our core values, guiding principles and future planning we create an environment where you will have the tools, skills and confidence to make a positive contribution to the business. All of this is summarised annually in the One Q-Park Vision summary. We have put together this Handbook to answer most of the questions you will have during your employment with us and assist you in developing as part of the Q-Park Team.

I would like to welcome you to the Q-Park Team and trust you enjoy developing your career with us.

Alastair McDonald

Head of Commercial & Operations, Q-Park Ireland

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Purpose of the Employee Handbook



The success of Q-Park is directly related to the quality of our employees and our work environment. With that in mind, this Employee Handbook was developed to inform you of the Policies, Rules, and Procedures in force to maintain the level of quality, equality, and fair dealing that we at the Company think is important for our continued success.

This Employee Handbook aims to give you a general understanding of the Company policies and procedures that are most likely to be encountered during employment. It is only a summary and not all-inclusive. It is not, in itself, a contract of employment either expressed or implied.

If you have any questions about the contents of this Handbook, please address them to your manager.

Please thoroughly read and familiarise yourself with this Handbook as its contents are part of the terms and conditions of your employment with the Company, unless expressly indicated otherwise.

It is the intention of this Handbook to cover most foreseeable events during the course of your employment with the Company, but no Handbook can fully anticipate all circumstances. For the avoidance of doubt, the Company's policies and procedures are not contractual and may be amended and/or replaced from time to time at the discretion of the Company, with reasonable notice. This does not mean we will keep shifting the goal posts! We just have to be mindful that things change over time and we all have to change accordingly. Amendments will take the form of general circulars distributed by managers, emailed to you and/or displayed on Company notice boards. Please ensure that you read any amendments and speak with your manager if you are unsure of anything as you will be expected to abide by the Company's policies and procedures.

If any part of this Handbook is considered to be in conflict with existing law, regulations or other statutory requirements, only the part, which is in direct conflict, will be invalid. The remaining part of the Handbook's policy statements, rules, procedures and codes of practice will remain in force.

About Us



Q-Park Ireland is part of the European Q-Park Group, one of the top parking companies in Europe and active in the Netherlands, Belgium, Germany, France, Denmark, Great Britain and Ireland.

Q-Park was founded in 1998 in the Netherlands and opened its first car parks in Maastricht, Amsterdam and The Hague. Thereafter, the European expansion quickly gathered pace, now represented in 7 different countries throughout Europe, Q-Park has risen to a leading position, establishing ourselves as a thoroughly trusted and highly respected international brand with a strong market position in each respective country. We are recognised as a provider of high quality, secure, clean and well-managed parking facilities.

Q-Park are privately owned by KKR Infrastructure, a leading, global investment firm that manages investments across multiple asset classes, including infrastructure. They fully support Q-Park's long-term strategy and the ambition to play a leading role in the anticipated consolidation of a fragmented parking industry.

Vision

Q-Park aims to be the most preferred and recommended parking partner at strategic locations in Northwest Europe, based on functional quality, operational excellence, customer satisfaction and sustainable financial performance.

Mission

Q-Park enhances quality of life by providing clean and safe parking facilities, based on the pillars of convenience, reliability and hospitality.

Values

Q-Park recognises that our goals can be met only with the dedicated input of committed, well-trained and well-managed employees who share our passion for quality and customer service. We invest heavily in induction training and continuous development of our people.

The continued success of our company depends on you and your new colleagues. Q-Park employees therefore embrace the Core Values programme, the foundation for the Q-Park philosophy.

Q-Park's four core values are:

- Customer focus
- Quality focus
- Working together
- Results orientated

Our core values confirm quality of our parking facilities on a daily basis. Our beliefs and values shape the way we work together with all those we have interactions with. Q-Park's core values stem from these beliefs of:

- providing service to our customers
- working together with customers, suppliers, and colleagues
- operating our business proactively
- responding to the marketplace

And we are proud to provide these through:

- reliability, consistency of service and product
- quality standards (convenience, safety and service)
- knowledge based advice – our 'product' is based upon research and 'know how'.

Parking as part of the mobility chain

In Q-Park's view, parking is not an end in itself, but part of the total mobility chain. Our customers do not park for the sake of parking as such but they need to reach a destination, whether that means their office, shops, hospital, their homes or a place of entertainment. Q-Park's approach is to offer customers a range of parking-related facilities that meet their specific needs and requirements. This all-round approach is reflected in Q-Park's package of products and services.

Quality in parking

Q-Park stands for quality in parking and that quality is the basis of all our activities, both internal and external. The customer is our priority. Q-Park's strict quality criteria are expressed in its well-lit, clean, safe parking facilities. As convenience is increasingly important to our customers, Q-Park has introduced new systems that simplify payment and access, for example via Tap and Go and PaSS.

Consistent house style

The Q-Park brand stands for Quality in Parking. Q-Park designs and develops top quality parking facilities utilising a distinctive house style and offering our customers a range of parking related facilities that meet their specific needs and requirements.

Q-Park's parking facilities are distinctive in having a highly recognisable and consistent house style. For example, they all make use of red and green signage. The unity and distinctive brand of Q-Park is maintained and strengthened through the house style.

Delivering quality

Q-Park wants to be the best in terms of quality. The Company's objective is to deliver a total quality parking experience to our customers in the form of convenience, safety and service to facilitate their journey from their homes to their destination. Q-Park aims to raise the standards of the parking industry and operate in the parking market as the preferred partner in the overall mobility chain. Satisfied customers are the best guarantee for Q-Park's future.

Employees determine our quality

Q-Park's employees determine the quality of our parking products and services. This is why Q-Park places great attention to the way its employees associate with each other and our environment. Q-Park has developed an international programme with core values. These core values assist Q-Park's employees in making the right choices every day with quality central to our work.

Customer service

As outlined above, Q-Park places the highest value on developing excellent customer relations. Q-Park's research has shown that, without doubt, customers are more influenced by the personal aspects of the service that they receive than by any material or technical factors. Accordingly, within Q-Park we encourage employees at all levels to recognise the importance of each customer they meet in the course of their working day and to make the fullest possible use of their personal skills and talents to provide a superior service.

Joining Q-Park



Upon joining Q-Park you will have received an email with your new starter documentation enclosed. Please complete this documentation at your earliest opportunity and return them to your manager who will pass them to HR on your behalf. If you do not have the ability to access and print this documentation your manager can help you with this on your first day of employment.

Terms and conditions of employment

Your terms and conditions of employment are contained within: -

- The conditional offer of employment letter and your contract together with any specified supporting documentation
- Training modules on the Learning Hub assigned to employees
- General circulars that may be issued from time to time, introducing new features, or amending existing conditions which are applicable to all employees
- Letters to individual employees from the Company confirming a new or amended conditions of employment
- This Employee Handbook
- Company rules, procedures and best practices

Terms and conditions of employment may be subject to change from time to time. Reasons for such changes can be various, including legislation, re-organisation, or other sound business reasons. Reasonable notice of any proposed changes will be given to employees.

Other employment

You are required to write to the Head of HR to request permission to take any form of secondary employment as this may impact on the number of hours you are able to work under the terms of the Organisation of Working Time Act 1997, and will affect your tax deductions. It is essential that all employees report any other jobs to the Company. Hours worked may then be requested by Q-Park in order to comply with the legal requirements of regulations.

However, you must not work for any other Company, or be engaged in any other business trade or occupation whatsoever, which may or may not conflict with Q-Park interests without the express permission of the Company.

Personal appearance

Employees represent the Company whenever they meet customers and suppliers and we require all employees' appearance to be smart and professional at all times.

The wearing of facial jewellery is not permitted. No more than a single earring may be worn in each ear and should be of appropriate size and design in keeping with our uniform standards. Personal jewellery should be kept to a minimum.

Visible tattoos are to be discouraged and where present should not be offensive to others. Tattoos should be covered whilst at work and should not be visible.

Chewing of any form of gum is prohibited anywhere on any Q-Park site or when on duty.

Uniform

If you have been given a uniform you should wear this at all times whilst on Company business. Uniforms must be kept clean, pressed and presentable.

When you start your career with Q-Park you will be measured and an individual uniform supplied for you. Please consult with your manager in the first instance with any questions concerning your uniform. Your manager will be able to give you information on the replacement cycle for your specific uniform. Uniformed employees will be provided with safety boots, to be worn during working hours. Alternatively, employees can wear appropriate black footwear, please note that runners are not appropriate footwear. If you have any concerns in this regard, please speak with your manager.

When you commence your employment you may have a slight delay in attaining a Q-Park uniform, in this instance please consult with your manager over appropriate clothing to wear for the initial period. Any personal protective clothing that is issued by the Company must be worn at the relevant time. Failure to wear this clothing may result in disciplinary action.

All head office employees must adhere to the head office dress code, a copy of which is displayed on the Company notice board.

ID badge/Access control card

Everyone is given an ID badge when they start with Q-Park. You should visibly wear them at all times whilst on Company business.

Not only does the ID badge associate you with Q-Park, but they inform customers that you are there to help and act as proof of employment with Q-Park.

It is your responsibility to keep your ID badge safe and you must ensure that you notify your manager if you lose your ID badge so this can be replaced.

The ID badge can also be used as an access control card as it has been programmed to give you access to all of the areas of the business that you require. Use of other people's ID and access control cards or loaning your card to another employee/individual is strictly prohibited. If an employee misplaces their card they must inform their manager as soon as they are aware of the situation.

Changes of personal circumstances

It is important to notify HR of any changes to your personal circumstances so that we can keep your employment record up to date. These include: name, address, telephone number, next of kin, bank or building society details, dependants, marriage, if you gain a qualification, criminal convictions and loss of driving or other relevant licenses.

Request for information

Should you require confirmation of your employment for a mortgage, tenancy or for visa and immigration purposes please email your HR representative, who will action your request. To assist this request, please provide full details of what information is required and the respondent's full name and address.

Food and drink facilities

Where facilities are provided, please ensure they are left in a clean and tidy condition after use. Care must be taken when using hot/electrical equipment and all rules concerning their use should be adhered to.

At no time should food be consumed in the customer service area of the lodge. Please note that for health and safety reasons portable electrical appliances must not be brought onto Company premises.

Smoking and vaping

While lifestyle choices are decisions only you can make, the Company wants to provide a healthy and professional atmosphere. Therefore, all facilities are no smoking areas.

Those employees who wish to smoke (including any devices that simulate cigarettes) must limit smoking to designated areas and must ensure that cigarette butts and other debris are discarded in appropriate receptacles. This policy applies equally to all employees, customers and visitors.

Car parking and parking passes

Parking is provided to you as part of your employment with Q-Park and can be used inside and outside of working hours. Where the Company provides car-parking facilities, cars must be parked with due care for others, the Company does not accept liability for damage or loss to employees' private vehicles.

Where you are issued with a pass card to allow access to a car park, it is your responsibility to keep this safe. Such passes are issued to individual employees, and unless previously agreed with your manager should not be given to anyone else for use. It is permissible for an employee's partner or spouse to use the employees pass card outside of the employees normal working hours.

Employees who fail to observe the correct use of pass cards could have the privilege withdrawn and may be liable to disciplinary action in accordance with the Company's disciplinary policy.

Use of own vehicle for business use

Employees wishing to drive on Company business must provide copies of the following to HR:

- Full current valid driving licence for the class of vehicle that they drive on Company business.
- Suitable insurance (i.e. insurance to cover business use) for all privately owned vehicles.
- Valid NCT for any vehicle used on Company business

Employee must advise HR, in confidence, of the following as soon as is practicable after the penalty is imposed or if any change occurs:

- Any endorsements on the driving licence or disqualification from driving.
- Any change of a privately owned vehicle used for Company business.
- Any change to insurance conditions.

Along with the above you must also complete the Company Travel – Car Details Disclosure Form which will be kept on the employee's personnel file.

It is the responsibility of the employee to update HR of any changes in relation to their car, insurance or driving licence. Should any employee fail to inform HR of any changes they may be liable to disciplinary action.

An annual audit is conducted and you are required as a part of this audit to provide HR with this information.

No business mileage will be reimbursed if you have not provided these details in advance of any travel.

Conduct at work

Q-Park expects all employees to behave in a reasonable manner and to work in the best interests of the Company. The following list provides some examples of the type of conduct that the Company would expect of all employees:

- To be punctual for the start of work and to take breaks within any allocated break times
- To give regular attendance at work and to minimise all absenteeism
- To be courteous, helpful and polite to all those with whom you have contact
- To devote all your time and attention, whilst at work, to the Company and ensure that all its property including confidential information, records, equipment, information technology, etc., is kept safe and used correctly and appropriately
- To comply with all the Company's policies, controls and procedures and to observe and perform all the terms of your employment as set out or referred to in your Contract of Employment
- Not to be involved with any company, client, contact or agent who is in or may be in competition with this Company.

Working at Q-Park



Pay and benefits

Details of your rate of pay, including the date and method of payment, are specified in your contract of employment. Your payslip will be emailed to you each month in advance of pay day. Upon starting with the Company the Payroll Officer will contact you to inform you of a passcode which enables you to open your payslip.

Pay arrangements

Your wages/salary will be paid by credit transfer direct to your Bank or Building Society account. To enable us to process your pay without delay, please make sure that you supply accurate details on your payroll starter form which will have been provided to you as part of your new starter pack.

If you change your Bank or Building Society please let payroll know as soon as possible.

Our current tax reference number is 8269339N.

Pay problems

If you have any problems with, or questions about, your pay, contact your manager immediately.

Overpayments and errors in pay

If you are overpaid for any reason you are required to notify your manager immediately. The amount of overpayment will normally be deducted from the following payment in full. Any failure to report an overpayment may result in disciplinary action.

You expressly agree as part of your terms and conditions of your employment that the Company may deduct an amount equivalent to any overpayment made to you, from any future wages/salary that may become due to you.

Policy regarding bonus and/or commission

Any payments of bonus and/or commission are at the absolute discretion of the Company. If you are eligible to be considered for a bonus and/or commission, you will be separately advised. Q-Park reserves the right to withdraw, alter or amend commission and/or bonus payments as and when necessary.

Annual salary review

Salaries are reviewed in January and any changes, which are entirely at the discretion of the Company, will normally take effect from 1st January. Any changes will be paid during February or such other dates as management may determine. Where applicable the increases will be backdated.

Deductions for loss brought about by employee

We reserve the right to require you to repay to the Company, either by deduction from wages/salary or any other method acceptable to the Company:-

- Any losses sustained in relation to the property or monies of the Company, client, customer, visitor or other employee of the Company, during the course of your employment caused through your carelessness, negligence, recklessness or through breach of the Company's rules or any dishonesty on your part;
- Any damages, expenses or any other monies paid or payable by the Company to any third party for any act or omission for which the Company may be deemed vicariously liable on your behalf.

Deductions for overpayments

Any amounts of remuneration, expenses or any other payments (statutory, discretionary etc) which are overpaid to you whether made by mistake or through any misrepresentation or otherwise including holiday granted in advance of it being accrued; and any other sums owed to the Company by you, including, but not limited to, outstanding loans or advances, relocation expenses or excess holiday taken.

Location and hours of work

You are responsible for beginning work at the appropriate time. If you are late it causes more work for your colleagues, may inconvenience our customers, and reflects badly on you. Lateness and absence is treated as a disciplinary offence. Persistent lateness or absence may be grounds for disciplinary action and possible dismissal.

Hours of work

Your normal hours of work will be stated in your contract. In some areas of the Company hours may vary from time to time. Every effort will be made to give you as much notice as possible to balance your personal commitments with business requirements.

We will also ensure that your hours of work comply with the terms of the Working Time Regulations. The timing of any breaks will be controlled by managers to ensure operational continuity is maintained.

Additional working hours

Because of the nature of our Company it is important you are available to work additional hours whenever reasonably required. Although this may not always be convenient for you, we hope you will support your colleagues whenever possible.

Flexibility

Due to business demands, it may be necessary at times to ask you to carry out work which is not normally part of your role. If this happens we will ensure any necessary training and support is given to you if needed.

Location of work

Your normal location of work will be stated in your contract. If you work in a cluster environment you may be required to work at various sites throughout the cluster. However, we may need to transfer you (on a permanent or temporary basis) from one site to another provided that any alternative site is within reasonable travelling distance from your home. Where the transfer will be permanent, every effort will be made to give you reasonable notice.

Recruitment and selection procedure

Introduction to policies

Q-Park expects its employees to reflect its high professional standards in their day to day behaviour at work. The following policies and procedures outline some of our main expectations. Other expectations may be set out in your job description or agreed with your line manager from time to time. Should you have any questions regarding these policies and procedures please speak with your manager.

Recruitment and selection procedure

The objective of an effective recruitment and interview process is to select from the candidates the individual best equipped with the knowledge, skill, experience and ability to do a particular job in a competent manner. The Company provides equality of opportunity to all candidates in an effort to select from the widest choice of candidates and minimise any skill shortages across the Company.

At all times, recruiters must be aware of their responsibility to follow fair and objective criteria for selection in line with equality legislation. Direct and indirect discrimination regarding employment is prohibited by legislation on any of the following grounds: gender, marital and civil partnership status, family status, sexual orientation; religion; age; disability; race and membership of the Traveller community.

Advertising

Where vacancies are available within the Company, internal vacancy notices will normally be issued to each area of the business through email. The internal advert will be printed and placed on notice boards/communications folders to ensure employees without access to a computer are given the opportunity to apply.

The selection process

In determining the best candidate for a position, a range of factors including skills, knowledge, experience, attendance record, time keeping, performance appraisal assessments etc. may be considered where available.

Appropriate selection tests and psychometrics tests may be used from time to time in particular where technical skills must be assessed.



Offers of employment

Selection of a candidate will take place in consultation between local management and HR. All offers of employment will be issued by HR. For all senior management positions, the selection decision and appointment must be approved by the Board. External applicants will be notified throughout the recruitment and selection process by HR.

Where vacancies are advertised internally, the hiring manager will be responsible for informing all unsuccessful or successful internal candidates of the outcome.

Family relations

The recruitment policy of Q-Park is to hire the best qualified person available for a particular position, all job applicants are considered impartially and on their own merits. In selecting new employees and in evaluating existing employees, it is necessary for certain managers at the Company to judge the performance of other employees. If family and/ or other personal relationships are involved, it may be difficult to make objective, unbiased judgements. To avoid individuals in the Company being placed in the position of having to make evaluations of members of their own immediate families or household, no person employed by Q-Park shall work in the same department or team as a member of another member of their immediate family or household without prior approval of the Head of Commercial & Operations.

Any family relationship between an employee and potential employee must be fully disclosed to the hiring manager prior to any appointment in all instances.

Confidentiality

At all stages of the recruitment process, internal and external applicants should be assured of discretion and confidentiality regarding their application.

Employment checks

All offers are subject to satisfactory employment checks including the provision of the right to work in Ireland, written employment references, documentary evidence of qualifications/ membership of professional bodies (if required), driving licence checks (if required) and garda vetting checks at healthcare sites.

The appropriate employment screening checks will be carried out on all employees, however an employee may have commenced employment prior to the checks being completed. Therefore, all employees' should be made aware that their employment could be terminated at any time where checks are unsatisfactory to the Company.

Proof of right to work in Ireland

In order to ensure the recruitment process is as efficient as possible, all candidates are asked to bring evidence of right to work in Ireland to the interview. The manager should ensure that they check the original document and satisfy themselves that it is authentic during the interview stage.

Legally, proof of right to work has to be obtained at the start of employment therefore it is very important that employees bring their right to work documents on their first day of employment. Failure to do this will result in the employee being unable to start.

Driving licence checks

Where driving is a requirement of the role, candidates will be asked to bring their driving licence to the interview to be checked by the manager. Any endorsements should be declared and discussed during the interview.

Reference checks

It is our normal practice to take up references from previous employers. Checks will be made to validate the information provided within your application including qualifications, previous employment, professional references and other details supplied. Any offer of employment is subject to what we consider to be 'satisfactory' references and checks. References are confidential between the Company and your referee subject to any legal obligation of disclosure under data protection legislation.

Your employment may not be confirmed or may be terminated if we receive what the Company deems to be an 'unsatisfactory' reference or if you are unable to provide the Company with the required information to fulfil these checks.

Induction programmes

All new employees will undertake Q-Park induction training within one month of their commencement with the Company. This includes on the job training and completion of modules on the learning hub. It is the managers responsibility to ensure this is conducted

and that the new employee is familiar with their new job, their colleagues and Q-Park's ethos and core values.

Record keeping

Records of all applications, screening criteria and interview notes will be kept for a minimum period of 12 months by the HR Department before being discarded.



Annual leave policy



Q-Park recognises that employees need time off work for rest and relaxation as well as for other commitments. Annual leave requests should be made with as much advanced notice as possible in order to allow the Company sufficient time to arrange cover for the absent employee.

Periods of 5 days or more annual leave require a minimum of one months notice. All annual leave requests must be prior approved by the employee's manager. It is at the discretion of an employee's manager whether annual leave requests can be facilitated. Every effort will be made to accommodate employees' requests, but, in certain instances, employees will be required to make alternative arrangements if their absence would cause operational difficulties. Employees should not make travel bookings until approval for annual leave has been given.

Entitlement

Q-Park's annual leave year runs from 1st January to 31st December of each year. Your annual leave entitlement is set out in your contract of employment.

Annual leave entitlements will be calculated in accordance with the Organisation of Working Time Act 1997.

In each leave year where an employee works at least 1365 hours in the leave year, they are entitled to 4 working weeks of annual leave.

An employee who works at least 117 hours per month is entitled to one third of a working week for each month in which the employee works.

An employee who works less than 117 hours per month is entitled to 8% of hours worked in the leave year subject to a maximum of 4 working weeks.

The term "working week" means the number of days or hours an employee normally works in a given week.

Employees covered by more than one of the above calculations will be entitled to use whichever reference period results in the greater amount of annual leave.

Recognised public holidays

In addition, full time employees are automatically entitled to the following public holidays in Ireland: New Year's Day, St Patrick's Day, Easter Monday, the first Monday in May, the first Monday in June, the first Monday in August, the last Monday in October, Christmas Day and St Stephen's Day.

Those who are not required to work on a public holiday will receive pay for this day. If you are required to work on a public holiday, you will receive an additional day's pay.

Part-time employees who have worked 40 hours or more within the previous 5 weeks ending on the working day before the public holiday are entitled to benefit from a public holiday.

All part-time employees who normally work on the day on which the public holiday falls are entitled to the public holiday and their normal day's pay. All part-time employees who do not normally work on the day on which the public holiday falls are entitled to an additional payment equivalent to one fifth of their normal weekly rate of remuneration for the public holiday.

Holiday year

The holiday year runs from 1st January to 31st December. All entitlements must be taken in this period. Annual leave may not be carried forward into the following year, other than in exceptional circumstances, where a Company director authorises this, in such circumstances up to five days annual leave may be carried forward.

We may require you to take (or not to take) holiday on particular dates, including when the business is closed or particularly busy or during your notice period.

Additionally, if you have already exceeded your annual leave allocation in a particular calendar year these days will be subtracted from your following year's annual leave allocation.

Starter and leaver entitlements

Annual leave pay is earned against time worked. On joining the Company, you will be entitled to annual leave in proportion to when you joined compared to the holiday year. If your employment starts or finishes part way through the holiday year, your holiday entitlement will be calculated on a pro-rata basis. If, upon termination of employment, you have utilised

annual leave in excess of your entitlement (based on your pro-rata portion of the year worked) the appropriate deduction will be made to your final payment of salary.

Sickness during holiday

If you are sick or injured whilst you are on annual leave, you should get a medical note from your doctor as soon as possible to cover the days you were sick and provide this to your manager. If your manager deems this satisfactory the period of incapacity will be treated as sick leave and you can reclaim the affected days of holiday to take at a later date. Employees already on sick leave before a pre-arranged period of holiday may choose to cancel any days of holiday that coincide with the period of incapacity and treat them as sick leave.

Company sick pay will only be paid for such days if you comply with our Sickness Absence Policy, including notifying your manager immediately of your incapacity and obtaining medical evidence, even if you are abroad.

Long term sickness absence and holiday entitlement

Holiday entitlement continues to accrue during periods of sick leave. If you are on a period of sick leave which spans two holiday years, or if you return to work after sick leave so close to the end of the holiday year that you cannot reasonably take your remaining holiday, you may carry over unused holiday to the following leave year.

However you must be aware that carry over under this rule is limited to the four-week minimum holiday entitlement under EU law (which includes bank holidays), less any leave taken during the holiday year that has just ended. If you have taken four weeks' holiday by the end of the holiday year, you will not be allowed to carry anything over under this rule. If you have taken less than four weeks, the remainder may be carried over under this rule. For example, a full time employee working 5 days per week who has taken two weeks' holiday plus two bank holidays before starting long-term sick leave can only carry over one week and three days.

Any holiday that is carried over under this rule but is not taken within 15 months of the end of the holiday year in which it accrued will be lost.

Dishonest claims or other abuse of this policy will be treated as misconduct under our disciplinary procedure.

Maternity leave policy



General policy

The Maternity Protection Acts 1994 and 2004 provide rights to all employees regarding maternity leave and ante-natal/post-natal care regardless of length of service.

Q-Park encourages all employees to inform their manager as soon as they know they are pregnant; this enables Q-Park to ensure that the environment is supportive of all pregnancy requirements during this time.

Pregnant employees are entitled to 26 consecutive weeks basic maternity leave. This leave period may be taken at the time the employee selects, provided that the leave commences at least two weeks before the end of the (medically certified) expected week of confinement. The employee may return to work at a time she selects provided it is not any earlier than four weeks after the end of the expected week of confinement.

Early confinement

Should confinement take place four weeks or more before the expected week of confinement the employee is entitled to the full maternity leave entitlement beginning in the date of the birth or the first day of maternity leave (if she is already on leave) whichever is earlier. The employee should notify Q-Park in writing within fourteen days of the changed circumstances.

Late confinement

Should the birth take place later than expected and the employee has less than four weeks leave after confinement, the minimum period will be extended by up to but not more than four weeks, to ensure that she has four weeks leave after the birth. This provision would come into operation where an employee arranged to take a substantial proportion of her maternity leave before the birth and the confinement was later than expected. An employee is required to notify her employer in writing as soon as practical for an extension of maternity leave and to confirm the actual duration.

Miscarriage

An employee, who is in the unfortunate position of giving birth to a still born baby on or after 24 weeks of pregnancy, will still be entitled to maternity leave.

If a miscarriage occurs before the 24th week of pregnancy the mother would not be entitled to take maternity leave in accordance with legislation. In such circumstances we would recommend the employee take sick leave or compassionate leave.

Additional maternity leave

In addition to maternity leave an employee may elect to take 16 weeks unpaid additional maternity leave. During this period, there is no entitlement to social welfare maternity benefit. The employee must inform

Q-Park in writing of your intention to take the additional leave not later than four weeks before the end of the 26 weeks maternity leave period.

Natal care leave

An employee is entitled to such time off as is necessary from her normal working time, without loss of pay, to attend medical or related ante-natal or post-natal care. This right is subject to the employee providing Q-Park at least two weeks' notice, where possible, of her ante/post-natal appointment and if requested a copy of her appointment card. The requirement to produce an appointment card does not apply to the first appointment.

The Company requests that, where possible, the appointments are at the beginning or at the end of the working day. If the appointment finishes before the end of the working day, you must return to work.

Time off to attend ante-natal classes

An employee is entitled to time off from work without loss of pay to attend one set of ante-natal classes (other than the last three classes). An expectant father is entitled to time off from work without loss of pay to attend the last two antenatal classes before the birth. This right is subject to the employee giving Q-Park at least two weeks' notice before the first class or class concerned and appropriate documentation giving the dates and times of the classes.

Postponement of maternity leave

Subject to the employer's agreement, a mother has the option of splitting, or postponing, the period of maternity leave/additional maternity leave in the event of the hospitalisation of the child. Maternity leave may only be postponed if the employee has taken at least 14 weeks maternity leave, four of which have to be taken after the end of the week of confinement. The maximum period of postponement is six months. You should request the

postponement of the leave in writing as soon as possible. This request should also include a letter of confirmation from the hospital.

Breastfeeding

A breastfeeding mother is entitled without loss of pay, at the option of her employer to a break of one hour where suitable facilities are provided in the workplace or a reduction of working hours. The one hour break may be split into shorter periods of time totalling one hour. Part-time employees will be entitled to a pro rata benefit. The entitlement may be availed of for up to 26 weeks after the date of confinement, provided you inform your manager of your intention when you are advising the Company of your intention to return to work.

Maternity health and safety

Please advise your manager as soon as possible that you are pregnant, in case extra precautions are needed to protect the health and safety of both you and your baby.

As your employer we have a duty of care under health and safety legislation to conduct a risk assessment for pregnant employees and those who have recently given birth or are breastfeeding.

If a risk is identified and cannot be removed from the work process, then the Company will take the following steps to ensure that you are no longer exposed to the risk:

- (a) temporarily adjust your working conditions or working hours, to the extent needed to avoid the relevant risk; if step (a) is not feasible,
- (b) then you will be transferred to other work, or, in the case of night-workers, to day-work; if step (b) is not feasible,
- (c) then you will be given health and safety leave.

The Company will pay for the first 21 calendar days of health and safety leave, thereafter a social welfare benefit may apply.

If you become aware that you are no longer vulnerable to the risk for which you have been granted health and safety leave, you are obliged to inform the Company in writing of the fact, as early as reasonably practicable. Likewise, if a risk no longer exists, or if the Company is in a position to offer suitable alternative work, the Company will notify you in writing and the health and safety leave will expire seven days after receiving the notification to return to work.

Procedure

An employee must provide Q-Park at least four weeks' written notice of her intention to take maternity leave and also forward to Q-Park a medical certificate confirming pregnancy and specifying the expected week of birth.

An employee must also provide 4 weeks' written notice of her intention to take additional maternity leave (which can be given at the same time as notice to take basic maternity leave).

In addition, the employee must provide Q-Park in writing at least four weeks' notice of her intention to return to work. This notice to the employer is mandatory and return to work is dependent on this notice.

Payment and benefits during leave

The Company does not pay employees whilst on basic maternity leave or additional maternity leave.

During basic maternity leave, employees who have the necessary PRSI contributions are entitled to Maternity Benefit from the Department of Employment Affairs and Social Protection.

During the 16 week period of additional maternity leave, no payment is made by the Department of Social Protection.

The form MB10 is the application form for Maternity Benefit and should be completed and sent to the Department of Employment Affairs and Social Protection 6 weeks prior to an employee's intended start date of Maternity Leave. This form is also completed by the employee's doctor and her employer, Q-Park.

During maternity leave all contractual rights continue to apply and your service continues to accrue. You will be entitled to return to your usual job at the end of maternity leave unless that is not reasonably practicable, in which case you will be offered with suitable alternative work on terms and conditions which are not sustainably less favorable than the ongoing job.

Additional maternity leave and sickness

You may request to terminate unpaid additional maternity leave in the event of a medically certified illness, thereby allowing you to transfer to the sick leave scheme. This is subject to approval by the Company. Requests for termination of the additional maternity leave and acceptance of this by the Company must be in writing.

Please note that if you choose to transfer to the sick leave scheme, then the remainder of the additional maternity leave cannot be taken at a later date following the period of sick leave.

Annual leave and public holiday benefit

While on maternity leave and additional maternity leave you will retain your full entitlement to annual leave and public holiday benefit. You will be notified of the number of public holidays for which you are entitled to benefit, and will agree with your manager when these paid days will be taken.

Any request for annual leave must be made as per the Company's annual leave policy. Such requests will be treated in the same way as an annual leave application from any other employee, taking account of business and resourcing issues.

Paternity leave policy



Entitlement to paternity leave

Paternity leave is available to all employees regardless of length of service, on the birth of a child, where either you are the biological father; or you are the spouse, civil partner or co-habitant of the mother. Where an adoption agency places a child with you and/or your partner to either the nominated parent in the case of a married same sex couple; or the spouse, civil partner or cohabitant of the adopting mother or sole male adopter.

In adoption cases, you may wish to consider adoption leave instead (see the adoption leave policy). Only one parent can take adoption leave. You cannot take both paternity leave and adoption leave.

Timing and length of paternity leave

Paternity leave must be taken as a period of two consecutive weeks. It cannot be taken in instalments. Paternity leave can start on the date of the child's birth or adoption placement, or a later date of your choosing. Paternity leave must end within 26 weeks of the birth or placement.

Notification

To take paternity leave you must give us written notice 4 weeks before you intend to take the leave.

You will be required to provide a certificate from your spouse or partner's doctor confirming when the baby is due or a certificate of placement in the case of adoption. The request must specify the commencement date of the period of leave.

Postponement of paternity leave due to late birth/ postponed adoption placement

An employee may postpone a period of paternity leave where the date of birth occurs after the date in their notification to the Company or where the date of placement is postponed in the case of adoption. The employee may select another date on which paternity leave will commence.

Postponement of paternity leave due to illness of the relevant parent

In the event that an employee becomes ill before a period of paternity leave has commenced, the period of leave may be postponed. Notification of a request to postpone the leave due to illness must be received by the Company as soon as possible after becoming ill and must be accompanied by a medical certificate. The employee must follow up in writing confirming the request to postpone the leave as soon as is reasonably practicable but not later than the day on which the postponed leave begins. The leave may be postponed until such time as the employee is no longer sick. The period of postponed leave must end not later than 28 weeks after the date of birth or day of placement. The employee must notify the company when they intend to take the postponed paternity leave not later than the day the employee commences the leave.

Postponement of paternity leave when the child is hospitalised

If the child is hospitalised, the employee may request in writing to postpone all or part of their paternity leave. Postponement of paternity leave in such circumstances is subject to approval by the Company. The Company will respond to the request for postponement as soon as practicably possible with a decision on the matter.

Where the company agrees to postpone the leave, the leave will be postponed with effect from a date agreed by both parties. The employee will return to work on a date agreed by the Company and employee. The postponed leave, which must be taken in a continuous block not later than 7 days after the discharge of the child from hospital or such other date as may be agreed upon between the employee and the Company. The employee must notify the Company when they intend to take the postponed paternity leave not later than the day the employee commences the leave.

It is important to note that if the employee falls ill during the period of postponement of paternity leave, and requests to be viewed as being on sick leave from work, the employee will forfeit the remainder of the paternity leave which cannot be taken at a later date following the period of sick leave.

Paternity pay

The Company does not pay employees on paternity leave. You may qualify for paternity benefit from the Department of Employment Affairs and Social Protection if you have sufficient PRSI contributions. Claims should be made on a PB2 form, which are available from the Department of Social Protection.

The employee must have a public services card to apply for paternity benefit. If the employee does not already have a Public Services Card, he/she can make an appointment to get one at www.mywelfare.ie. The Company will complete the employers section of the form when it has been completed by the employee.

Transferred paternity leave

Where an employee entitled to paternity leave in relation to a child dies, an employee who is the surviving parent of the child will be entitled to the leave. This entitlement exists up to 28 weeks after the date of birth or day of placement of the child.

Annual leave and public holidays

While on paternity leave employees retain the right to accrue annual leave and public holidays as if the employee had not been absent from work.

Abuse of paternity leave

Where the Company has reasonable grounds for believing that an employee who is on paternity leave is not using the leave for the purpose for which it is intended, the Company may, by notice in writing given to the employee, terminate the leave and the notice will contain a statement in summary form of the grounds for terminating the leave and will specify the day by which the employee must return to work. If, following an investigation, an employee is found to have abused this leave, he or she may be subject to disciplinary action, up to and including dismissal.

Terms and conditions during paternity leave

All the terms and conditions of your employment remain in force during paternity leave, except for the terms relating to pay as outlined above.

Returning to work

You are normally entitled to return to work after paternity leave to the same position you held before commencing leave. Your terms of employment will be the same as if you had not been absent.

If it is not reasonably practicable for us to allow you to return to the same job, we may give you another suitable job on terms and conditions that are not less favourable.



Adoptive leave policy



Purpose and scope

To outline Q-Park's policy and procedures in relation to adoptive leave and adhere to the relevant legislation.

The policy covers the following (when employed by Q-Park Ireland Ltd):

- adopting mothers
- sole male adopters
- all adopting fathers where the adopting mother has died before or during the period of adoptive leave or additional adoptive leave.

General policy

Applicable employees are entitled to 24 consecutive weeks basic adoptive leave:

- Relevant employees are also entitled to take additional adoptive leave of up to 16 weeks immediately after the end of adoptive leave
- The Social Welfare Acts provide the payment of an adoptive allowance for employees taking statutory adoptive leave

An employee is entitled to time off during work hours without loss of pay to attend preparation classes and pre-adoption meetings with social workers/HSE officials as may be required during the pre-adoption process.

In the case of foreign adoption, the adopting mother or sole male adopter can take 8 weeks unpaid leave prior to the adoption.

Procedure

- The employee must provide the Company with at least four weeks' written notice of intention to take adoptive leave and also forward to the Company a copy of the certificate of placement or declaration of suitability in the case of a foreign adoption.
- The employee must provide the Company in writing at least four weeks' notice of his/her intention to return to work.
- To avail of additional adoptive leave, the employee again must inform the Company in writing of his/her intention to take all or part of the 16 weeks' additional leave not later than four weeks before the end of the 24 weeks adoptive leave period.

- If availing of the additional 16 weeks leave, the employee must provide the Company, in writing, at least four weeks' notice of your intention to return to work. Return to work is dependent of four weeks' notice which is mandatory.

Father's leave

- Should the adopting mother die during the adoptive leave, the employee will be entitled to the remainder of the mother's adoptive leave and/or additional adoptive leave.
- An employee availing of such leave must notify his manager/supervisor on the first day of the leave of his intention to take the leave and the duration. The employee must also comply with the same notification procedures for additional adoptive leave and return to work.

Payment and benefits during leave

- During adoptive leave, an employee will be deemed to be in employment and his/her employment rights with the exception of remuneration are preserved as if he/she were present at work.
- During adoptive leave, employees who have the necessary PRSI contributions are entitled to adoptive benefit for the 24 week adoptive leave period from the Department of Employment Affairs and Social Protection. It is recommended that you apply at least six weeks before the start date of your adoptive leave. Claims should be made on AB1 forms, which are available from the hospital, your doctor or social welfare offices.
- There is no entitlement to adoptive benefit during additional adoptive leave.

Employment rights

During adoptive leave your employment rights are protected (save for pay) and you are entitled to return to the same job after adoptive leave unless that is not reasonably practicable, in which case you will be offered a suitable alternative on no less favourable terms and condition than your previous job.

Annual leave and public holiday benefit

While on adoptive leave and additional adoptive leave, you will retain your full entitlement to annual leave and public holiday benefit. You will be notified of the number of public holidays for which you are entitled to benefit, and you will agree with your manager when these paid days will be taken.

Any request for annual leave must be made as per the Company's annual leave policy. Such requests will be treated in the same way as an annual leave application from any other employee, taking account of business and resourcing issues.

Additional adoptive leave and sickness

You may request to terminate unpaid additional adoptive leave in the event of medically certified illness, thereby allowing you to transfer to the sick leave scheme. This is subject to approval by the Company. Requests for termination of the additional adoptive leave and acceptance of this by the Company must be in writing.

Please note that if you choose to transfer to the sick leave scheme, then the remainder of the additional adoptive leave cannot be taken at a later date following the period of sick leave.

Postponement of adoptive leave

Adoptive leave and/or additional adoptive leave may be postponed in the event of the hospitalisation of your child, subject to the agreement of the Company.

You should request the postponement of the leave in writing as soon as possible. This request should also include a letter of confirmation from the hospital.

Parents leave policy



Purpose

Parent's leave is available to eligible employees to allow them time off from work within the first two years of the birth or adoption of their child or the child of their spouse or partner. Parents will be entitled to paid leave, in line with the standard benefit rate at the time, (this is at the same rate as maternity, adoptive and paternity benefit) provided the employee has made sufficient PRSI contributions. This will be paid directly through the state rather than through payroll.

Scope

This policy covers all part-time and full-time employees of Q-Park provided that they meet the conditions outlined below.

Eligibility to take parent's leave

Parent's leave is available to employees who are deemed to be the "relevant parent" of a child. There is no minimum service required with Q-Park to qualify for parent's leave. Parent's leave is non-transferrable between relevant parents.

Under the Act, a "relevant parent" includes:

- a parent of the child
- the spouse, civil partner or cohabitant of a parent of the child
- a parent of the child where the child is a donor-conceived child
- the qualifying adopter of the child
- the spouse, civil partner or cohabitant of the qualifying adopter the child
- each individual in the couple where the child is, or is to be, adopted jointly by a married couple of the same sex or a couple that are civil partners of each other, or a cohabiting couple of the same sex

In certain circumstances, this may give rise to an entitlement to parent's leave on the part of up to four individuals in respect of a single child.

Entitlements and conditions

The following conditions apply to taking parent's leave.

- Subject to eligibility and notification criteria being met, parent's leave will apply to births/ placements that take place on or after the 1 November 2019.
- An employee who is a relevant parent may avail of parent's leave in periods of not less than one week at a time.

- The leave will commence on the date the relevant parent selects in his/her written notification.
- In the case of multiple births, or where two or more children are being adopted at the same time, only a single five-week entitlement of parent's leave applies.

Notice required when applying for parent's leave

Q-Park must be notified in writing by the employee at least 6 weeks before the employee intends to take the leave.

Where Q-Park is not the same employer from whose employment maternity or adoptive leave has been taken, the employee will be required to include a copy of the medical, or other appropriate, certificate confirming the pregnancy and specifying the expected week of confinement / birth or date of placement of the child.

Applying for parent's benefit

An employee can apply for parent's benefit online at www.mywelfare.ie. An employee will need their child's PPS number to complete the application.

Postponement of parent's leave by Q-Park

In certain limited circumstances the Company may need to exercise its right to postpone for up to 12 weeks their employee's intended parent's leave commencement date. This postponement may arise where Q-Park is satisfied that the taking of the parent's leave at the time specified in the notification would have a substantial adverse effect on the operation of the Company by reason of

- seasonal variations in the volume of work concerned,
- the unavailability of a person to carry out your duties during the period of the leave,
- the nature of your duties
- the number of other colleagues availing of parent's leave during the period

If this postponement results in the child reaching 2 years before the leave has been drawn down, the 104 weeks cap will be extended by up to 12 weeks.

Early confinement

Where the birth of the child occurs 4 or more weeks prematurely, the employee who is the relevant parent (where circumstances require) will be deemed to have complied with their notice of intention to take parent's leave obligations to the company if notice is given in the period of 7 days commencing on the date of confinement.

Postponement of parent's leave due to late birth/postponed adoption placement

An employee who is a relevant parent may postpone a period of parent's leave where the date of birth occurs after the date selected by a relevant parent in their notification to the company or where the date of placement is postponed in the case of adoption. The relevant parent may select another date on which parent's leave will commence.

Postponement of parent's leave when the child is hospitalised

If the child is hospitalised, the employee may request in writing to postpone all or part of their parent's leave. The postponed leave is to be taken not later than 7 days after the discharge of the child from hospital or such other date as may be agreed between the relevant parent and Q-Park.

Parental leave policy



Under the Parental Leave Acts 1998 employees have certain entitlements to enable them to care for their children.

Employees who are either a relevant parent or in a position of loco parentis of a child are entitled to 26 weeks unpaid leave (parental leave) up to the child's 12th birthday to enable the employee to take care of the child.

The following criteria must be met:

- The employee must be the relevant parent or in a position of loco parentis of the child
- Should have completed one year's continuous service with the Company.

However, if an employee has more than three months but less than one year's service and where the child is approaching the age threshold the employee will be entitled to one week's leave for every month of continuous employment.

Each parent is entitled to parental leave of up to 26 weeks for each child, pro-rated for part time employees. Parental leave must be taken before the child reaches 12 years of age or 16 years of age in the case of a child with a disability.

The leave period available is 26 weeks for the purpose of taking care of a child. Leave may be taken as a continuous block of 26 weeks or two separate periods of a minimum of 6 weeks each with a gap of at least 10 weeks between the periods of leave. With the prior agreement of Q-Park, the leave may be taken as a number of periods for example, one or more days etc. However, please note that this is at the managers discretion.

Prior consent from the Company is necessary if an employee wishes to take more than 26 weeks parental leave in any leave year.

Employees who previously availed of 22 weeks parental leave and whose child is under 12 years of age are entitled to a further 4 weeks leave which can be taken in blocks comprising of no less than one week.

Employees who have an outstanding balance of their 22 weeks leave and whose child is under 12 years of age are entitled to take the balance of the untaken weeks along with the additional 4 weeks, in blocks of no less than one week.

Employees who have not previously availed of parental leave in relation to the child concerned are required to take their parental leave for the child in question in a continuous block of 26 weeks, or two blocks of six or more weeks with a minimum of 10 weeks between each block.

In all cases, to apply for parental leave, employees should submit their request in writing to their manager, attach a copy birth certificate or adoption for the child and submit it to their manager no later than 6 weeks prior to the desired commencement date of parental leave. After this, not less than 4 weeks before the leave is due to start you will need to sign a confirmation document, confirming the details of the leave.

While every effort will be made to facilitate requests for parental leave it may be necessary to re-schedule or postpone a leave period.

The Company can postpone a request for parental leave for up to 6 months, for example if there is no cover for the proposed period of leave or if another employee is already on parental leave. We will normally only postpone once, but may have to postpone twice if it is due to seasonal vacations in the volume of work.

Employees should note that there is currently no entitlement to social welfare payments while on parental leave, employees may receive credited social welfare contributions following a period of parental leave and should contact the Department of Employment Affairs and Social Protection directly for advice.

Your employment rights are protected whilst on Parental leave (save for pay) and you are entitled to return to your job after parental leave unless that is not reasonably practicable in which case you will be offered a suitable alternative on no less favourable terms and conditions that you previous job.

Any period of probation, training or apprenticeship will be suspended while you are on parental leave and will be completed on your return.

Sickness while on parental leave

In the event that you become ill while on parental leave, and are unable to take care of the child, you are required to inform the Company. The period of parental leave will be suspended and the sick leave procedure will be applied, which will require you to submit medical certificates. On completion of the certified leave, you may resume your parental leave. A "fitness for work" certificate may be required.

Request to a change in working hours or patterns

An employee may request a change to the working hours or pattern of work for a set period following his or her return to work from parental leave. An employee must as soon as is reasonably practicable but not later than 6 weeks before the proposed commencement of the set period give his or her employer a request in writing signed by the employee to specify the nature of the changes requested and the duration of the set period. Your manager/HR will, no later than four weeks from receipt of request, inform you if your request has been granted or refused.

Employment rights protection

All your employment rights are protected while you are on parental leave. You will return to your normal job on completion of the period of parental leave.

Abuse of leave

Parental leave is granted solely for the purpose of taking care of the child concerned. This leave may be terminated if it not used for this purpose, and you may be subject to serious disciplinary action, up to and including dismissal.

For further details of parental leave entitlements please contact the HR Department.

Carer's leave policy



Carer's leave will be given in accordance with the Carer's Leave Act, 2001 for the purpose of providing an employee with a temporary unpaid absence from employment to provide full-time care and attention to the person requiring it.

Eligibility to carer's leave

All employees with one year's continuous service and who have a "relevant person" to care for are eligible for carer's leave. The relevant person is defined as somebody who needs continuous supervision and frequent assistance throughout the day with their normal personal needs (e.g. help to eat, drink, wash) or needs continuous supervision in order to avoid danger to themselves.

The relevant person does not need to be a family member or spouse, it could be a friend or colleague.

The Company can deny a request for carers leave that is less than 13 weeks to an eligible employee. The person the employee proposes to provide full-time care and attention for must be deemed a relevant person by the Department of Employment Affairs and Social Protection. The decision of the Department of Employment Affairs and Social Protection will be based on specific medical information of the relevant person.

If you wish to take carer's leave, you must apply, using the carer's benefit claim form, to the Minister for Employment Affairs and Social Protection for a decision by a Deciding Officer ten weeks before intending to begin carer's leave. This claim form should be completed by the employee, employer, the care recipient and the care recipient's GP.

A decision will be made by the Deciding Officer. If the leave is granted, a copy of the decision must be given to your manager/HR department before the leave can commence.

In addition to applying to the DEASP, you must give written notification to your manager/HR department of your intention to take carer's leave no later than six weeks before the date you intend to commence the carer's leave. You may use the carer's leave request form, available on the citizens information website, for this purpose.

In exceptional or emergency circumstances, this notice period may be waived and the Company may accept notice as soon as is reasonably practicable.

Carer's leave entitlement

An eligible employee will be entitled to leave from employment to provide care for a person requiring it for a period of no less than 13 weeks and no greater than 104 weeks. The period of leave will be agreed with the person's manager, the duration of leave will be decided by the deciding officer.

The Company reserve the right to refuse application for carer's leave of less than 13 weeks but will give the application due consideration.

Subject to certain exceptions, the leave terminates when the employee ceases to personally provide the full-time care and attention to the relevant person. An example of this is where another person/institution takes over the care of the relevant person concerned.

Termination of carer's leave

Carer's leave will terminate in the following circumstances:

- on the date of termination of the period of carer's leave as specified in the confirmation document
- on a date agreed between employer and employee
- where the care recipient ceases to satisfy the conditions to be a relevant person
- where the employee ceases to satisfy the condition to be the provider of full-time care and attention
- on the date that the employer notifies the employee to return to work following a decision of a Deciding Officer or an Appeals Officer that the leave should end
- where the relevant person dies during the period of carer's leave, the leave will terminate either six weeks after the date of death, or on the date of termination specified in the confirmation document, whichever is the earlier.

Carer's benefit

The period of carer's leave is unpaid by the Company and an employee is limited in respect of any paid employment which they may undertake in the period of carer's leave. The Company will favourably consider part-time working as permitted by the Department or as permitted under the Carer's Leave Act.

You may engage in employment outside the home while on carer's leave for up to 18.5 hours per week, provided your income from employment is less than a weekly income limit set by the DEASP. Alternatively, you may attend an educational or training course or take up voluntary or community work for up to 18.5 hours per week. You can also engage in limited self-employment in your home; again this is subject to an upper income limit set out by the DEASP. If you do engage in employment or attend a course, please ensure that you notify your HR representative and provide the details.

Applying for carer's leave

The following procedure will apply in taking carer's leave:-

- An employee must provide a minimum of six weeks' notice of their intent to take carer's leave. Please submit a written request to your manager to apply for carer's leave. Please note that this should be accompanied by a copy of the Deciding Officers decision (i.e. proof that you have a "relevant person" to care for)
- In exceptional circumstances this notice may be waived and the Company may accept notice as soon as is reasonably practicable
- No less than two weeks prior to the commencement of the leave, a carer's leave confirmation document must be completed and signed by the employee and their manager
- An employee must notify the Company in writing of their intention to return to work no later than six weeks before the date on which the employee is due to return
- On completion of the period of carer's leave employees will return to their normal job in so far as is reasonable possible

Employment rights while on carer's leave

An employee is regarded as remaining in employment during an absence on carer's leave and retains all employment rights except the following:

- The right to remuneration
- Annual leave (ceases after 13 weeks of absence for each relevant person)
- Public holidays (ceases after 13 weeks of absence for each relevant person)
- Superannuation benefits
- Any obligation to pay contributions in, or on respect of the employment

Second period of carer's leave

If an employee's carer's leave in respect of one relevant person has finished, they may not commence leave to care for a second relevant person until 6 months after the end of their previous period of leave. There is one exception to this and this is where the second care recipient resides with the first care recipient.

Abuse of carer's leave

If the company has reasonable grounds to believe that carer's leave was not taken in accordance with this policy, it may instigate an investigation. If, following such an investigation, an employee is found abusing this leave, the leave will end immediately and he or she may be subject to disciplinary action, up to and including dismissal.

Record of carer's leave

An employer must keep a record of carer's leave taken by employees, specifying the period of employment for each employee and the dates and times of the leave taken. These records will be retained for eight years. Notices, or copies of notices, required by this Act shall be kept for a period of three years.

Responsibilities

In order to support the implementation of this policy, the following responsibilities have been assigned:

- the Company determines if carer's leave is approved
- each supervisor/manager is responsible for ensuring that this procedure is implemented as designed
- it is the responsibility of all employees to be aware of this policy and apply it appropriately
- employees availing of carer's leave are responsible for the completion of all necessary forms and records and for complying with the regulations and procedures
- senior management and HR personnel will monitor the implementation of this policy and ensure consistency in its application the HR department will review, revise and adapt the carer's leave policy in order to keep it consistent and in line with current legislation.



Force majeure leave policy



The force majeure policy covers all employees whilst in the employment of Q-Park. Force majeure means that a critical emergency event has taken place which by its nature it cannot have been predicted or foreseeable. Entitlement to force majeure leave is limited to circumstances where the immediate presence of the employee, at the place where the ill or injured person, is indispensable, that is urgent family reasons owing to the illness/injury of an immediate family member where the presence of the employee with the ill/injured person is indispensable. Medical appointments for which your presence is necessary and for which you have prior knowledge will not be deemed eligible for force majeure leave.

Employees are entitled to leave with pay for urgent/emergency family reasons, owing to the illness/injury of any of the immediate family members listed below:

- A child or adoptive child of the employee
- The spouse or partner of the employee
- A person to whom the employees is in loco parentis (acts as a parent to)
- A brother or sister of the employee
- A parent or grandparent of the employee
- A person in a relationship of domestic dependency

During an absence on force majeure leave an employee is regarded as being in the employment of Q-Park and retains all of their employment rights.

An employee may not be absent on force majeure leave for more than three days in any twelve consecutive months, or five days in any thirty six consecutive months. Absence for part of a day is counted as one day of force majeure leave. Force majeure leave is paid.

The employee and manager must agree that a particular absence falls under the force majeure leave and upon return to work the employee and manager must complete the return to work form. Q-Park reserves the right to seek appropriate evidence from employees for proof that a force majeure request is legitimate and/or not taken under false pretences. Where this may be the case appropriate disciplinary action may be taken.

Bereavement leave policy



Although bereavement leave is not an entitlement given by law, the Company recognises the employees may need leave for a family bereavement. As such, the Company provides paid bereavement leave in this case, depending on the relationship of the employee to the deceased.

The following guidance will apply:

- Bereavement of spouse, partner, parent, child, brother, sister – up to a maximum of 3 days paid leave
- Bereavement of grandparent – 1 day of paid leave

Requests for bereavement leave should be made directly to your manager who will sanction the amount of time required. The manager's decision on how much leave is to be granted will be final.

In addition to the above paid bereavement leave, the Company will consider requests for annual leave and/or unpaid leave in such circumstances. If required, please contact your manager in relation to this, please note that the granting of such leave is solely at the discretion of the Company.

If an employee is found to be abusing the above leave they will be subject to disciplinary action up to and including dismissal.

Jury service policy



In the event that an employee is called for jury duty they will be released with pay. In this case, an employee must show proof of summons and provide a copy to their manager at the earliest possible date or at least one week in advance of the requested leave. Please note that if an employee is no longer required for jury duty or is released from jury duty before the end of the working day, the employee must return to work.

Finally, employees who are called for jury duty must request that the "Jury Duty Attendance Form" provided by the courts is dated, timed, signed and stamped by the court clerk every day when the employee is attending the court.

If it is found that an employee has abused jury leave or that they did not return to work when they were no longer needed for jury service, disciplinary action up to and including dismissal may be taken.

Annual leave and public holiday benefit

While on jury service leave, you will retain your full entitlement to annual leave and public holiday benefit.

Excusal from jury service

Where you feel your work commitments make it impractical for you to carry out jury service, you may apply to the county registrar to be excused. If you need to provide evidence from the Company that it is necessary for you to be excused from jury service, please contact your manager/the HR department, who/which will provide you with a letter detailing your current work commitments.

Employment protection

An employee who is on jury service leave will be treated as if he or she had not been absent from work. At the end of jury service leave, you will be entitled to return to your original job under terms and conditions no less favourable than those which would have applied if you had not been absent.

Code of conduct



Q-Park Ireland abides and operates by a code of conduct - a 'code of conduct' is a set of rules outlining the social norms and rules and responsibilities of, or proper practices for, an individual, party or Company. Related concepts include ethical, honour, moral codes and religious laws.

The rules contained within the code of conduct are designed to promote fairness, consistency, and order within the Company. The manner in which they are applied can only be determined by reference to the disciplinary policy.

The code of conduct does not refer to every situation which may arise. Instead it is intended to provide a number of important examples which reflect the standards of behaviour required by the Company. It is therefore important that all employees read and understand them in order to appreciate the general standard of conduct which is required. If any employee has any doubt about the meaning of a rule they must ask for clarification during their induction training or from their immediate manager. The Company will take all reasonable steps to ensure that all employees to whom this policy applies are made aware of the contents of this policy.

If an employee takes any action which is not consistent with these rules or the standards of behaviour reflected by the code of conduct, the Company has the responsibility to act to correct the matter. In every case the findings from an investigation and/or disciplinary hearing will be subject to the procedure contained within the 'disciplinary policy' and any decision will take into account all the available evidence and any mitigating circumstances.

You must:

1. Comply with the rules, processes and procedures of the Company, including those covering cash handling, security, health and safety, equal opportunities, etc.
2. Be punctual and comply with the standard hours of work, or those specifically applicable to you, and not leave your place of work before your normal finishing time without permission.
3. Arrive on time for the start of your shift and leave promptly at the end of your shift. If you are not scheduled to work you should not be onsite with access to secure company premises while not on duty i.e. entering the lodge or office.
4. Abide by any regulations/special arrangement and agreements which are particular to your department/area of work i.e. local work instructions.
5. Attend work in uniform that is clean, neat and tidy and appropriate for your duties as required by your manager, and where applicable wear black safety shoes which are also provided.

6. Be dressed in uniform at the start of active duty and should not be in the front reception area of the lodge viewable by the public or in public areas of the car park while not in uniform.
7. Be on active duty throughout your shift. Sleeping is strictly prohibited while on duty.
8. Maintain a professional appearance and manner while on duty. Employees will keep feet off chairs and tables and be ready to greet customers on approach to the lodge at all times.
9. Refrain from eating and/or drinking in the front reception area of the lodge. Canteen facilities (where applicable) should be used or the back area of the lodge away from the view of customers when consuming food and drink.
10. Maintain a reasonable and appropriate standard of personal hygiene during working hours.
11. Adhere to the Public Health (Tobacco) Acts 2002-2015 by not smoking in enclosed places of work which includes all levels of a Q-Park facility including uncovered areas.
12. Should you wish to smoke on personal breaks, ensure that you do so a significant distance away from the Q-Park facility and that your Q-Park uniform is concealed.
13. Seek permission for annual holiday dates and time off from your manager, in accordance with the rules governing such requests as in force at the relevant time. Employees should refer to the holiday procedure.
14. Inform your immediate manager when you are unable to come to work in accordance with the absence reporting procedure, and not be absent without permission or without an acceptable explanation for absence.
15. Report any loss or damage to property and co-operate with the Company to ensure the safety and security of our employees, premises and property.
16. Notify your manager immediately if you have knowledge of, or reason to suspect, any fraud or theft or other suspicious act taking place within the Company. Any criminal activity or theft will be reported to An Garda Síochána.
17. Adhere at all times to cash handling procedures and maintain a high level of security awareness as every employee has a duty of care to protect the Company and/or Client's revenue.
18. Follow all reasonable instructions given by those supervising or managing your activities and/or area of work and any other instructions that apply to you or that come from a person in a managerial position.
19. Comply with all rules regarding the use of computers, e-mail, social media, telephone and internet code of practice.
20. Declare in writing to the Head of Commercial and Operations all gifts received/contra deals in the course of business. (You will not be allowed to retain these gifts or take advantage of contra deals without the prior approval of the Head of Commercial and Operations).

21. Take all necessary steps to ensure that if issued with Company keys, you do not let another person take control of them unless that person is a manager. If you lose any Company key(s) you should immediately report this fact to your manager. All keys relating to cash areas should be stored securely in the key safe on site.
22. Take all necessary steps to ensure that if issued with PIN codes, you do not let another person view them or provide them to a 3rd party. If you believe any PIN Code(s) has been distributed to an unauthorised person you should immediately report this fact to your manager.
23. Keep safes locked and time-locked (where provided) at all times.
24. Keep lodges secure and doors locked at all times.
25. Return all Company belongings to the Company on or before the last date of employment.

You must not

1. Use or attempt to use Company property, or any other property on the company premises, for any other purpose other than that for which it was intended and for which they have authorisation.
2. Use Company vehicles other than for carrying out Q-Park approved tasks as indicated or approved by your manager.
3. Use threatening or offensive language and/or behaviour towards customers or other colleagues.
4. Remove or attempt to remove any material or equipment from your place of work without your manager's prior permission.
5. Falsify records, including time sheets or expense forms or attempt to defraud the Company in any manner.
6. Render yourself unfit for work by solvent abuse, drinking alcohol, taking of illegal substances or failing to follow medical instruction on prescribed drugs.
7. Be in the possession of illegal drugs and substances or alcohol whilst on the Company's premises.
8. Encourage or allow partners, spouses, relatives and friends to visit you at your place of work, unless for emergencies.
9. Allow visitors or unauthorised 3rd parties (excluding approved contractors, Gardaí or emergency services) into the Lodge without the permission of your manager.
10. Carry out private trading or personal business on company premises.
11. Park in allocated disabled parking spaces. All Q-Park employees must park on the higher levels within every car park facility. Disabled parking spaces are for members of the public with Disabled Person's Parking Permits or Cards (also known as European Parking Cards or Disabled Parking Badge).
12. Provide any Company or client information or data to 3rd parties, unless approved by your manager

13. Damage the reputation of the client(s) or Company.
14. Watch television programmes, movies or stream YouTube or any other non-work related online activity on the internet while on active duty either on Company or personal equipment including smartphones.

These rules are not exhaustive and may be amended as necessary. In this event the Company will give reasonable notice of any change to employees.

Conduct outside working hours

Normally the Company has no jurisdiction over employee's activities outside of working hours*. Behaviour outside of working hours will only become an issue and may lead to disciplinary proceedings being taken against the employee where, in the opinion of the Company, the behaviour creates adverse publicity, brings or is likely to bring the Company name into disrepute, or where actions result in loss of faith in the Company, resulting in loss of business, or loss of faith in the integrity of the employee.

The detriment suffered by the Company will determine the level of misconduct and it will also determine which disciplinary stage is most appropriate to suit the circumstances. Disciplinary sanctions may be applied up to, and including, summary dismissal.

* Working hours include all hours when an employee is acting on behalf of the Company, taking part in any Company activity, or representing the Company or the interests of the Company. Venues, rooms, premises or properties hired, leased or otherwise occupied by the Company are treated as Company premises for these purposes.

Criminal convictions & cautions

Criminal convictions and cautions for offences of dishonesty or violence committed outside working hours may result in disciplinary proceedings being taken against the employee up to and including summary dismissal.

A conviction or caution for any other type of offence may result in disciplinary proceedings being taken against the employee where, in the opinion of the Company, the conviction or caution is such as to affect, or be likely to affect, the suitability of the employee for the position in which he/she is employed, or the ability of the employee to obtain or continue to hold licences required as part of their employment contract, or the business or reputation of the Company, or where the existence of the conviction or caution could, in the opinion of

the Company, otherwise seriously undermine the trust and confidence that the Company has in the employee.

Disciplinary procedure



Purpose and scope

The main purpose of the disciplinary procedure is to assist and coach employees, whose performance or conduct falls below Q-Park's standards and core values, to assist them in achieving the necessary improvements.

This procedure applies to all employees of Q-Park [after satisfactory completion of their probationary period] and complies with all relevant legislation. If an employee's conduct or performance warrants disciplinary action, the Company's disciplinary procedure will be invoked.

Policy

Q-Park acknowledges that for the vast majority of its employees, the question of disciplinary action will not arise. However, while breaches of policy are not expected, if they do occur Q-Park responds by way of cautioning and counselling the employee concerned with the purpose of encouraging them to alter their behaviour and make the necessary improvements. In some cases, breaches may be so serious so as to warrant consideration of disciplinary action.

It is the intention of Q-Park to ensure that the disciplinary procedure is applied in a fair, equitable and reasonable manner, with due regard to the rights and responsibilities of all concerned.

Breaches of policy

The disciplinary procedure will be used to manage all breaches of policy and if an employee's conduct or performance warrants disciplinary action.

Examples of such breaches include, but are not limited to, issues with regard to:

- Performance below an acceptable standard
- Incapability /incompetence of a minor nature
- Attendance including late timekeeping /absenteeism/unauthorised absence
- Misuse of or damage to Company property
- Falsification of records, documentation etc
- Email/internet misuse and general abuse of IT facilities
- Health and safety violations of a minor nature
- Smoking, gambling, 'horseplay' in the workplace etc.
- General misconduct and poor behaviour
- General poor presentation/appearance

- Obscene language or other offensive behaviour
- Failure to carry out reasonable instruction
- Breaches of Company policies and procedures of a minor nature
- Minor breaches of an employee's contract of employment

Failure to maintain satisfactory standards of conduct or performance may result in action being taken under the disciplinary procedure; depending on the nature and severity of the misconduct/breach of policy. At all stages of the formal disciplinary procedure, full investigation will be carried out, with the right to be accompanied by a trade union representative or work colleague. Where a sanction is imposed the right to appeal against a decision to more senior management will be offered.

Gross misconduct is an act of misconduct, which may be considered serious enough to result in summary dismissal. Summary dismissal is dismissal without notice or payment in lieu of notice. The following list includes (but is not limited to) examples of the types of serious misconduct which will usually be regarded as gross misconduct. Please note this list is not exhaustive:

- acts or threats of violence or behaviour which provokes violence
- serious and/or repeated negligence in the performance of your duties
- serious or repeated breach/es of health and safety rules and regulations and/or Q-Park procedures or policies
- breach of Company trust/confidentiality
- bringing the Company into disrepute
- abusive behaviour towards customers or colleagues
- unlawful discrimination, harassment, bullying, sexual harassment
- deliberately accessing/distributing pornographic, offensive and obscene material
- damage to property
- theft/fraud, either directly or indirectly and to include assisting a third party
- defrauding or attempting to defraud Q-Park, its customers, its suppliers or fellow employees
- serious offence re clocking in/rostering arrangements
- being under the influence of drink or drugs on Company premises (and the consumption of drink/illegal or non-prescribed drugs whilst in the workplace, possession of illegal drugs in the workplace)
- conviction of a criminal offence which makes an employee unsuitable for his/ her work and/or dishonesty in respect of any prior criminal convictions etc.
- serious or repeated insubordination
- unauthorised use or disclosure of confidential information or personal data

- breach of our code of conduct
- making a disclosure of false or misleading information under the whistleblowing policy

This list is not exhaustive and would include any other misconduct which after all circumstances are considered and reviewed may be serious enough to warrant summary dismissal or to suspension pending an investigation.

Any such dismissal will follow a full investigation, in which all of the employee's rights in natural justice will be respected.

Procedure

It is our policy to ensure that any disciplinary matter is dealt with fairly and that steps are taken to establish the facts and give the employee the opportunity to respond before taking formal action.

A staged process which is detailed below will be used for all types of misconduct and breaches of policy after the probationary period/first year of employment. Employees may move through consecutive steps even though the breaches are in relation to difference policies, for example Step 1 for absenteeism, Step 2 for a performance issue, etc. The procedure may be implemented at any stage if an employee's alleged misconduct warrants such action, i.e. Stage 1 may be omitted if a Stage 2 written warning is more appropriate. As part of the disciplinary process, employees may be accompanied by a colleague or trade union representative.

Minor conduct issues

Minor conduct issues can often be resolved informally between you and your manager. These discussions should be held in private and without undue delay whenever there is cause for concern. Where appropriate, a note of any such informal discussions may be placed on your HR file and may be reviewed and or relied on for the purposes of any future disciplinary hearings.

Where appropriate a file note may be issued to you which effectively documents the informal conversation between yourself and your manager, highlighting the wrong doing, detailing the expected improvement and potential consequences where improvement are not made. This file note will be placed on your HR file and may be relied on for the purposes of any future disciplinary action. Formal steps will be taken if the matter is not resolved, or if informal discussion is not appropriate (for example, because of the seriousness of the allegation).

Confidentiality

Our aim is to deal with disciplinary matters sensitively and with due respect for the privacy of any individuals involved. All employees must treat as confidential any information communicated to them in connection with an investigation or disciplinary matter.

With your permission, we may make an electronic recording during the meeting and will provide you with a copy of this.

You will normally be told the names of any witnesses whose evidence is relevant to disciplinary proceedings against you, unless we believe that a witness's identity should remain confidential.

Investigations

The purpose of an investigation is for us to establish a fair and balanced view of the facts relating to any disciplinary allegations against you, before deciding whether to proceed with a disciplinary hearing. The amount of investigation required will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from you and any witnesses, and/or reviewing relevant documents.

Investigative interviews are solely for the purpose of fact-finding and no decision on disciplinary action will be taken until after a disciplinary hearing has been held.

You have the right to be accompanied at the investigation stage by either a colleague or a trade union representative.

You must co-operate fully and promptly in any investigation. This will include informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending investigative interviews if required.

Criminal allegations

Where your conduct is the subject of a criminal investigation, charge or conviction we will investigate the facts before deciding whether to take formal disciplinary action.

We will not usually wait for the outcome of any prosecution before deciding what action, if any, to take. Where you are unable or have been advised not to attend a disciplinary hearing or say anything about a pending criminal matter, we may have to take a decision based on the available evidence.

A criminal investigation, charge or conviction relating to conduct outside work may be treated as a disciplinary matter if we consider that it is relevant to your employment.

Suspension

In some circumstances we may need to suspend you from work. The suspension will be for no longer than is necessary to investigate the allegations and we will confirm the arrangements to you in writing. While suspended you should not visit our premises or contact any of our clients, customers, suppliers, contractors or employees, unless you have been authorised to do so by your manager.

Suspension of this kind is not a disciplinary penalty and does not imply that any decision has already been made about the allegations. You will continue to receive your full basic salary and benefits during the period of suspension.

If you are sick during any period of suspension, your entitlement to pay shall be in accordance with our Company sick pay procedure.

Notification of a hearing

Following any investigation, if we consider there are grounds for disciplinary action, you will be required to attend a disciplinary hearing. We will inform you in writing of the allegations against you, the basis for those allegations, and what the likely range of consequences will be if we decide after the hearing that the allegations are true.

We will give you written notice of the date, time and place of the disciplinary hearing which will be held as soon as reasonably practicable.

You may bring a representative to any disciplinary hearing or appeal hearing under this procedure. This may be either a trade union representative or a colleague. You must tell us who your chosen companion is, in good time before the hearing.

If your representative is unavailable at the time a meeting is scheduled and will not be available for more than five working days afterwards, we may ask you to choose someone else.

We may, at our discretion, allow you to bring a companion who is not a colleague or union representative if this will help overcome a disability, or if you have difficulty understanding English.

Procedure at disciplinary hearings

If you or your representative cannot attend the hearing you should inform us immediately and we will arrange an alternative time. You must make every effort to attend the hearing, and failure to attend without good reason may be treated as misconduct in itself. If you fail to attend without good reason or are persistently unable to do so (for example for health reasons), we may have to take a decision in your absence based on the available evidence.

reasons), we may have to take a decision in your absence based on the available evidence.

At the disciplinary hearing we will go through the allegations against you and the evidence that has been gathered. You will be able to respond and present any evidence of your own. Your companion may make representations to us and ask questions but should not answer questions on your behalf. You may confer privately with your companion at any time during the hearing.

You may ask relevant witnesses to appear at the hearing, provided you give us sufficient advance notice to arrange their attendance. You will be given the opportunity to respond to any information given by a witness.

We may adjourn the disciplinary hearing if we need to carry out any further investigations such as re-interviewing witnesses in the light of any new points you have raised at the hearing. You will be given a reasonable opportunity to consider any new information obtained before the hearing is reconvened.

We will inform you in writing of our decision and our reasons for it, as soon as possible following the disciplinary hearing.

If you have difficulty at any stage of the procedure because of a disability, you should discuss the situation with your manager or a member of the HR Department as soon as possible.

The Procedure:

Stage 1 – Verbal Warning

The employee will usually be given a formal verbal warning in the first instance and counselling by his or her immediate supervisor which will be recorded on that employee's personnel file.

He or she will be advised of:

- the reason for the warning;
- the improvement required and the time scale in which it is to be achieved;
- warning that further disciplinary action will be considered (under a higher stage of the procedure) if there is no satisfactory improvement;
- his/her rights of appeal.

Confirmation that a formal verbal warning has been given will be issued in writing to the employee and a note will be kept on his/her personnel file. The warning will be disregarded and the note removed after nine months, subject to satisfactory conduct and performance by the employee concerned.

Stage 2 - Written Warning

If the offence is a serious one, if a further offence occurs following a Stage 1 warning or if there is a failure to improve performance, a written warning will be given to the employee by their manager. This will state:

- details of the complaint;
- the reason for the warning;
- the improvement required and the time scale in which it is to be achieved;
- warning that further disciplinary action will be considered (under stage 3 or 4) if there is no satisfactory improvement;
- advice on the right of appeal.

A copy of this disciplinary warning will be kept on the employee's personnel file but will be disregarded for disciplinary purposes after twelve months, subject to satisfactory conduct and performance by the employee concerned.

Stage 3 - Final Written Warning

A final written warning may be given in two circumstances. Either following failure of an employee to improve their conduct or performance after Stage 1 and 2 warnings, or where misconduct is serious enough to justify just one written warning (effectively combining a first and final written warning) but not sufficiently serious to justify dismissal.

A final written warning will state:

- details of the complaint against an employee;
- the reason for the warning;
- a warning that dismissal will result if there is no satisfactory improvement by an employee/or where other misconduct occurs;
- advice on the appeals procedure.

A copy of this final written warning will be kept on the employee's personnel file but it will be disregarded after twelve months, unless otherwise stated (in exceptional cases the period may be extended), subject to sustained satisfactory conduct and performance by the employee concerned.

Stage 4 - Dismissal

If the employee's conduct or performance remains unsatisfactory and he/she still fails to reach the prescribed standards or if the employee is guilty of further breaches, dismissal will normally result.

As soon as is reasonably practicable, the employee will be provided with written reasons for dismissal, the date on which employment will terminate and details of the right of appeal.

Dismissal will usually only be appropriate for a first occurrence of misconduct if it amounts to gross misconduct.

Alternatives to Dismissal

Disciplinary action also includes demotion or change of duties, loss of seniority, reduction in pay, loss of future pay increment or bonus, or termination of employment whether with or without notice.

Appeals

An employee who wishes to appeal against any stage of the disciplinary procedure must do so in writing, stating clearly the grounds on which they are appealing and this must be done within 7 days of the specific warning/ dismissal being issued.

An employee has the right to be accompanied by a work colleague or trade union representative at any appeal hearing. At this meeting, the employee will be given the opportunity to fully present their case. The person hearing the appeal will not previously have been involved in the disciplinary process and where possible, will be more senior than the manager who chaired the disciplinary meeting. There will be only one right of appeal and the outcome of the appeal is final. If a decision to dismiss is appealed and the decision upheld, the date of termination of employment will be the original date of dismissal and not the date of the outcome of the appeal.

This policy may be altered, revised or updated at a future date so as to comply with any changes in legislation, Codes of Practice or case law. All employees will be informed of any revision.



Grievance procedure



The purpose of this procedure is to provide an effective process for employees addressing any complaint, problem or concern relating to their employment, fairly and without unreasonable delay. It is the intention of Q-Park to ensure that the grievance procedure is applied in a fair, equitable and reasonable manner, with due regard to the rights and responsibilities of all concerned. This procedure applies to all employees of Q-Park, regardless of length of service.

The Company acknowledges that while most grievances are resolved in normal working relationships, it is necessary to define a procedure for dealing with those which are not so easily resolved. Grievances are best dealt with as close as possible to the area in which they arise, i.e. in discussion with the employee(s) and the relevant manager.

Every effort should be made by the manager to resolve the issue for the employee informally. If necessary the issue should be escalated to other relevant senior managers and the Head of HR.

We have a separate bullying and harassment policy that may be useful if you have been the victim of bullying or harassment or wish to report an incident of bullying or harassment involving other people.

We operate a separate whistleblowing policy to enable employees to report illegal activities, wrongdoing or malpractice. However, where you are directly affected by the matter in question, or where you feel you have been victimised for an act of whistleblowing, you may raise the matter under this grievance procedure.

This procedure does not apply to grievances concerning two or more employees (collective grievances) raised by a representative of those employees. These will be dealt with as appropriate to the facts of the case.

If you have difficulty at any stage of the grievance procedure because of a disability or because English is not your first language, you should discuss the situation with your line manager or HR department as soon as possible.

Written grievances will be placed on your personnel file along with a record of any decisions taken and any notes or other documents compiled during the grievance process.

Informal grievance

It is often preferable for all concerned that grievances are dealt with informally. This is likely to produce solutions which are speedy and effective. If an employee has a problem or grievance that needs urgent attention, they should first discuss the issue with the relevant manager. An employee who has a grievance with their manager and feels they cannot communicate this directly, may decide to bypass that manager and deal directly with a higher level of manager. The manager consulted may then decide to deal with the issue directly in which case they will consult with the manager, unless the issue is of a personal nature requiring particular confidentiality.

If discussing the issue informally does not result in an acceptable outcome, you should invoke the formal procedure as outlined below.

Formal grievance

If the employee does not wish to raise the matter informally or is not satisfied with the outcome of the informal process discussion, the matter may be progressed through the formal Q-Park's grievance procedure. At any stage in the formal process an employee may choose to be accompanied by a work colleague or trade union representative. The manager hearing the grievance has the right to know in advance of the meeting who the accompanying person attending the meeting will be.

Failing resolving the grievance informally, the matter should be lodged in writing to your line manager and state that it is a formal grievance. If the grievance concerns your line manager it should be submitted to the Head of HR instead. The written grievance should contain details of the nature of the complaint including any relevant evidence, dates and names of individuals involved.

Investigation

It may be necessary for us to carry out an investigation into your grievance. The amount of any investigation required will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from you and any witnesses, and/or reviewing relevant documents. The investigation may be carried out by your line manager, another manager or someone else appointed by us.

You must co-operate fully and promptly in any investigation. This may include informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending interviews, as part of our investigation.

We may initiate an investigation before holding a grievance meeting where we consider this appropriate. In other cases we may hold a grievance meeting before deciding what investigation (if any) to carry out.

Grievance meeting

We will arrange a grievance meeting, without delay and where possible within one week of receiving your written grievance.

You and your work colleague or trade union representative should make every effort to attend the grievance meeting. If you or your representative cannot attend at the time specified, you should inform us immediately and we will try, within reason, to agree an alternative time.

The purpose of a grievance meeting is to enable you to explain your grievance and to assist us to reach a resolution based on the available evidence and the representations you have made. After an initial grievance meeting we may carry out further investigations and hold further grievance meetings as we consider appropriate.

We will write to you, as soon as possible following the final grievance meeting, to inform you of the outcome of your grievance and also remind you of your right of appeal. Where appropriate we may hold a meeting to give you this information in person.

Appeals

If the grievance has not been resolved to your satisfaction you may appeal in writing to the Head of HR, stating your full grounds of appeal, within 7 days of the date on which the decision was given to you.

We will hold an appeal meeting, without delay and where possible within one week of receiving your written appeal. This will be dealt with impartially by a more senior manager who has not previously been involved in the case. You have a right to bring a work colleague or trade union representative to the meeting.

We will confirm our final decision in writing, as soon as possible after the appeal hearing. This is the end of the procedure and there is no further appeal.

Absent without leave (AWOL) policy



Purpose

This policy sets out the Company's policy and procedure where an employee may be Absent Without Leave (AWOL).

Scope

This policy applies to all permanent and temporary employees.

Policy statement

The Company wishes to raise awareness of the severe disruption to the operation and customer service levels and the additional pressure put upon other team members where employees are AWOL. This is particularly disruptive where no contact is made to explain the reason or likely duration of absence.

This policy applies if an employee:

- Fails to comply with the sickness absence reporting procedure (or provide the required evidence within the required time period).
- Fails to attend work.
- Fails to return from holiday.
- Is absent from work for any other reason without permission.

If an employee is absent from work without good cause and/or fails to properly and effectively notify the manager of their absence, this may be treated as a serious disciplinary offence, potentially constituting gross misconduct.

Principles

Employees have a duty to be at work in accordance with agreed working practices, unless authorisation has been given for absence, and they are required to tell their manager if they are unable to attend work as a result of illness or other unforeseen circumstances. Failure to be at work and to report absence may be an act of gross misconduct and potentially a breach of contract.

Managers will treat each case individually and be mindful of the need for consistency in approach. Consideration will be given to the employer's duty of care to employees and the employee's past history, e.g. have there been previous cases of unauthorised absence or is this occasion out of character?

An employee will be considered as AWOL when they are absent from work and have not contacted their manager or any other nominated person to advise of the absence from work.

Considerations

If the employee gets in touch or returns to work at any stage of this procedure, the manager will meet with them to discuss the absence and why no contact was made. HR will be contacted to discuss whether it is appropriate to arrange a disciplinary hearing to be convened if the reason given for the unauthorised absence is not satisfactory.

Pay will be suspended during unauthorised absence and the manager must contact payroll to inform them of the absence and also to report a return to work to ensure that pay resumes

Where the absence was not certified or the manager is not satisfied by the reasons why the employee did not seek authorisation for the absence, pay deducted for the days the employee was absent without leave will not be reinstated.



Absence procedure



Absence reporting

If an employee is unable to attend work the employee must notify their manager at least 1 hour before their shift is due to start on the first day of absence, indicating if possible when the employee expects to return to work. Employees must telephone personally, unless the severity or nature of the illness or its treatment prevents this. Only exceptionally should a relative or friend telephone on the employee's behalf. Managers should exercise flexibility as appropriate in these cases by accepting a call from a relative or friend. Where the immediate manager is not available to take the call, the caller should ask to speak to an alternative manager; supervisor or lead employee on shift. If an employee is unable to speak with a manager when he/she calls, the manager will call the employee back to discuss his/her absence. Text messages and emails will not be accepted.

In all cases, managers must gather the following information during the initial telephone call:-

- Reason for the absence, 'sick' or 'not well' is insufficient.
- Expected duration of the absence and action being taken e.g. visit to the doctor.

In addition, the manager should inform the employee of when they are next required to telephone to provide an update on their absence.

If the employee's absence continues for longer than originally thought, or if at the time of first notification the employee was uncertain of the duration he/she must contact their manager to update them with the latest position. Employees must keep the Company fully informed at all times of the reason for the absence and of the expected date of return. The manager may contact an employee during absence to obtain an up to date prognosis of his/her condition.

Where an employee fails to follow the absence reporting procedure they may be dealt with under the Company's AWOL procedure.

Expected behaviour during sickness absence

If you are off work for sickness or injury, the Company expects you to:

- Remain resting at home, unless specifically advised otherwise by your GP or other qualified medical advisor.
- Refrain from any strenuous activity or activity that a reasonable person or health care professional would conclude is inconsistent with the reason you are off work.
- Comply with the directions of any health care professional.

You should not:

- Undertake any work or employment whether paid or unpaid.
- Participate in any activity which a reasonable person or health care professional would find inconsistent with the reason you gave for being off work.

Certification

Employees are required to complete a Self-Certification/Return to Work form for all sickness absences. This form must be completed on the employee's first day back at work with his/her manager during the return to work interview. It is the manager's responsibility to ensure that this paperwork is completed and forwarded to HR.

If an employee is absent by the fourth working day (including Saturday and Sunday), he/she must also send a medical certificate to his/her manager. Subsequent periods of absence must be covered by current medical certificates. The employee should also keep in touch with his/her manager regarding their condition and likely return-to-work date.

Medical certificates must include the following details:

- Name and address of doctor;
- Name and address of patient;
- Statement indicating, in general terms, the nature of the illness or injury;
- Opinion of doctor that the patient is unfit for work;
- Expected duration of incapacity;
- Date of issue and doctor's signature.

Employees, who fail to follow this procedure, may be dealt with under the Company's disciplinary procedure. Furthermore, the employee's Company sick pay may be withheld.

Return to work

Employees will not be allowed to return to work until his or her GP deems that he or she is fit to return. Requests for temporary adjustments to the employee's working conditions - e.g. to his or her hours of work or duties will be considered by the Company and will be accommodated wherever possible and if operational circumstances permit. In the case of extended periods of absence, the Company may require that the employee's fitness to return is confirmed by a medical practitioner of the Company's choice (see below).

Regardless of the length of absence, on the employee's return to work his/her manager or another designated person will conduct a return to work interview. This will take place for all absences, prior to the employee recommencing work, if this is not practicable the return to work interview should be conducted by the end of the first day back at work.

The manager must discuss the following issues with the employee:-

- Enquire about current health status
- Can the Company help or assist in any way?
- Has the employee consulted a Doctor? What is the prognosis? Is the problem likely to occur again?
- Review the employee's sickness absence record

The return to work/self-certification form should be fully completed by both employee and manager at this interview. Notes regarding the above discussion should be made by the manager using the appropriate section of the form. The original should be forwarded to HR which will be retained on the employee's personnel file.

Cases of unauthorised absence will be dealt with under our disciplinary procedure.

Absence that has not been notified according to the sickness absence reporting procedure will be treated as unauthorised absence.

Medical examinations

We may, at any time in operating this policy, require you to consent to a medical examination by our Occupational Health provider or a doctor nominated by us (at our expense). This is entirely at your consent and you can withdraw your consent at any time.

You will be asked to agree that any report produced in connection with any such examination may be disclosed to us and that we may discuss the contents of the report with our advisers and the relevant doctor.

Returning to work from long term sickness absence

We are committed to helping employees return to work from long-term sickness absence. As part of our sickness absence meetings procedure, we will, where appropriate and possible, support returns to work by:

- obtaining medical advice;
- making reasonable adjustments to the workplace, working practices and working hours;
- considering redeployment; and/or
- agreeing a return-to-work programme with everyone affected.

If you are unable to return to work in the longer term, we will consider whether you are entitled to any benefits under your contract and/or any insurance schemes we operate.

Medical appointments

Wherever possible, medical appointments should be arranged in the employee's own time. Alternatively, where there is minimum disruption to the working day, managers may agree with employees that the hours are made up at another time. Where this is not possible, employees should notify their manager of an appointment at the earliest opportunity and may be required to provide documentation in evidence of the appointment.

Support

It is the aim of the Company to ensure that any employee with a disability or who requires ongoing medical attention will be supported by the Company. Employees are encouraged to talk to their manager or the HR department in this regard. All information will be kept strictly confidential.

Occupational sick pay scheme

As part of Q-Park's commitment to its employee's welfare, the purpose of the occupational sick pay scheme is to relieve financial hardship during periods of illness for employees.

Entitlements

- All Q-Park employees with less than 2 years' service, after successful completion of their probationary period, are entitled to up to three days paid sick leave, paid at basic pay, per rolling 12 month period (pro rata for part-time employees).
- The sick pay scheme will entitle an employee with more than 2 years' service but less than 5 years' service to a total of up to 2 weeks payment per rolling 12 month period (this includes the usual entitlement of 3 days per 12 month period).
- For employees with more than 5 years' service, a total payment of up to 4 weeks payment per rolling 12 month period (this includes the usual entitlement of 3 days per 12 month period) will be applicable.

If you have been on long term sick leave continuously for more than a 12 month period you will not qualify for Company sick pay again until you have returned to work for a total of 4 weeks.

If a period of sickness absence is or appears to be occasioned by actionable negligence, nuisance or breach of any statutory duty on the part of a third party, in respect of which damages are or may be recoverable, you must immediately notify your manager of that fact and of any claim, compromise, settlement or judgment made or awarded in connection with it and all relevant particulars that we may reasonably require. If we require you to do so, you must co-operate in any related legal proceedings and refund to us that part of any damages or compensation you recover that relates to lost earnings for the period of sickness absence as we may reasonably determine. Less any costs you incurred in connection with the recovery of such damages or compensation, provided that the amount to be refunded to us shall not exceed the total amount we paid to you in respect of the period of sickness absence.

Conditions of payment

- All payments are less social welfare entitlements, which will be deducted from payroll and must be claimed from Department of Employment Affairs and Social Welfare by the employee. Proof of claim to the Department of Social Welfare may be sought by Q-Park. The Company retains the right to deduct the equivalent of the social welfare payment where the employee fails to submit their social welfare entitlement to the Company. The Company further retains the right to only pay the difference between net pay and the standard rate of illness benefit in respect of those employees who do not qualify for illness benefit or who choose not to avail of illness benefit in order to retain some other social welfare primary payment.
- Medical certification by a registered medical practitioner must be presented to Q-Park, before any sick leave payments are made. Medical certification is required for absence of more than three days duration.
- Where absence continues beyond the period covered by the original certificate, subsequent certificates must be submitted.
- If the absence is prolonged beyond one calendar week, the employee must communicate with his or her manager at a minimum of once a week, to inform them of his or her medical status and likely return date.
- Payment will be dependent on correct reporting of absence and relay of information to management.
- Any abuse of the occupational sick pay scheme, including but not limited to falsification of records and inadequate reporting of absence, will result in non-payment of sick pay and may result in disciplinary action up to and including dismissal.
- Q-Park reserves the right to amend or withdraw this scheme at its discretion.

The following circumstances may result in exclusions of payment

- Failure to provide medical certificates
- Disability arising from injury suffered as a result of failure to abide by company safety rules
- A situation where the illness or injury originates from another paid employment;
- Illness during a period of lay-off (except where the illness commenced prior to the announcement of lay-off for circumstances considered, at the Company's sole discretion, to be mitigating).

Sickness and annual leave

If you are sick on any day of annual leave and a medical certificate is furnished to the Company for every day of illness, you may retain that leave day and take it at a later date, to be agreed as per normal annual leave notification procedures. Late notification after the illness or on return from holidays will disqualify an employee from transferring to sick leave. The HR department must be advised of the illness at the time of the illness.

Appointments

Wherever possible, medical appointments should be arranged in your own time. Alternatively, and with minimum disruption to the working day, your manager may agree with you that the hours are made up at another time.

Where this is not possible, you should notify your manager of an appointment at the earliest opportunity. The manager may request to be given the medical certificate confirming the appointment.

Abuse of this policy

Employees found to be abusing their entitlement under this policy will be subject to the Company's disciplinary process and may suffer loss of benefit under this scheme and /or disciplinary action.

Review

The Company reviews its sick pay scheme regularly and reserves the right to change the terms and conditions of this scheme at any time. Any changes will be communicated to employees.



Attendance procedure



Principles

The attendance procedure relates to short term absences where there is no underlying medical cause. It is a dedicated procedure separate from both the disciplinary procedure and is about highlighting the importance of regular attendance at work, because of the customer service nature of our operation, a consistent pattern of employee attendance is vital.

The attendance procedure should be used to manage short term sickness absence when there is no obvious evidence of a single underlying medical condition i.e. where the reasons for the absence appear unrelated. Whilst the Company understands that there will inevitably be some short-term sickness absence amongst employees, it must also pay due regard to its business needs. If an employee is frequently and persistently absent from work, this can damage efficiency and productivity, and place an additional burden of work on the employee's colleagues. Short term absences where no underlying cause exists should be dealt with through the Company's 'attendance procedure' detailed below.

Procedure Level 1

Where an employee has 4 occasions of unconnected absence or more than 1 occasion of unconnected absence totalling 10 days (2 weeks/80 hours)* in any rolling 12 month period then he/she will be placed in the attendance procedure at Level 1.

Level 2

Where an employee has 2 further occasions of sickness absence or a total of 10 days (2 weeks/80 hours)* absence within any 6 month period over the next 12 months then he/she will be advanced to Level 2 of the procedure.

Medical report

Where an employee incurs further absences detailed below, the manager will request his/her permission for the Company to seek a report on the employee from its medical adviser.

If the response from the medical adviser confirms that no underlying cause exists, a meeting with the employee under Level 3 of the procedure will be arranged.

Level 3

Where an employee has a further 2 occasions of sickness absence or a total of 10 days (2 weeks/80 hours)* absence within any 6 month period over the next 12 months then the will be advanced to Level 3 of the procedure, which will result in his/her employment being terminated.

* trigger points will be pro-rated for other working patterns

Notification

At each stage of the procedure the employee will be invited to a formal meeting to discuss his/her absence record. The employee will be given a minimum of 24 hours' notice of the meeting at each stage of the process both verbally and in writing. Employees have the right to be accompanied by a colleague or trade union representative of their choice.

Appeal

Employees have the right to appeal at any stage of the attendance procedure.

Removal from procedure

If within the 12 months of being placed at levels 1 and 2 of the procedure the employee has not incurred the further occasions of absence referred to above, then he/she will be removed from the attendance procedure.

Long term absences

Employees who are absent for 4 continuous weeks or more will be deemed to be on long term absence. Employees in this category will communicate on a weekly basis with their manager and discuss the following:-

- Current health status
- What progress, if any, is being made
- The prognosis from GP/Consultant
- Identify if the Company can help or assist in any way?

The manager may also use this weekly contact as a means of bringing the employee up to speed with news and issues from the workplace, as well as taking the opportunity to assess ongoing coverage requirements at the workplace.

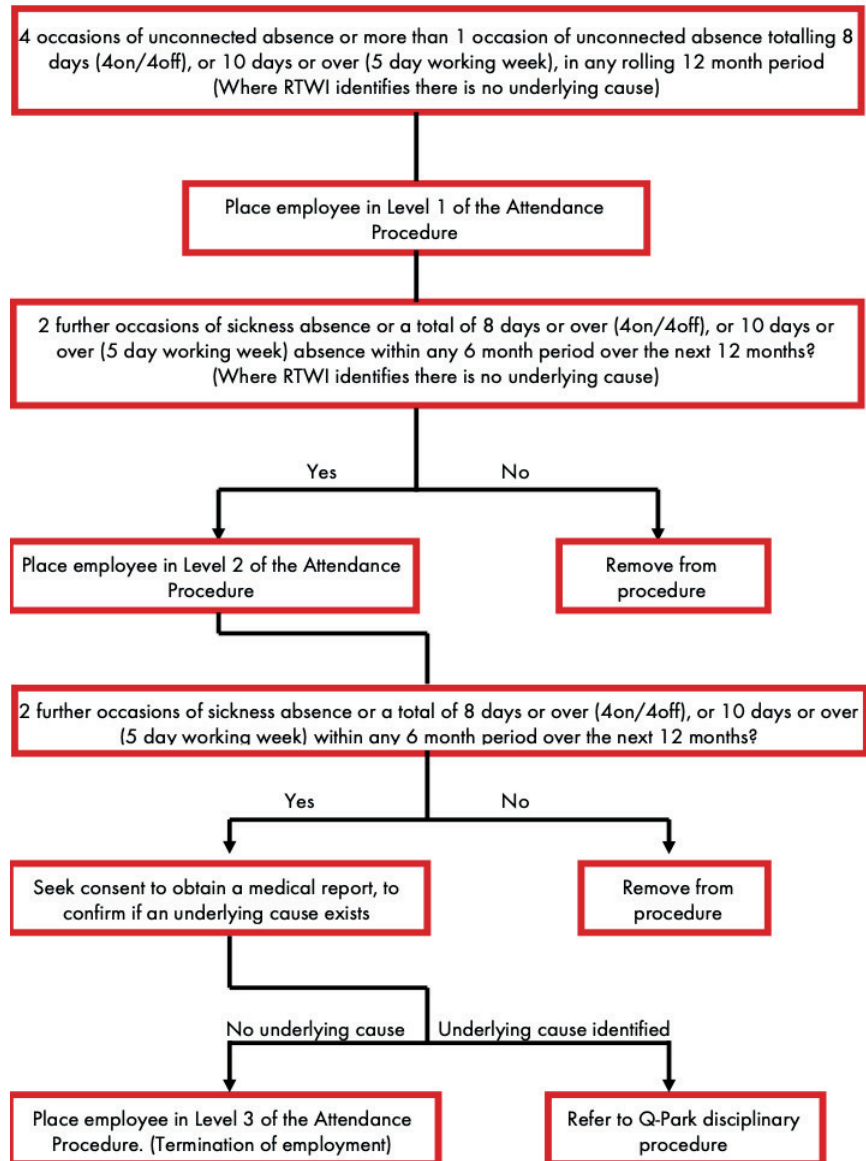
Where it is felt that the nature of the illness/disability is unclear or dubious, or that the employee may be able to undertake temporary alternative duties (if available) HR will request the employees permission for the Company to seek a report on the employee from its medical adviser. In circumstances other than the above, it would normally be appropriate to involve the Company medical adviser.

Failure to comply with the procedures

Employees who:-

- Refuse/fail to comply with sickness reporting arrangements
- Fail to provide sick notes when required
- Refuse to cooperate with managers in discussing their absence
- Refuse to undertake suitable alternative duties may have their Company sick pay withheld and render themselves open to disciplinary action.

ATTENDANCE PROCEDURE



Redundancy policy



Purpose

This policy sets out the approach to the implementation of redundancies within the Company.

Scope

The policy will apply to all permanent and temporary employees.

Policy statement

While it is the Company's intention to develop and expand its business activities, thus providing a stable work environment and reasonable security of employment for its employees, it must also ensure economic viability of the Company which may potentially be affected by external or environmental factors that are out of our control.

In this respect, circumstances may arise where changes in the market, technology, organisational requirements and the like, necessitate the need for redundancies. In order to minimise the impact of such reductions, the following procedure will be adopted wherever possible.

It must, however, be recognised that where the needs of the Company so dictate, the procedure may be adapted to particular circumstances.

Avoiding redundancies

Consideration will be given specifically to the following alternative options in order to try to avoid redundancies, subject to the Company's immediate business requirements:

- Restricting recruitment of new staff, (other than where this is essential in relevant areas).
- Considering redeployment and/or retraining of surplus personnel.
- Reducing the amount of overtime working in the Company.

When redundancies become necessary

Whenever a reduction in employee numbers may be necessary, the Company will:

- Consult with employees.
- Try to find ways of avoiding compulsory redundancy.
- Keep all affected employees clearly informed and ensure that they are treated fairly, reasonably and without discrimination throughout the redundancy process.

Procedure

The Company will hold an announcement meeting in order to inform the employees, both affected and not affected, of the proposal, the rationale and the steps of the process. This will mark the beginning of a consultation period.

The Company will then enter into consultations on an individual basis with those employees that are likely to be affected by the redundancies. The Company will write to each affected employee explaining the circumstances following the announcement meeting and invite them to attend a meeting. The employee will have the right to be accompanied at this meeting by a trade union representative or Q-Park colleague. These meetings are a chance for the affected employees to comment on the proposals and put forward any alternatives to the proposals they may have.

During the course of the consultation meetings, employees will be informed of any selection criteria to be used in order to satisfy the proposal if necessary. Employees will also be informed of any entitlements they may have to redundancy payments in accordance with the statutory redundancy payments scheme.

Employees will be informed of any appropriate available vacancies elsewhere in the Company. Where these alternative vacancies are offered to redundant employees, the terms and conditions which will apply will be in accordance with the standard terms for the available vacancies on offer. If an employee accepts alternative employment with the Company instead of redundancy, they will be entitled to a trial period of up to four-weeks.

In some cases it may be necessary to hold interviews for positions. The right to be accompanied throughout the redundancy procedure does not extend to job interviews held as part of the process.

When selection has been finalised, employees will be invited in writing to a final consultation meeting with at least 48 hours notice where possible and will have the right to be accompanied by a trade union representative or Q-Park colleague. During the meeting the outcome will be delivered and those selected for redundancy will be given notice of termination during this meeting. In certain circumstances where it is considered appropriate, employees may leave with payment in lieu of notice.

Subject to the Company's operational needs, employees may be given permission to take paid time off work during their notice period to look for work or seek retraining opportunities in accordance with current legislation. Requests for time off should be made in the first instance to the manager.

Right to appeal

All affected employees have the right to appeal against the decision to make their role redundant. To do so the employee must send their written grounds for appeal to Head of Human Resources within 7 days of receiving their written confirmation of notice of the redundancy. An appeal meeting will then be arranged, and the employee will have the right to be accompanied by a trade union representative or a Q-park colleague.

Voluntary redundancy

In some circumstances, employees may be invited to indicate their willingness to consider voluntary redundancy following consultation. There will be a fixed time period in which applications will be accepted. The invitation from the Company for an indication of willingness to consider voluntary redundancy from an employee will not imply any commitment on either part. Any applications to be considered for voluntary redundancy will not in any way influence or affect decisions made in respect of applications for other employment within the Company. Nor will it prejudice an individual's continuing employment in any way.

If there are more volunteers a selection process will take place to ensure there is a balanced workforce with the requisite skills to meet future business needs. The Company gives no guarantee that voluntary redundancy requests will be granted.

The Company reserves the right to select those employees that will be offered voluntary redundancy. If a request for voluntary redundancy is refused, the employee will be informed of the reason for the refusal.

The Company's decision is final.

Redundancy pay

The Company pays statutory redundancy pay to those who have been continuously employed for 104 weeks, at the date of termination of employment. Redundancy pay is paid to those leaving the Company and not to those who have secured alternative employment within the Company.

The statutory redundancy payment is a lump sum and is calculated by reference to years of service as follows:

- two weeks' pay for each year of continuous and reckonable service; and
- a bonus week, which is the equivalent of one week's normal weekly pay.

Any excess days over the complete years of service are granted as a proportion of a total year. For example, if a person works for 2 years and 182 days, they are entitled to a statutory payment of 6 weeks pay (2.5 years x 2 weeks plus 1 week's pay)

There is a maximum amount for one week's pay under statutory redundancy payments which may be adjusted from time to time.

In some circumstances, the Company may pay the redundant employee payment in lieu of notice in line with their contractual notice pay outlined in their terms and conditions of employment.

Collective consultation

Where there is a possibility of a reduction in the size of the workforce by

- 5 out of a total of 21-49 employees;
- 10 out of a total of 50-99 employees;
- 10% out of a total of 100 – 299 employees;
- 30 out of a total of 300+ employees

and there is no recognised trade union or elected employee body, the Company will invite affected employees to nominate and elect representatives to take part in consultations meetings.

Sufficient time will be allowed for the election of representatives to be properly conducted before the consultation period commences. As soon as the elected representatives are appointed, the first consultation meeting will be arranged with a view to establishing whether the proposed losses can be achieved by means other than compulsory redundancies.

The consultation period in this situation will be 30 days and will follow the same procedure as outlined above.



Right to disconnect policy



The health, safety and wellbeing of our employees is of the utmost importance to us and we encourage and support you to prioritise your own wellbeing. Disconnecting from work and work devices is vital for your wellbeing, and to help you achieve a healthy and sustainable work-life balance.

To encourage and support our employees in balancing their working and personal lives, we have developed a right to disconnect policy, which includes best practice guidance around working hours, the use of technology and more.

The Company recognises that every employee is entitled to switch off outside of normal working hours and enjoy their free time away from work without being disturbed. There may be occasions where contact occurs, including for example where business and operational reasons require contact outside of normal working hours and depending on the nature of an employee's role.

Role of the Company, our managers and employees

All employees have an active role to play in communication management and the reduction of unnecessary business communications outside normal working hours. The company encourages the ongoing cultivation of a culture where our employees feel they can disconnect from work and work-related devices and this necessitates a joint approach by the company, our managers, and employees.

The role of the Company:

- To provide information to employees on their working time, in accordance with the relevant legislation.
- To ensure a safe workplace, in line with the health and safety legislation.
- To not penalise an employee for acting in compliance with any relevant provision of the health and safety legislation.

The role of the employee:

- To ensure that they manage their own working time and take care to protect their safety, health and welfare and the health and safety of co-workers, in line with the health and safety legislation and seek support in doing so if necessary.
- To cooperate fully with any appropriate mechanism utilised by the company to record working time, including when working remotely.
- To respect the working time of colleagues and other contacts (including periods of leave)

The role of the manager:

Managers in particular play a central role in the successful implementation of this policy and may be given additional training and support as needed. Managers also have a duty to respect their team members' right to disconnect and should provide a good example for their team.

Working hours

- Given the nature of the business, there are a variety of working hours and working patterns that exist to ensure that customer and client needs are met on a continuous basis. Working hours therefore differ between operational employees, managers, clusters and colleagues working with the head office in Ireland and the UK.
- Consequently, it may be necessary for employees to be contacted out of their usual working hours; this will only happen where there is a legitimate business need.

Communications

Electronic & Phone Communications

We respect your personal time and expect you to disconnect from work e-mails and work communications outside of normal working hours.

We understand and appreciate that within our Company people may work widely differing patterns of work, so what is the "norm" for one may be different for another. Due to differing/non-standard patterns of work in the Company, some employees may send communications at times which are inopportune for other employees, e.g. late nights/weekends.

Outside your normal working hours or standard office hours, (such as late nights/weekends), may be an opportune time for you to send an email, without any intent to disturb the recipient or in expectation of a speedy answer. In that event, bear in mind the following:

- Try to only check and send e-mails during normal working hours where possible, but we are also mindful of the requirements of those who wish to work in a more flexible manner.
- The sender should give due consideration to the timing of their communication and potential for disturbance. The recipient should understand that they will not be expected to respond until their working time recommences. If you are sending emails outside the normal hours of the working day, please also consider other people's working hours:

- Send the e-mail with a signature disclaimer at the end, e.g.
"I have sent this email at a time that is convenient for me. I do not expect you to respond to it outside of your usual working hours."
- Consider drafting the email and sending it during the working hours of the recipient or using the 'delay send' option and set it to a specified time on the next working day
- Always consider the tone/contents/context of texts and emails and other electronic communications (e.g instant messaging apps).
- Please ensure that your out-of-office notifications are properly activated when you are out of the office and that your out-of-office message correctly directs the recipient to the appropriate colleague. Please respect out-of-office notifications when you receive them from others.
- In the case of an urgent or time-sensitive situation after normal working hours, please consider sending a text or making a phone call rather than an email.
- Work communications through social media channels or platforms are not encouraged and employees should not feel that they must respond to social communications from colleagues outside of their working hours.

Meetings

- While meetings can be crucial to strengthen connections between individuals and teams, individual teams and managers are encouraged to review the frequency and timing of meetings they hold to ensure optimum use of time and allow colleagues time to work outside of meetings.
- Avoid scheduling meetings outside of our core hours or during lunch hours, unless absolutely necessary.
- Respect people's time by only inviting them to meetings where their presence is necessary. Share and adopt meeting best practices for example ensure there is a clear agenda with relevant material shared in advance, and actions are recorded and shared post the meeting.

Wellbeing

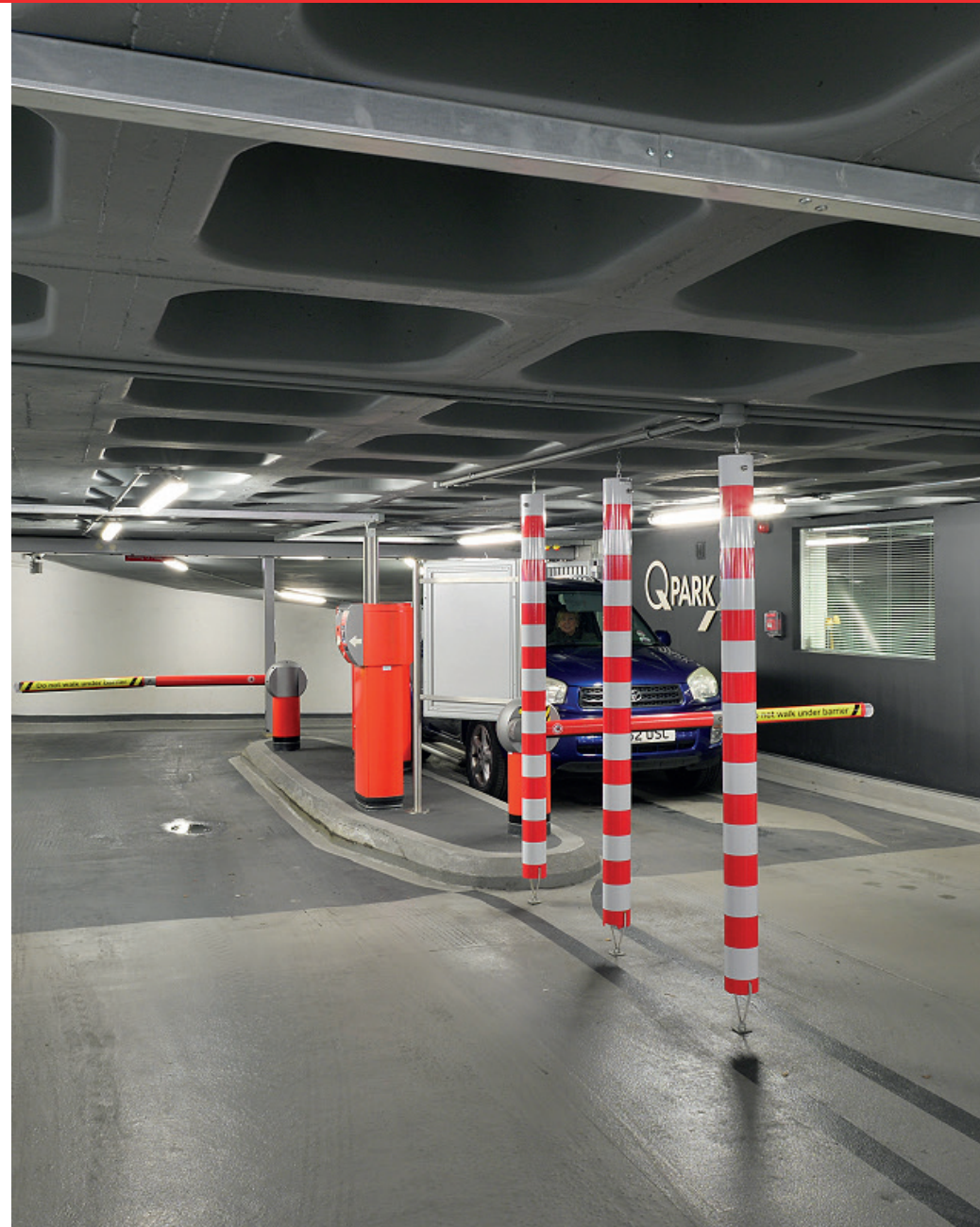
Employees, including those engaging in flexible working arrangements or remote working, are reminded to switch off from work and work devices outside their normal working hours and while on leave. Employees are encouraged to familiarise themselves with their break entitlements as set out in their contract of employment and to ensure that they are availing of these. If an employee is unable to avail of their rest break, they should inform their manager.

Reporting concerns

Employees will not be reprimanded for failing to answer phone calls, emails, or messages outside of their normal working hours.

If you encounter problems in availing of your right to disconnect, please speak to the person(s) in question in the first instance if you feel comfortable to do so. If you feel that you cannot approach the person directly, then you should approach your manager or a member of the HR team with the objective of resolving the issue quickly and informally. If an informal process has not been successful in resolving the concern, then the formal company grievance procedure may be utilised.

We reserve the right to amend and update this policy over time in line with best practice, learnings and any changes in legislation.



Travel and expenses policy



Purpose

This policy has been written to clearly communicate the Company's approach with regards to travelling on Company business and legitimate expenditure incurred by employees whilst carrying out the business of the Company.

Scope

The policy will apply to all employees of Q-Park Ireland.

Policy statement

It is critical for Q-Park to have a thorough expenses policy so that:-

- There is a fair policy, consistent for all.
- Everyone is clear on what is reasonable.
- Costs are controlled.
- Employees are looked after comfortably (but not excessively) when working away from their base.

It is, therefore, Company policy to reimburse employees for the additional costs they incur as a result of working or training away from home. The employee should neither profit nor lose from travelling on behalf of the Company. Managers should be responsible for the authorisation of expense reimbursements within their authorisation limits (see Appendix A) and for setting appropriate guidelines in advance as to what is reasonable under specific circumstances. Managers' discretion is very limited outside of these guidelines and Managers should check with the HR Department for the Company standard if an item of expenditure not listed here can be claimed as legitimate business expense.

Hotel costs

The Company will reimburse employees for reasonable overnight accommodation, breakfast and where appropriate, an evening meal. Accommodation should be of a Premier Travel Inn/Novotel/Holiday Inn type standard. As a guide, a hotel room should generally be no more than €160, or €190 in Dublin.

Where Contra deals are set up at hotels and restaurants, these should be utilised. Where an employee has to stay away from home on Company business and stays with relatives or a friend and therefore saves the Company the cost of a hotel bill, it is acceptable for them to claim the cost of a restaurant meal for their hosts up to the value of €40, plus the value of their own meal.

Other expenses incurred whilst staying at a hotel

The Company will reimburse the following:

2 x drinks with the meal
Up to €9.00 of drinks bought at the bar (must be with receipts)

The Company will not reimburse any additional costs incurred by employees when they are away from home e.g. newspapers, hotel videos, sports facilities. Laundry costs will only be reimbursed in exceptional circumstances.

Costs incurred when not staying away from home

Employees working away from their base can claim a daily subsistence allowance of up to €8 which should be supported by receipts. This can cover food and drinks. In addition, the Company may meet the cost of breakfast or an evening meal if the employee is involved in an early start i.e. leaving home before 6.30 a.m., or travels home late in the evening i.e. where they expect to arrive home after 9.00 p.m. However, the costs should be kept to a practical level consistent with the employee's normal eating habits and be authorised in advance by their line manager.

Managers entertaining / Business functions

Members of the Senior Management Team may purchase meals and/or drinks for employees for a variety of business purposes. The level of expenditure must be reasonable and the purpose of the function/meeting clearly identifiable.

Costs incurred should always be paid for by the most senior member of the group. A direct report should never pay for expenses incurred by themselves and their line manager.

Entertaining customers

The costs of entertaining customers will be reimbursed in full, including all drinks where the relevant Director or Head of Function approves the function.

Babysitting charges

Where an employee is required to attend an evening function or a training course requiring them to stay away from home and where this would necessitate paid care for children or physically dependent adults, managers have the discretion to meet all or part of the costs thereby incurred by the employee. The Company will not meet such costs where they are incurred during the normal business day.

A receipt must back such claims in the normal way and claims cannot be approved where a relative of the employee undertakes "babysitting".

Professional institution subscription fees

The Company will reimburse one annual subscription to professional institutions which are deemed to be essential to the employee's business role and activities.

How to settle bills

Accommodation and travel may be booked in advance by arrangement with the local Company credit card holder. Under these circumstances only the cost of the room and meals taken may be charged direct to the Company. Drinks at the hotel bar must be settled direct by the employee and subsequently claimed up to the €9.00 limit.

If the employee chooses, they may personally make their own travel arrangements and settle any costs incurred directly themselves.

How to claim

All claims for reimbursement of expenses should be made via the Q-Park Limited expenses system. Claims should be submitted using the current Q-Park expense form and must be authorised by your Business Manager or Head of Commercial and Operations. Once authorised, they should be submitted to the Accounts Payable Section at Leeds Head Office by the end of the working day on the 15th of each month (or earlier where notified in advance, for example at key accounting periods).

An expense claim form will not be processed through accounts without the authorisation of the Business Manager or Head of Commercial and Operations to which the employee belongs. In his/her absence, the Managing Director or Finance Director should sign. Management who authorise the expenses of employees who have travelled on Company business should satisfy themselves that expenses which are claimed are wholly, exclusively and necessarily incurred on Company business.

Please note that a manager should not sign for any expenditure that includes him/herself. Where two managers are out together, the senior manager should pay the bill. The form must be signed in ink by the claimant.

All items must be separately itemised and not consolidated.

Accommodation facilities for business meetings should be shown on a separate invoice to any overnight accommodation charges.

Where expenses are claimed on behalf of more than one person, the employees should be named (both Q-Park employees and external parties).

Original receipts should be attached (stapled – not paper clipped) and cross-referenced to the receipt number on the Form.

All expenditure must be supported by a valid receipt. Items without receipts will be disallowed, unless specifically approved by the appropriate Business Manager/Function Head by way of signature alongside each item without a receipt on the claim form.

The “VAT rate on claim” should equal 23% (or 13.5% as appropriate) if VAT is claimed at all.

Expenses claimed containing significant errors, incomplete information and missing receipts will be returned for correction.

Any claims received after the monthly deadline will be processed in the next BACS expenses run at the end of the following month. There will be no exceptions to this.

No claim will be allowed for items more than 3 months old.

Expense payments will always be made by BACS transfer. There will be no facility to pay expenses via CHAPS.

Claiming VAT VAT receipts

A valid tax receipt should be an original and have the supplier’s VAT registration number on it.

Calculating VAT

If your receipt does not include a VAT analysis, you will need to calculate this yourself. Please remember that VAT is 23%, 13.5% or 9% added on to the net amount, so to calculate gross to net, you divide by 1.23, 1.135 or 1.09.

For example, an item costing €10 with a VAT category of 23%. A common mistake might be to take the €10 invoice and analyse it as €2.30 of VAT. It isn’t. A €10 invoice is €8.13 plus €1.87 of VAT ($€10.00/1.23 = €8.13$).

Journey details and kilometre forms

Employees claiming kilometres in their own private cars should also complete the Expenses Kilometre Analysis form and attach this with the general expenses claim form.

The kilometric rates currently applicable to Company Car holders and both Car Allowance and non Car Allowance recipients can be found in Appendix B of this document. These are reviewed regularly and take account of the recommended kilometre rates published by the Revenue.

Expenses not reimbursable

Items considered excessive or falling outside of Revenue guidelines, which if breached could give rise to Company or individual tax liabilities, will not be reimbursed. In addition, the following will not normally be reimbursed:

- Airline club membership
- Hotel loyalty cards
- Annual Fees:
- Membership of additional professional institutions (one professional institution membership reimbursement is allowable)
- Personal credit / debit cards
- Car washes

Tips – by all means tip good service, but not at the Company's expense. There is one exception to this – when travelling from Brussels or Düsseldorf to Maastricht, the taxi driver should be tipped at the rate of €5 per journey.

Excessive alcohol – by quantity or in value

Insurance: when optional

Hairdressers and beauty treatments

Holiday – expenses incurred whilst on vacation

Laundry / valet services for trips less than five days, except for :

Emergencies

Change in itinerary

Where otherwise required

Hotel room service/in room dining, except for evening meal which is allowable.

Leisure fees e.g. health club; saunas; massage

Internet access where the employee is in possession of a Company Smart Phone

Newspapers

Luggage or briefcases

Magazines or books (other than professional literature)

Movies, including in-flight; hotel in-house; video hire

Parking fines or traffic fines

Sports events not forming part of customer entertaining, e.g. golf fees

Office Stationery products – these should normally be requested from Leeds Head Office

Travel

An employee in receipt of a Car Allowance or a Company Car holder should generally use their vehicle when travelling to other sites in Ireland. Exceptions to this are where it is economically advantageous to travel by rail i.e. where an employee can purchase train travel to and from a location that is cheaper than the corresponding car kilometric claim, or otherwise as pre-authorised by the Head of Commercial and Operations or Managing Director.

Car

By using their private car, the employee implicitly declares that the vehicle is insured for business use. Q-Park disclaims liability for any car which is not fully and/or correctly insured. In addition, the car has to be in good condition and meet all statutory requirements.

The associated Company Travel – Car Policy & Procedure document provides full guidance on travelling by car on Company business and should be read alongside the Travel & Expenses policy.

The following details should be provided to HR prior to any vehicle being used for business travel. Details required are:-

1. Registration number
2. Make of car
3. Model of car
4. Copy of NCT document (if applicable)
5. Copy of driving licence (this must be a full Irish licence)
6. Copy of insurance document specifying that the vehicle is insured for business use

An employee in receipt of a car allowance should always use their vehicle when travelling on business with a colleague who does not have a car allowance.

The use of a rental car needs to be approved in advance by the Business Manager or Head of Commercial and Operations.

When claiming kilometres, the destination of the trip, the distance travelled and the reasons for travelling should be listed.

Kilometres should be claimed in whole numbers, not decimals.

The kilometres claimed should always be the lesser of office to destination and home to destination.

VAT receipts to cover the fuel used should be attached with the Expense Claim Form.

Taxis

Taxi journeys should also be quantified with details of destination and reasons for travelling.

Train

Employees are permitted to travel by standard class to all destinations. Open tickets should not be used as they are much more expensive than other ticket options. Full use should be made of saver and advance tickets which will give the most cost effective fares. Senior Management Team members may travel first class, providing the ticket is an Advance ticket and where they will be working on the train.

When claiming the cost of a train journey on expenses, the destination of the trip and the reasons for travelling should be listed.

Air

All airline tickets must be purchased in economy class.

When claiming the cost of air travel on expenses, the destination of the trip and the reasons for travelling should be listed.

Air travel should not be used within Ireland.

Foreign currency

Any foreign currency that is required for a trip abroad should be purchased personally by the employee. Commission costs may be reclaimed and any receipts for items purchased using the currency should be claimed for in the normal way using the conversion rate applied on purchase of the currency.

Foreign travel

When travelling abroad for meetings, flights should be taken on the day of the meeting if the meeting starts after 1100. Where the meeting starts before 1100, flights may be taken the evening before.

Full use of the most cost effective parking options at airports should be made, even when returning on the same day.

Breaches of policy

The Company reserves the right not to reimburse expenses where an employee has not complied with the Expenses Policy. Breaches of this Policy may result in disciplinary action. Fraudulent claims and persistent abuse of the terms of the policy are deemed to be Gross Misconduct, and may result in summary dismissal.

Appendix A

Expense claims may only be authorised by the appropriate Business Manager or Head of Commercial and Operations.

Business Managers may authorise expense claims up to a maximum of €1,000 per claim.

Claims totalling more than €1,000 must be authorised by the appropriate Business Manager and countersigned by the Head of Commercial and Operations.

Appendix B

With effect from the 1st November 2015, the Company's business kilometric reimbursement rates are as follows:-

Company car holders and car allowance recipients

24 cents per km regardless of kilometres

Non car allowance recipients

50 cents per km up to 6,000 km

40 cents per km over 6,000 km

Company travel – Car policy and procedure



Purpose

It is Q-Park's policy to take all reasonable measures to reduce the risks to employees, other road users and the public, to as low as is reasonably practicable whilst driving.

This policy will set out the rules and regulations Q-Park expects all employees to follow whilst driving a vehicle for business purposes.

Scope

Applicable to all employees of Q-Park.

Policy statement

The Company has thought out a wide view of the risks associated with car travel by considering both the skills required and behaviour whilst driving with particular regard to those traveling long distances or during unsocial hours.

Whilst driving employees shall conduct themselves in accordance with the Company's policy and shall use their own judgment to ensure that they reduce any risks to themselves and to others.

Responsibility

All employees have a responsibility to ensure they follow this procedure whilst driving a vehicle for business purposes.

Managers are responsible for ensuring that employees provide the required documentation to HR prior to allowing their employees to drive on Company business.

Managers are also responsible for their site and/or cluster response vehicle's continued road and operational worthiness.

Procedure

Any employee who disregard the procedures below will be liable to disciplinary action.

Provide evidence of suitability to drive

Employees wishing to drive on Company business must provide copies of the following to HR:

- Full current Irish driving licence for the class of vehicle that they drive on Company business.
- Suitable insurance (i.e. insurance to cover business use) for all privately owned vehicles.
- Valid NCT for any vehicle used on Company business

Employees should also advise HR in confidence of the following as soon as is practicable after the penalty is imposed or if any change occurs:

- Any endorsements on the driving licence or disqualification from driving.
- Any change of a privately owned vehicle used for Company business.
- Any change to insurance conditions.

It is the responsibility of the employee to update HR on any changes in relation to their car, insurance or driving licence. Should any employee fail to inform HR of any changes they may be liable to disciplinary action.

Road safety

Employees must:

- Behave in a safe and considerate manner, obeying all applicable road safety legislation and showing respect for other road users.
- Be responsible for their own safety, for any passengers or loads carried in the vehicle and for ensuring that the vehicle is safe to use (including hired vehicles).
- Ensure that passengers are carried only in accordance with the vehicle manufacturer's design specification, with a seat for everyone and only one person per seat.
- Ensure that seat belts are installed for the driver and all passenger seats and that they are worn on all journeys.
- Take a 15 minute break every two hours when driving.
- Not drive more than 650 kilometres per day or 1600 kilometres per week.
- Plan journeys to avoid travel in adverse weather and travel for excessive hours. If necessary, due to adverse weather, journey length or due to high number of hours worked, make use of overnight accommodation.
- Not stop on the hard shoulder of a motorway except in an emergency.

Repairs and maintenance

Employees must:

- Inform their manager of any repairs and maintenance or concerns/defects on Company-owned vehicles as soon as possible.

The Company will:

- Ensure that all vehicles owned or operated by the Company are subject to regular servicing by a reputable garage and routinely examined. This is the responsibility of the car park manager who is also responsible for ensuring any vehicles' continued road and operational worthiness.
- Ensure that, for Company-owned vehicles, all maintenance procedures, equipment and replacement parts are suitable for the vehicle in question.

Mobile phone usage whilst driving Use of a hand-held communication device

Use of a hand-held mobile telephone, or other hand-held device that performs an interactive communication function by transmitting or receiving data, while driving is dangerous and, since 2006, against the law.

For this reason, no employee shall use a hand-held mobile telephone or other hand-held device (other than a two-way radio) that performs an interactive communication function by transmitting and receiving data whilst driving on Company business.

'Driving' for these purposes includes any time while the vehicle is on the road and its engine is running, even if the vehicle is stationary. This includes time spent stopped at traffic lights or during other hold-ups.

'Interactive communication function' includes sending or receiving oral or written messages, faxes, or still or moving images, or providing access to the internet.

A mobile telephone or other device is 'hand-held' if it is, or must be, held at some point during the course of making or receiving a call, including to dial a number, or performing any other interactive communication. Any device cradled between the ear and the shoulder is deemed to be hand-held.

The exception to this restriction is where the use of the hand-held mobile telephone or other device is to contact the emergency services on 999 or 112 in the case of a genuine emergency and in circumstances in which it is unsafe or impracticable for the employee to stop driving in order to make the telephone call.

No manager must ask any employee to use a hand-held mobile telephone or other hand-held interactive communication device while driving. All managers must ensure that the Company policy on hand-held mobile telephone and other hand-held interactive communication device use while driving is complied with within their area of responsibility.

Use of a hands-free communication device

Although the use of hands-free equipment is not prohibited by law, hands-free mobile telephone or other interactive communication device whilst driving can reduce concentration and increase the likelihood of an accident occurring. Due to this increased risk involved Company employees should use hands-free equipment whilst driving as little as possible.

Where it is necessary to make or receive a call, employees should make it clear that they are driving and keep the call as short as possible. If a longer conversation is necessary, contact should be re-established when the employee has found a safe place to pull over and park. Any numbers that an employee might need to phone during a journey should be saved to a short-dial number before the journey is begun. Employees should be aware that it is always safer to keep their mobile telephone or other communication device switched on to voicemail, call diversion or a message service before beginning their journey. Where necessary they can then stop in a safe place such as a lay-by to check messages and return calls.

Smoking

Under the smoke-free legislation a vehicle must be smoke free if it is used in the course of paid or voluntary work by more than one person, even if those persons use it at different times or only intermittently. Therefore site and cluster response vehicles and any other Company owned vehicles must be smoke free.

There is no requirement under the smoke-free legislation for a privately owned car used only by the owner, to be smoke free, unless carrying children under 18 years of age as passengers. Therefore any privately owned vehicles used for business purposes are not required to be smoke free unless carrying colleagues.

Property left in cars

Employees must not display any property in the vehicle whilst not in it. Any property which is left in the vehicle whilst the employee is not present (regardless of length of time) must be out of site (i.e. in the glove compartment or boot) and locked.

Claiming Kilometres Employees without a car allowance

Kilometric allowance payments can be paid to employees who cover business kilometres in their own cars. Kilometric allowance payments are intended to cover all the business costs incurred in running a vehicle.

To claim for business kilometres please refer to the travel and expenses policy.

Employees with a company car or car allowance

Approved kilometric allowance payments can be paid to employees who cover business kilometres in their own cars or a Company Car.

To claim for business kilometres please refer to the travel and expenses policy.

Bullying and harassment procedure



Should an employee experience or observe unwanted conduct, he or she is encouraged to raise the issue so that it can be resolved speedily. Informal and formal procedures are in place to deal with the issue of bullying/harassment at work. Any investigation will be completed as quickly as possible.

Informal procedures

Initial informal response

This response is suitable for non-serious complaints, such as in scenarios where it is likely the accused is not even aware of his/her behaviour negatively impacting others. It is a very informal mechanism that should be designed to be flexible in order to allow for minor complaints to be quickly dealt with.

Ideally, this initial informal response would effectively address the unwanted behaviour without any recourse to any other action. It is preferable for all concerned that complaints of bullying or harassment are dealt with informally whenever possible. This is likely to produce solutions that are speedy, effective and conducive to a positive working environment. Thus, in the first instance a person who believes that he or she is the subject of bullying/harassment should ask the person(s) responsible to stop the offensive behaviour.

A person may seek help and advice on a confidential basis from their manager or HR representative, particularly where a person finds it difficult to approach the alleged perpetrator(s) directly. The role of the manager or HR representative is not to judge but rather to provide advice and assistance about the Company's policy and options to resolve a concern.

Having consulted with their manager or HR representative, the complainant may request the assistance of their manager in raising the issue with the alleged perpetrator(s). In this situation the approach of the manager should be by way of a confidential, non-confrontational discussion with a view to resolving the issue in an informal, low-key manner.

Whilst we would always recommend that employees exhaust the initial informal response before escalating the complaint, we recognise that it may not always be suitable and that a complainant may decide, for whatever reason, to bypass the initial informal response mechanism. Choosing not to use the initial informal response will not reflect negatively on a complainant in the secondary informal process or the formal procedure.

Secondary informal process

A complainant may wish to invoke this process if the above is not suitable or is unable to deal with the complaint. This process is more protracted than the initial response but still informal.

A designated employee will be assigned to handle the complaint on behalf of the Company. This will be someone with authority within the Company.

It is recommended that the employee submit their complaint in writing.

The designated person will then attempt to establish the facts and context of the complaint before deciding on the next actions to be taken. (It should be noted that if no concrete examples of inappropriate behaviour are given by the complainant, the accused will have no recourse to repudiating any accusation that is not specific and therefore the complaint will fail)

If, however, after the designated employee has established the facts they believe the accused has a case to answer, they will put the allegation against him/her in writing and allow them the chance to respond. They should organise a meeting with the accused to record his/her response.

Thereafter a method should be agreed to progress the issue to resolution so that both parties can return to a harmonious working environment whilst the process continues.

If it is found that there has been inappropriate behaviour from the accused, steps should be put in place to stop the behaviour and to monitor it going forward to prevent a reoccurrence. This should include the drawing up of a plan with agreed actions which is to be signed by both parties at the final meeting.

The designated employee handling the case should keep a nominal record of all stages and ensure these are kept in line with GDPR.

It is recognised that it may not always be practical to use the informal procedure, particularly where the bullying or harassment is serious or where the people involved are at different levels in the Company. In such instances the complainant should use the formal procedure set out below.

Formal procedure

Formal complaint

The complainant should make a formal complaint in writing that should be signed and dated. Where this is not possible, a written record should be taken of the complaint by the assigned person and signed by the complainant and dated.

The complaint should be confined to precise details of alleged incidents of bullying, including their dates, and names of witnesses, where possible.

The complainant and the respondent should be advised of the aims and objectives of the formal process, the procedures and approximate ideal timeframe involved, and the possible outcomes. Both parties should be assured of support as required throughout the process.

An initial meeting should be organised by the employer at which each person is met with separately, starting with the person making the allegation. The other party, when met with, should be given a copy of the complaint in full and the opportunity to respond. Both should be given any relevant documents.

Investigation

The investigation will be governed by terms of reference including:

- An indicative timescale for its completion will be provided.
- The scope of the investigation will be outlined.
- Confidentiality will be upheld at all times.

All parties to the process have a responsibility to participate without undue delay in any investigation initiated in response to an allegation of bullying.

The scope of the investigation should indicate that the investigator will decide based on the facts before them whether the behaviour complained of may, on the balance of probabilities have occurred. The investigator will not uphold or dismiss the allegations and/or suggest or impose sanctions.

Statements from all parties, including witnesses will be recorded in writing as the use of written statements tends to make matters clearer from the outset and maintains clarity throughout the investigation. Copies of the record of their statements will be given to those who make statements to the investigator. Copies will also be provided to the complainant and the person complained of and should result in findings of fact only.

If possible, all parties should continue to work normally during the investigation. This may mean that alternative temporary work arrangements will be made for one or more of the parties whilst the process is ongoing. Any such arrangements will in no way represent a presumption of guilt on either party.

The objective of an investigation is to ascertain whether, on the balance of probabilities, the behaviours complained of occurred, if having already been established that the behaviours come within the description of workplace bullying. Details of the complaint, responses of the person complained against, witness statements and, other relevant evidence are relied on for this purpose.

The investigation will be conducted by a designated employee, ideally someone more senior in rank to the parties involved. Where this is not possible, the company reserves the right to avail of an external 3rd party investigator who will oversee the investigation. In either case, the person nominated will have appropriate training and experience and be familiar with the procedures involved. The investigation will be conducted thoroughly, objectively, with sensitivity, utmost confidentiality, and with due respect for the rights of both the complainant and the person complained of.

The investigator will meet with the complainant and the person complained of and any witnesses or relevant persons on an individual confidential basis with a view to establishing the facts.

A work colleague or trade union representative may accompany the complainant and the person complained of, if so desired.

The investigation will consider all material and evidence before it and a decision will be made on balance of probability, as to whether the complaint is valid. If the investigator concludes that the accused employee has a case to answer on the balance of probability, then the investigator may recommend whether or not the employer should invoke the Disciplinary procedure.

Appeals

Both parties are entitled to avail of the appeals process. The reason for appeal should be outlined in writing to management. The appeal should be submitted within 7 days of receipt of the outcome. The appeal will be heard by someone not involved in the original investigation but of at least the same seniority as the original investigator. The appeal will

focus on the conduct of the investigation in terms of fair process and adherence to fair procedure. It is not a re-hearing of the original issues. The outcome of the appeal will be final.

Action post-investigation

Should a case of bullying or harassment be proven then a disciplinary hearing will take place and the Company will take appropriate disciplinary action. The disciplinary action will be taken in line with the Company's disciplinary policy. This can include a warning, transfer, demotion or other appropriate action up to and including dismissal. Records of any warnings for bullying/harassment will remain on the employee's file as appropriate.

Regular checks will be made to ensure that the bullying/ harassment has stopped and that there has been no victimisation for referring a complaint in good faith. Retaliation of any kind against an employee for complaining or taking part in an investigation concerning bullying/harassment at work is a serious disciplinary offence.

Malicious complaints

If a complaint is found to be malicious, then appropriate disciplinary action up to and including dismissal may be imposed, after due process.

A malicious complaint can be described as an allegation being made without foundation, and with malicious intent, where a person knowingly or without regard to whether it is true or not, accuses another person of allegedly bullying them. This could also apply to where one person maliciously complains of someone allegedly bullying a third party, without fully exploring the veracity of the claim.

Breaches of the equal opportunities and dignity at work policy

Discrimination, bullying and harassment will not be tolerated by the Company. Breaches of the Company's equal opportunities and dignity at work policy will be regarded as misconduct and may be subject to disciplinary action under the disciplinary procedure. In addition, should employees feel that they have not been treated fairly with regard to employment equality, they may utilise the grievance procedure.

Victimisation

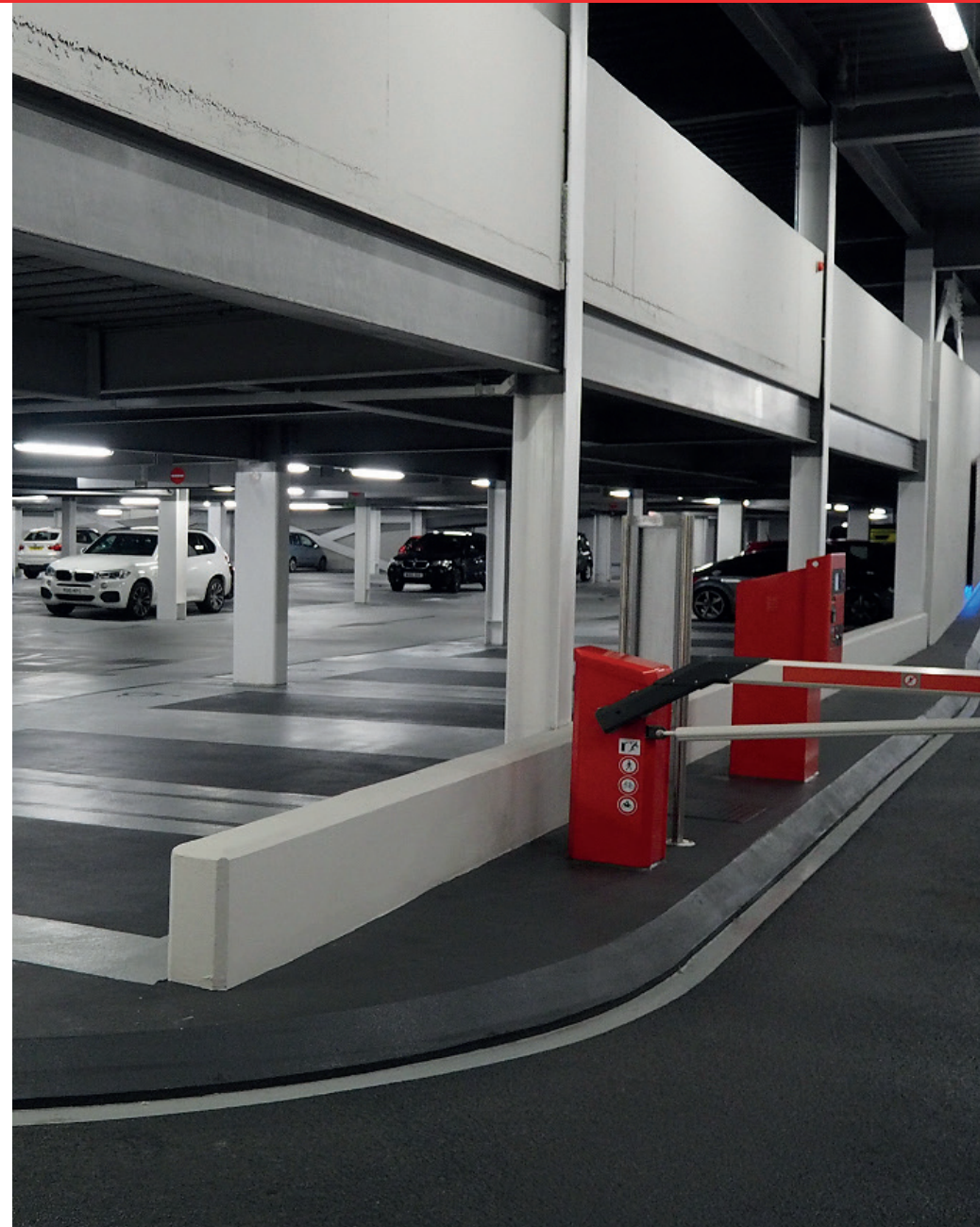
Employees will not be penalised, treated less favourably or subject to other adverse treatment because of pursuing rights by way of taking action, supporting action or giving notice of intention to take or support action under equality legislation.

Equality and diversity training

The Company is committed to ensuring that all employees undergo equality and diversity training. This training includes raising awareness of equality- and diversity-related issues. The equal opportunities and dignity at work policy and legislative requirements will be included in training courses for managers, especially those involved in recruitment, selection, and personal progress reviews.

Monitoring

The Company's equal opportunities and dignity at work policy will be reviewed on a regular basis to assess the effectiveness of its implementation and operation in creating a truly integrated workplace.



Equal opportunities policy



Q-Park is committed to promoting equal opportunities in employment. Employees and any job applicants will receive equal treatment regardless of age, disability, marital or civil partner status, family status, race, religion, sex, sexual orientation or membership of the traveller community (termed as protected characteristics).

This policy applies to all aspects of employment with Q-Park, including recruitment, pay and conditions, training, appraisals, promotion, conduct at work, disciplinary and grievance procedures, and termination of employment.

This policy covers all employees, including consultants, contractors, casual workers and agency workers.

Our senior management team has overall responsibility for the effective operation of this policy and for ensuring compliance with discrimination law. Day-to-day operational responsibility for this policy, including regular review of this policy, has been delegated to the Head of HR.

All managers must set an appropriate standard of behaviour, lead by example and ensure that those they manage adhere to the policy and promote our aims and objectives with regard to equal opportunities.

Managers will be given appropriate training on equal opportunities awareness and equal opportunities recruitment and selection best practice.

This policy is reviewed regularly by the Head of HR. Recommendations for change should be reported to the board. Employees are invited to comment on this policy and suggest ways in which it might be improved by contacting the Head of HR.

Discrimination

You must not unlawfully discriminate against or harass other people including current and former employees, job applicants, clients, customers, suppliers and visitors. This applies in the workplace, outside the workplace (when dealing with customers, suppliers or other work-related contacts, and on work-related trips or events including social events. All forms of discrimination are prohibited under this policy and are unlawful.

Recruitment and selection

Recruitment, promotion, and other selection exercises such as redundancy selection will be conducted on the basis of merit, against objective criteria that avoid discrimination in accordance with our Recruitment Policy and Procedure.

Job applicants should not be asked questions which might suggest an intention to discriminate on grounds of a protected characteristic.

Job applicants should not be asked about health or disability before a job offer is made. There are limited exceptions which should only be used with the approval of the Human Resources Department. Where necessary, job offers may be made conditional on a satisfactory medical check.

We are required by law to ensure that all employees are entitled to work in Ireland. Assumptions about immigration status should not be made based on appearance or apparent nationality. All prospective employees, regardless of nationality, must be able to produce original documents (such as a passport) before employment starts, to satisfy current immigration legislation. The list of acceptable documents is available from the Human Resources Department.

Training, promotion and conditions of service

Training needs will be identified through regular appraisals. You will be given appropriate access to training to enable you to progress within the Company and all promotion decisions will be made on the basis of merit.

Our conditions of service, benefits and facilities are reviewed regularly to ensure that they are available to all of you who should have access to them and that there are no unlawful obstacles to accessing them.

Termination of employment

We will ensure that redundancy criteria and procedures are fair and objective and are not directly or indirectly discriminatory.

We will also ensure that disciplinary procedures and penalties are applied without discrimination, whether they result in disciplinary warnings, dismissal or other disciplinary action.

Disabilities

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can support you as appropriate.

If you experience difficulties at work because of your disability, you may wish to contact your manager or your HR representative to discuss any reasonable accommodations that would help overcome or minimise the difficulty. Your manager or your HR representative may wish to consult with you and your medical adviser about possible adjustments. We will consider the matter carefully and try to accommodate your needs within reason. If we consider a particular adjustment would not be reasonable we will explain our reasons and try to find an alternative solution where possible.

We will monitor the physical features of our premises to consider whether they might place anyone with a disability at a substantial disadvantage. Where necessary, we will take reasonable steps to improve access.

Part-time & fixed term working

Part-time and fixed-term employees should be treated the same as comparable full-time or permanent employees and enjoy no less favourable terms and conditions (on a pro-rata basis where appropriate), unless different treatment is justified.

Breaches of this policy

We take a strict approach to breaches of this policy, which will be dealt with in accordance with our Disciplinary Procedure. Serious cases of deliberate discrimination may amount to gross misconduct resulting in dismissal.

If you believe that you have suffered discrimination you can raise the matter through our Grievance Procedure or through our Bullying and Harassment Policy as appropriate. Complaints will be treated in confidence and investigated as appropriate.

There must be no victimisation or retaliation against employees who complain about discrimination. However, making a false allegation deliberately and in bad faith will be treated as misconduct and dealt with under our Disciplinary Procedure.

Whistleblowing policy



Purpose

Whistleblowing occurs when a worker raises a concern or discloses information which relates to wrongdoing, illegal practices or unethical conduct which has come to his/her attention through work.

Q-Park is committed to maintaining a free and open culture in dealings between its managers, employees and all people with whom it engages in business and legal relations. In particular, this Company recognises that honest communication and accountability is essential if concerns about breaches or failures are to be effectively dealt with and the Company's success ensured.

This policy is designed to provide guidance to all those who work with or within the Company who may from time to time feel that they need to raise certain issues relating to the Company with someone in confidence.

Employees are often the first to realise that there may be something seriously wrong. 'Whistleblowing' is viewed by the Company as a positive act that can make a valuable contribution to our efficiency and long-term success. It is not disloyal to colleagues or the Company to speak up. Q-Park is committed to achieving the highest possible standards of service and the highest possible ethical standards in all of its practices.

If you are unsure whether to use this policy we would encourage you to have a confidential discussion with your manager however if want independent advice at any stage, you may contact the independent charity Transparency International Ireland on 1800 844 866. Their advisers can give you free confidential advice on how to raise a concern about serious malpractice at work.

Aims of the policy

The aim of this policy is to encourage employees and others who have serious concerns about any aspect of Q-Park's work to come forward and voice those concerns in confidence.

The policy is designed to encourage and enable workers to raise your concerns about wrongdoing or malpractice within the Company rather than externally, without fear of penalisation, victimisation, subsequent discrimination, disadvantage or dismissal. It is also intended to encourage and enable you to raise serious concerns within the Company rather than ignoring a problem or 'blowing the whistle' outside.

This policy aims to:

- Encourage you to feel confident and safe in raising concerns and disclosing information at the earliest opportunity
- Provide avenues for you to raise those concerns in confidence and receive feedback on any action taken
- Ensure that you receive a response to your concerns and information disclosed
- Reassure you that you will be protected from penalisation and threat of penalisation

Scope

Applicable to all workers including all employees of Q-Park as well as sub-contractors who undertake activities on behalf of the Company and any visitors, clients and/or customers on the Company's premises.

It is important to note that should you have a concern in relation to your own employment or personal circumstances in the workplace it should be dealt with by way of our grievance procedure. Likewise concerns arising in regard to workplace relationships should generally be dealt with through our bullying and harassment policy.

It is also important to note that this policy does not replace any legal reporting or disclosure requirements. Where statutory reporting requirements and procedures exist these must be complied with fully.

This policy will apply in cases where employees reasonably believe that one of the following wrongdoings is occurring, has occurred or may occur within the Company. The matters that may be disclosed in this way are:

- A criminal offence has been committed, is being committed or is likely to be committed
- A person has failed, is failing or is likely to fail to comply with any legal obligation to which he or she is subject (other than one arising under the worker's contract of employment).
- A miscarriage of justice has occurred, is occurring or is likely to occur
- Dangers to health and safety or the environment
- Misuse of public money
- Gross mismanagement by a public body
- The environment has been, is being or is likely to be damaged
- Information tending to show any matter falling within any one of the preceding paragraphs has been, is being or is likely to be destroyed or concealed
 - financial malpractice or impropriety or fraud
 - improper conduct or unethical behaviour
 - attempts to conceal or destroy information relating to any of these

Protecting the whistleblower

If employees reasonably believe that the relevant failure relates wholly or mainly to the conduct of a person other than their employer or any other matter for which a person other than the Company has legal responsibility, then they should make that disclosure to that other person.

While the Company hopes that such disclosures will never be necessary, it also recognises that it may find itself in circumstances which are new to it. Each case will be treated on its own facts.

An employee who makes a disclosure and has a reasonable belief of wrongdoing will not be penalised and is protected from detrimental treatment by the Company, by a co-employee or by an agent of the Company even if the disclosure turns out to be unfounded. If this occurs, it should be raised immediately with the manager so that the matter can be investigated thoroughly without undue delay. Penalisation/detrimental treatment includes, for example, suspension, disciplinary action, demotion, discrimination, threats, unfavourable treatment, harassment and bullying or not complying with a person's rights and entitlements under his or her contract of employment. Workers who penalise or retaliate against those who have raised concerns under this policy will be subject to disciplinary action.

An employee is also protected from dismissal by the Company for making a protected disclosure. There is no qualifying period for an unfair dismissal claim in these circumstances.

Employees are not expected to prove the truth of an allegation. However they must have a reasonable belief that there are grounds for their concern. It should be noted that appropriate disciplinary action may be taken against any worker who is found to have raised a concern or raised a disclosure with malicious intent.

Confidentiality

This Company is committed to protecting the identity of the worker raising a concern and ensures that relevant disclosures are treated in confidence. The focus will be on the wrongdoing rather than the person making the disclosure.

There are circumstances, as outlined in the Act, where confidentiality cannot be maintained particularly in a situation where the worker is participating in an investigation into the matter being disclosed. Should such a situation arise, we will make every effort to inform the worker that their identity may be disclosed.

Raising a concern anonymously

A concern may be raised anonymously. However on a practical level it may be difficult to investigate such a concern. We would encourage workers to put their names to allegations, with our assurance of confidentiality where possible, in order to facilitate appropriate follow-up. This will make it easier for us to assess the disclosure and take appropriate action including an investigation if necessary.

Procedure

As a first step, appropriate concerns should be raised with your immediate manager or their superior. Should you not wish to use this route, for example given the seriousness and sensitivity of the issues involved, you should approach senior management.

How to raise a concern

As a first step, appropriate concerns should be raised with your immediate manager or their superior. However, should you not wish to use this route, for example given the seriousness and sensitivity of the issues involved, you should approach senior management.

Concerns may be raised verbally or in writing. Should you raise a concern verbally we will keep a written record of our conversation and provide you with a copy after our meeting. Should you raise a concern in writing we would ask you to give the background and history of the concern, giving relevant details, insofar as is possible, such as dates, sequence of events and description of circumstances. The earlier you express the concern the easier it will be for us to deal with the matter quickly.

Having raised your concern with us, we will arrange a meeting to discuss the matter with you on a strictly confidential basis. We will clarify at this point if this is the appropriate procedure or if the matter more appropriate to one of our other procedures, for example our Grievance or Harassment Prevention or Bullying procedures. You can choose whether or not you want to be accompanied by a colleague or a trade union representative at this meeting. With regard to confidentiality, it is important that there should be an awareness of respecting sensitive company information, which, while unrelated to the disclosure, may be disclosed in the course of a consultation or investigation process.

How we will deal with your disclosure

Having met with you in relation to your concern and clarified that the matter is in fact appropriate to this procedure, we will carry out an initial assessment to examine what actions we need to take to deal with the matter. This may involve simply clarifying certain matters, clearing up misunderstandings or resolving the matter by agreed action without the need for an investigation.

If, on foot of the initial assessment, we conclude that there are grounds for concern that cannot be dealt with at this point, we will conduct an investigation which will be carried out fairly and objectively. The form and scope of the investigation will depend on the subject matter of the disclosure.

Disclosures may, in the light of the seriousness of the matters raised, be referred immediately to the appropriate authorities. Likewise if urgent action is required (for example to remove a health and safety hazard), this action will be taken.

It is important to us that you feel assured that a disclosure made by you under this policy is taken seriously and that you are kept informed of steps being taken by us in response your disclosure.

In this regard we undertake to communicate with you as follows:

- We will acknowledge receipt of your disclosure and arrange to meet with you as outlined above
- We will inform you of how we propose to investigate the matter and keep you informed of actions, where possible, in that regard including the outcome of any investigation, and, should it be the case, why no further investigation will take place. It is important to note that sometimes the need for confidentiality and legal considerations may prevent us from giving you specific details of an investigation
- We will inform you of the likely time scales in regard to each of the steps being taken but in any event we commit to dealing with the matter as quickly as practicable

It is possible that in the course of an investigation you may be asked to clarify certain matters. To maximise confidentiality such a meeting can take place off site and you can choose whether or not to be accompanied by a colleague or trade union representative.

Where a concern is raised or a disclosure is made in accordance with this policy, but the allegation is subsequently not upheld by an investigation, no action will be taken against the worker making the disclosure and the worker will be protected against any penalisation. It is important to note that if an unfounded allegation is found to have been with malicious intent, then disciplinary action may be taken.

How the matter can be taken further

The aim of this policy is to provide an avenue within this workplace to deal with concerns or disclosures in regard to wrongdoing. We are confident that issues can be dealt with “in house” and we strongly encourage workers to report such concerns internally.

We acknowledge that there may be circumstances where a worker wants to make a disclosure externally, and the legislation governing disclosures – The Protected Disclosures Act 2014 – provides for a number of avenues in this regard.

It is important to note that while you need only have a reasonable belief as to wrongdoing to make a disclosure internally, if you are considering an external disclosure, different and potentially more onerous obligations apply depending on to whom the disclosure is made.

Communication, monitoring and review

This policy will be communicated as appropriate and will be subject to regular monitoring and review in consultation with our workforce and their representatives.



Educational sponsorship policy



Q-Park's policy is to actively encourage all employees to develop their skills and knowledge in areas appropriate to their career development and which is of benefit to Q-Park. Applications will be considered individually and the consideration will be based on the relevance of the course to the job and the ability of the Company to commit resources at the time the application is made. Study support (as differentiated from training) covers courses/programmes of study which typically are of three months or longer duration. Typical professional programmes would include for example accountancy, IT or any discipline which is considered of benefit to Q-Park. Only in exceptional cases will study support requests be considered from employees have not completed their probationary period.

Requests should meet the following criteria:

- The Head of Commercial and Operations and relevant manager approve and support the request
- The area of study has direct relevance to the employee's current role, or
- The area of study will have direct relevance to future roles that the employee is likely to fulfil within Q-Park

Employees requesting study support are required to agree to and sign an Application for Study Support form before receiving either financial assistance and/or leave. Where a course is of more than one year's duration, the Application for Study Support form should be completed for each subsequent year (whether an academic or calendar year applies).

Financial Assistance

Where a request for study support is approved, the Company will (subject to the maximum amount below) pay the following:

- Tuition fees - 100%
- Registration fees - 100%
- Examination fees - 100% of the examination fee may be claimed for the first sitting of exams
- Total fees claimable are up to a maximum cost of € 2,000 per year

Q-Park will not provide financial assistance or leave, towards the re-taking of examinations. The cost of books, study aids and any other associated materials will not be reimbursed by the Company.

Please note the Company will pay 50% of total fees at commencement of the course and on successful completion of the course (proof of which must be provided to the Company)

the employee may claim the further 50% of costs on an annual basis. If an employee does not complete a course or a year/module of studies, the Company reserves the right to recoup any costs paid to the employee for that course/year (whether academic or calendar year).

The Company reserves the right to deduct any such costs from any sums due by the Company to the employee on termination of employment.

In the event of the employee leaving the Company within one year of completion of a course, or a course year (if longer), they will be required to reimburse the Company for any such costs paid towards the course as follows:

- 50% of total costs (current year only)

Study/exam leave

In addition, the Company will grant the following time off (up to a maximum 10 days combined study and exam leave in any 12 month period):

- One day of study leave per examination/session prior to the approved examination
- A half day for sitting the examination

The Company reserves the right to deduct any such costs from any sums due by the Company to the employee on termination of employment.

All leave must be prior approved by the relevant manager subject to business requirements. Details of exam dates from the relevant college/training body should be submitted when requesting leave. This leave must be discussed with your manager at least four weeks in advance of any requested leave.

The leave allowance may be varied at manager's discretion to take into account alternative modes of studying (for example distance learning, e-learning etc.) and business needs, however, 10 days leave per 12 month period will be the maximum in all cases.

If you have any queries regarding the Study Support Policy, please contact the HR Department.





The General Data Protection Regulation and Data Protection Acts 1988-2018 apply to the processing of personal data. This Company is committed to complying with its legal obligations in this regard. The Company collects and processes personal data relating to its employees in the course of business in a variety of circumstances, e.g., recruitment, training, payment, performance reviews, and to protect the legitimate interests of the Company.

This policy covers any employee about whom this Company processes data. This may include current and former employees. Processing of data includes: collecting; recording; storing; altering; disclosing; destroying; and blocking.

Personal data kept by this Company shall normally be stored on the employee's electronic personnel file. The Company will ensure that only authorised personnel have access to an employee's personnel file.

The employee's manager or supervisor may have access to certain personal data where necessary. The Company has appropriate security measures in place to protect against unauthorised access.

Collection and storage of data

This Company processes certain data relevant to the nature of the employment of its employees to comply with relevant legal obligations, to perform the employment contract and, where necessary, to protect its legitimate business interests and the rights and entitlements of employees. We will ensure that personal data will be processed in accordance with the principles of data protection, as described in the GDPR and Data Protection Acts.

Personal data is normally obtained directly from the employee concerned. In certain circumstances, it will, however, be necessary to obtain data from third parties, e.g., references from previous employers. Where relevant to the nature of the work, the Company may make an application to the Garda Vetting Bureau for Garda clearance of an employee.

Personal data collected by the Company is used for ordinary HR management purposes. Where there is a need to collect data for another purpose, the Company shall inform you of this. In cases where it is appropriate to get your consent to such processing, the Company will do so.

Employees are responsible for ensuring that they inform the HR department of any changes in their personal details, e.g. change of address. Managers and supervisors must inform the HR department of any changes in employees' personal details, e.g. promotion, pay increases. We endeavour to ensure personal data held by the Company is up to date and accurate.

Retention of data

The Company is under a legal obligation to keep certain data for a specified period of time. In addition, the Company will need to keep personal data for a period of time in order to protect its legitimate interests. For further information regarding relevant retention periods, employees should refer to the data retention policy.

Security and disclosure of data

The Company will take all reasonable steps to ensure that appropriate security measures are in place to protect the confidentiality of both electronic and manual data. Security measures will be reviewed from time to time, having regard to the technology available, the cost and the risk of unauthorised access. Employees must implement all Company security policies and procedures, e.g. use of computer passwords, locking filing cabinets

HR files are normally stored electronically, the HR and payroll department have access to these files and must ensure that they treat them confidentially and must not disclose detail, except in the course of their employment.

All employees will have access to a certain amount of personal data relating to colleagues, customers and other third parties. Employees must play their part in ensuring its confidentiality. They must adhere to the following data protection principles:

- Process data fairly, lawfully and transparently
- Keep data only for specified, explicit and legitimate purpose(s)
- Process data only in ways which are compatible with the purpose(s) for which it was given
- Ensure data is accurate and up-to-date
- Ensure data is adequate, relevant and limited to what is necessary for the purpose for which it was given
- Keep data safely and securely
- Retain personal data for no longer than is necessary for the purpose for which it is processed and in line with the company's data retention policy

Employees must not disclose personal data, except where necessary in the course of their employment, or in accordance with law. They must not remove or destroy personal data except for lawful reasons and with the permission of the Company.

Any breach of the data protection principles is a serious matter and may lead to disciplinary action up to and including dismissal. If employees are in any doubt regarding their obligations, they should contact the Compliance Officer.

Medical data

The Company may receive certain medical information, which will be stored in a secure manner with the utmost regard for the confidentiality of the document. Safeguards are applied to the processing of medical data of employees. These include:

- Limitations on access to prevent unauthorised consultation, alteration, disclosure or erasure of personal data
- Strict time limits for erasure of personal data in line with our retention policy
- Specific targeted training for those involved in handling medical data
- Logging mechanisms to permit verification of whether and by whom personal data has been consulted, altered, disclosed or erased
- A requirement that medical examinations are undertaken only by our occupational health specialists

Employees are entitled to request access to their medical reports. Should an employee wish to do so, please contact the HR department, which will consult with the doctor who examined you and request the data. The final decision lies with the doctor. Employees are required to submit sick certificates in accordance with the sick pay policy. These will be stored by the Company, having the utmost regard for their confidentiality.

E-mail monitoring

The Company provides e-mail facilities and access to the internet. In order to protect against the dangers associated with e-mail and internet use, screening software is in place to monitor e-mail and web usage. Mailboxes are only opened:

- upon specific authorisation by a manager in cases where the screening software or a complaint indicates that a particular mailbox may contain material that is dangerous or offensive;
- where there is a legitimate work reason or in the legitimate interest of the Company.

Please refer to the e-mail and internet usage policies for further details.

CCTV

Please refer to the CCTV policy within this Handbook.

Compliance Manager

The Compliance Manager is responsible for assisting the Company in monitoring and maintaining compliance with data protection legislation. All employees must co-operate with the Compliance Manager when carrying out their duties.

The Compliance Manager is also available to answer queries or deal with employees' concerns about data protection.

Access requests

Employees are entitled to request data held about them on computer or in relevant filing sets. The Company will, in most circumstances provide this data within one month. In some cases, due to the complexity of the request or the number of requests being handled by the Company, the Company may require a further two months to provide this data. There is no charge for requesting this data.

An employee should make a request in writing to the Compliance Manager, stating the exact data required. Employees are only entitled to access data about themselves and will not be provided with data relating to other employees or third parties. It may be possible to block out data relating to a third party or conceal his or her identity, and if this is possible the Company may do so.

Data that is classified as the opinion of another person will be provided unless it was given on the understanding that it will be treated confidentially. Employees who express opinions about other employees in the course of their employment should bear in mind that their opinion may be disclosed in an access request, e.g., performance appraisals.

In some circumstances where relevant exemptions apply, certain personal data may not be provided to an employee. An employee will be informed where personal data is not being disclosed on the basis of such an exemption.

An employee who is dissatisfied with the outcome of an access request has the option of using the Company's grievance procedure. He/she may also refer a complaint to the Data Protection Commissioner.

Right to object

Employees have the right to object to data processing that is causing them distress and/or correct personal data which is inaccurate. Where such objection is justified, the Company will cease processing the data unless it has a legitimate interest that prevents this. The Company will make every effort to alleviate the distress caused to the employee.

An objection should be made in writing to the Compliance Manager, outlining the data in question and the harm being caused to the employee.

Transmission of data outside the state

As the Company operates internationally, it may be necessary in the course of business to transfer employee's personal data within the Company and to other group companies in countries outside the European Economic Area, which do not have comparable data protection laws to Ireland. The transfer of such data is necessary for the management and administration of your contract of employment and to facilitate the overall administration of personnel within the group. When this is necessary, the Company will take steps to ensure that the data has the same level of protection as it does inside the State. The Company will only transmit to companies that agree to guarantee this level of protection. For more information, please contact the data protection officer.

Review

This policy will be reviewed from time to time to take into account changes in the law and the experience of the policy in practice.

Data retention policy



This policy and schedule has been put in place to ensure that personal data is only retained for as long as is necessary for the purpose for which it was given to the Company. The policy ensures respect for the data privacy of employees, lessens the risk of a data breach and aims to prevent loss of personal data.

Employees are obliged to have a clear awareness of the data retention policy and, where they are responsible for relevant data, to implement the retention periods set out below.

Category of personal data	Elements of personal data	Retention period
Recruitment related data	This may include contact details, date of birth, curriculum vitae, work and educational history, referee names, interview notes, related documentation	12 months
Terms and conditions of employment	This may include personal data contained in contracts of employment and all related documentation	7 years from the termination or expiration of the contract
Working time records	This will include details regarding weekly working hours, annual leave and public holidays, rest breaks, PPS numbers, statement of duties, name/address of each employee, copy of employment contract, copy of any notices given to employee about starting and finishing times and notice of additional working hours	3 years from the date of creation
Payslips		3 years from the date of their making
Employee payroll and tax records		7 years from the end of the financial year
Employment permit records	These will include duration of employment, remuneration details, employment permit details.	5 years or a period equal to the duration of employment.

Category of personal data	Elements of personal data	Retention period
Parental leave / force majeure leave records	These may include details regarding commencement of leave, duration of leave, manner in which leave was taken, notices and employee signatures	Parental leave records will be retained for 12 years Force majeure leave records will be retained for 8 years from the date of the leave. Notices in relation to the leave will be retained for 12 months
Paternity leave records	As above	8 years. Notices in relation to the leave will be retained for 3 years
Carer's leave records	As above	8 years. Notices in relation to the leave will be retained for 3 years
Records of employees under 18 years of age	This may include copies of birth certificates, written permissions from parent/guardian, name, data of birth, starting and finishing times of work, pay details	3 years.
Medical records	These may include sick leave certificates, occupational health assessments and other records relating to sick leave	6 years post-employment

All retention periods set out above are subject to the data protection principles applicable to the personal data contained in records.

Extension of retention periods

The retention periods set out above may be extended in exceptional circumstances including where records are required by the Company to defend any legal claims taken against it or on receipt of appropriate advice.

Security of data

The Company will take all reasonable steps to ensure that appropriate security measures are in place to protect the confidentiality of data being destroyed in line with this retention policy.

Review of policy

The retention policy will be reviewed from time to time to take into account changes in the law and the experience of the policy in practice. The first review of the retention policy will take place after 2 years of operation.

Employee privacy statement



Q Park is committed to protecting the privacy and security of your personal information. This privacy statement describes how we collect and use personal information about you during and after your working relationship with us. It applies to all employees, workers and contractors.

Q Park is a data controller and data processor. This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

Data protection principles

We will comply with data protection law. This says that the personal information we hold about you must be:

- Used lawfully, fairly and in a transparent way
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes
- Relevant to the purposes we have told you about and limited only to those purposes
- Accurate and kept up to date
- Kept only as long as necessary for the purposes we have told you about
- Kept securely

The kind of information we hold about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). There are “special categories” of more sensitive personal data which require a higher level of protection.

As your employer, the Company needs to keep and process information about you for normal employment purposes. The information we hold and process will be used for our management and administrative use. We will keep and use it to enable us to run the business and manage our relationship with you effectively, lawfully and appropriately, during the recruitment process, whilst you are working for us, at the time when your employment ends and after you have left.

This includes using information to enable us to comply with the employment contract, to comply with any legal requirements, pursue the legitimate interests of the Company and protect our legal position in the event of legal proceedings. If you do not provide this data, we may be unable in some circumstances to comply with our obligations and we will tell you about the implications of that decision.

Much of the information we hold will have been provided by you, but some may come from other internal sources, such as your manager, or in some cases, external sources, such as referees.

The sort of information we hold includes your personal details including your name, address, telephone numbers and personal emails addresses, date of birth, gender, marital status and right to work, PPS number, bank account details, cv including your career and educational history, payroll form, references, driving licence, proof of right to work and your contract of employment and any amendments to it; correspondence with or about you, for example letters to you about a pay rise, bonus payment or, at your request, a letter to your mortgage company confirming your salary; information needed for payroll, benefits and expenses purposes; contact and emergency contact details; records of holiday, sickness and other absence; information needed for equal opportunities monitoring policy; and records relating to your career history, such as training records, appraisals, other performance measures and, where appropriate, disciplinary and grievance records.

When providing the Company with personal details in relation to a third party (for example your emergency contact details, referee contact details) it is your responsibility to obtain the appropriate permission.

You will, of course, inevitably be referred to in many Company documents and records that are produced by you and your colleagues in the course of carrying out your duties and the business of the Company. You should refer to the Data protection policy within this Handbook.

Where necessary, we may keep information relating to your health, which could include reasons for absence and GP reports and notes. This information will be used in order to comply with our health and safety and occupational health obligations – to consider how your health affects your ability to do your job and whether any adjustments to your job might be appropriate. We will also need this data to administer and manage statutory and Company sick pay.

Safeguards are applied to the processing of medical data of employees. These include:

- Limitations on access to prevent unauthorised consultation, alteration, disclosure or erasure of personal data
- Strict time limits for erasure of personal data in line with our retention policy
- Specific targeted training for those involved in handling medical data
- A requirement that medical examinations are undertaken only by our occupational health specialists

Employees are required to submit sick certificates in accordance with the sick pay policy. These will be stored by the Company, having the utmost regard for their confidentiality.

Where we process special categories of information relating to your racial or ethnic origin, political opinions, religious and philosophical beliefs, trade union membership, biometric data or sexual orientation, we will always obtain your explicit consent to those activities unless this is not required by law or the information is required to protect your health in an emergency.

Where we are processing data based on your consent, you have the right to withdraw that consent at any time.

In addition, we monitor computer and telephone/mobile telephone use, as detailed in our IT policies available in this Handbook. We also keep records of your hours of work by way of our Timesheet system.

How is your personal information collected?

We typically collect personal information about employees, workers and contactors through the application and recruitment process, either directly from candidates, from an employment agency or background check provider. We may sometimes collect additional information from third parties including former employers, credit reference agencies or other background check agencies. We will collect additional personal information in the course of job-related activities throughout the period of you working for us.

How will we use information about you?

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- Where we need to perform the contract we have entered into with you
- Where we need to comply with a legal obligation
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests
- In order to protect our legal position in the event of legal proceedings against the Company.

We may also use your personal information in the following situations, which are likely to be rare:

- Where we need to protect your interests (or someone else's interests)
- Where it is needed in the public interest or for official purposes

Situations in which we will use your personal information

We need all the categories of information in the list above (see the kind of Information we hold about you) primarily to allow us to perform our contract with you and to enable us to comply with legal obligations. In some cases we may use your personal information to pursue legitimate interests of our own or those of third parties, provided your interests and fundamental rights do not override those interests. The situations in which we will process your personal information are listed below:

- Making a decision about your recruitment or appointment
- Determining the terms on which you work for us
- Checking you are legally entitled to work for us
- Paying you and, if you are an employee, deducting tax and PRSI contributions
- Providing the following benefits to you: pension
- Liaising with your pension provider
- Administering the contract we have entered into with you
- Business management and planning, including accounting and auditing
- Conducting performance reviews, managing performance and determining performance requirements
- Making decisions about salary reviews and compensation
- Assessing qualifications for a particular job or task, including decisions about promotions
- Gathering evidence for possible grievance or disciplinary hearings
- Gathering information for Data Protection responses
- Making decisions about your continued employment or engagement

- Making arrangements for the termination of our working relationship
- Education, training and development requirements
- Dealing with legal disputes involving you, or other employees, workers and contractors, including accidents at work
- Ascertaining your fitness to work
- Managing sickness absence
- Complying with health and safety obligations
- To prevent fraud
- To monitor your use of our information and communication systems to ensure compliance with our IT policies
- To ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution
- To conduct data analytics studies to review and better understand employee retention and attrition rates
- Equal opportunities monitoring

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

We may process special categories of personal information in the following circumstances:

- In limited circumstances, with your explicit written consent
- Where we need to carry out our legal obligations and in line with our data protection policy
- Where it is needed in the public interest, such as for equal opportunities monitoring or in relation to provision of your pension scheme, and in line with our data protection policy
- Where it is needed to assess your working capacity on health grounds, subject to appropriate confidentiality safeguards

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public. We may also process such information about members or former members in the course of legitimate business activities with the appropriate safeguards.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Data sharing

Other than as mentioned below, we will only disclose information about you to third parties if we are legally obliged to do so or where we need to comply with our contractual duties to you. For instance we may need to pass on certain information to our external employment check provider, pension or health insurance schemes.

We may have to share your data with third parties, including third-party service providers. We may transfer information about you to other group companies for purposes connected with your employment or the management of the Company's business. We require third parties to respect the security of your data and to treat it in accordance with the law. We may transfer your personal information outside the EU. For more information please review our data protection policy.

We may share your personal information with third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so. "Third parties" includes third-party service providers (including contractors and designated agents). The following activities are carried out by third-party service providers: pension administration, benefits provision and administration, accounting services, IT services.

All our third-party service providers are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions. We may share your personal information with other third parties, for example in the context of the possible sale or restructuring of the business. We may need to share your personal information with a regulator or to otherwise comply with the law. We may also need to share your personal information with clients and potential clients when tendering for work.

We store the information that we hold about you securely, hard copy information is held in your employee file within locked cupboards. Electronic information is held in a secure folder with restricted access or on our payroll system which is password protected.

When transferring information about you within the Company or transferring information to you we have in place safeguards to ensure the security of your data, for example our email system is encrypted, documents that are emailed will be password protected and the password will be issued to the intended recipient using a different communications method and royal mail recorded delivery will be used when transferring hardcopy documents. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Automated decision making

We do use automated decision making in limited circumstances during the recruitment process: for example to ensure that candidates hold a driving licence (where a driving licence is a requirement of the role). We believe automated decision making is necessary in such circumstances as we would be unable to employ you if you were not in possession of this.

Data retention

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Your personal data will be stored for the duration of your employment and for 7 years after you leave the Company. Although there is no statutory minimum or maximum period to store this detail we do this in line with best practice. Once you are no longer an employee, worker or contractor of the Company we will retain and securely destroy your personal information in accordance with our data retention policy and applicable laws and regulations.

If in the future we intend to process your personal data for a purpose other than that which it was collected we will provide you with information on that purpose and any other relevant information.

Under the General Data Protection Regulation (GDPR) and The Data Protection Act 2018 (DPA) you have a number of rights with regard to your personal data. These include the right to:

- Request access to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below)
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it
- Request the transfer of your personal information to another party

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the HR Department in writing.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). We may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

If you have provided consent for the processing of your data you have the right (in certain circumstances) to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn. To withdraw your consent, please contact your HR Representative. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

You have the right to lodge a complaint to the Information Commissioners’ Office if you believe that we have not complied with the requirements of the GDPR or DPA 18 with regard to your personal data.

Privacy Officer

We have appointed a data protection Privacy Officer to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact privacy@q-park.ie. You have the right to make a complaint at any time to the Information Commissioner’s Office (ICO), the supervisory authority for data protection issues.

Changes to this notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information. If you have any concerns as to how your data is processed you can contact our Privacy Officer at privacy@q-park.ie

IT equipment policy



You are responsible for the security of any IT equipment allocated to or used by you, and must not allow it to be used by anyone other than in accordance with this policy.

Computers/laptops

You are responsible for the security of any computer terminal used by you. You should lock your terminal or log off when leaving it unattended or on leaving the office, to prevent unauthorised users accessing the system in your absence. Anyone who is not authorised to access our network should only be allowed to use terminals under supervision. Desktop PCs and cabling for telephones or computer equipment should not be moved or tampered with without first consulting the IT department.

You should use passwords on all IT equipment, particularly items that you take out of the office. You must keep your passwords confidential and change them regularly. You must not use another person's username and password or make available or allow anyone else to log on using your username and password. On the termination of employment (for any reason) you must return any equipment to your manager.

If you have been issued with a laptop you must ensure that it is kept secure at all times, especially when travelling. Passwords must be used to secure access to data kept on such equipment to ensure that confidential data is protected in the event of loss or theft. You should also be aware that when using equipment away from the workplace, documents may be read by third parties, for example, passengers on public transport.

You should not delete, destroy or modify existing systems, programs, information or data (except as authorised in the proper performance of your duties).

You must not download or install software from external sources without authorisation. If in doubt, you should seek advice from your manager or the IT department.

You must not attach any device or equipment to our systems without authorisation from the IT department. This includes any USB flash drive, MP3 player, tablet, smartphone or other similar device, whether connected via the USB port, infra-red connection or in any other way.

We monitor all emails passing through our system for viruses. You should exercise particular caution when opening unsolicited emails from unknown sources or an email which appears suspicious. Inform the IT department immediately if you suspect your computer may have a virus. We reserve the right to delete or block access to emails or attachments in the interests of security. We also reserve the right not to transmit any email message.

You should not attempt to gain access to restricted areas of the network, or to any password-protected information, except as authorised in the proper performance of your duties.

Telephones

The following guidelines should be followed when using telephones at work:

- When answering the telephone, do so in a professional and courteous manner at all times.
- Give out direct numbers to customers/contacts at all times
- Do not use the Company telephone system to make personal calls unless it is absolutely necessary. In these cases keep the call to a minimum.
- Do not, under any circumstances dial premium rate telephone numbers. Doing so will result in disciplinary action.
- Do not, unless your job requires it, dial international numbers.

Personal use of Company telephone equipment

Although telephone equipment is primarily for business use, the Company understands that employees may on occasion need to use the telephone for personal use. Personal telephone calls should cause minimum disruption to individual work performance, and as a general rule should only be made during break times, except in the case of an emergency.

The Company reserves the right to monitor telephone call logs and usage. Employees may be called upon to justify the amount of time they have spent on making and receiving personal calls.

Mobile communication devices /SMART phone

Company mobile communication devices are provided at the discretion of the Company on the basis of business need. Such devices are supplied for business purposes. Personal calls made and texts sent from the device should be kept to minimum, which will depend on how much an employee is working over and above their normal hours and the amount of time they are working away from their normal work base. Excessive personal use may result in disciplinary action being taken. They may also be required to pay the cost of excessive use direct to the Company or the Company may deduct the sum owed from their salary/wages.

Employees should ensure that they record a welcome message for their voicemail system. It must include their name, the Company name and a polite request to leave a message. Do not leave the standard network welcome message on.

Mobile phones are no longer just about making telephone calls – they have a multitude of uses. Mobile phone charges are typically split into 3 distinct areas:

- Phone calls – normal calls made on your phone by dialling a number.
- Text (SMS) messaging – any text or SMS message.
- Data – any information downloaded or uploaded to or from the phone. This is not phone calls or text messages and does not include information stored locally on the phone.

Data usage is chargeable. With SMART phones it is far easier to incur significant charges using data than it is by making phone calls. The Company pays for a specific amount of data required by each SMART phone. Once that allowance is used, the Company incurs additional charges for any data used.

Data usage is very difficult to define generally as each application (app) on a phone will have a way of using data. For example, photos can be stored locally on the phone or online. Looking at photos stored locally will not use a data connection, whereas photos stored online will use data as you download each photo to view.

Connect with Wi-Fi whilst you are in a Wi-Fi enabled office or anywhere else where Wi-Fi is available for free to minimise data charges.

Tethering allows the data connection of a device to be shared with other devices. This increases the risk of incurring additional charges and can lead to security issues. Unless specifically authorised, tethering is not allowed.

Under no circumstances should employees subscribe to chargeable text message news/sports/horoscope alert services or similar on Company communication devices. Any such usage may be considered as gross misconduct and result in disciplinary action being taken.

Roaming and international calls

Roaming charges apply when using a mobile device on a network in another country, and escalate dramatically in zones outside Europe.

If you intend to take your Company phone with you overseas on holiday, you must ensure you have prior permission from your manager. If you are taking the phone for important calls only, switch off data usage for the duration of your holiday. If you will be accessing email on your phone, be aware that email alone can incur significant data charges.

Reset of devices

Resetting a SMART phone will set the configuration back to default. This includes disabling encryption settings designed to keep the information on the device secure. For this reason, a reset of any mobile device must be undertaken by or performed in conjunction with the IT department.

Apps

Apps exist for all kinds of purposes. A SMART phone is provided for business purposes and this extends to the apps installed on the device. If an app cannot be justified by your job function, do not install it. If in doubt, please consult your manager before installing.

Security

Employees should ensure that they lock their SMART phone at all times. The device offers a route into the Company's systems and as such should be protected in the same way a PC or laptop would be.

If employees are given a Company communication device it is their responsibility to ensure its safeguarding. Do not leave it in a visible place such as in an unattended car. The use of a personal identification number (PIN) is recommended for added security. Loss of a Company mobile device should be reported to your manager and IT immediately.

Protection and care of Company property

Employees are required to take reasonable measures to prevent loss or theft of any IT and communications equipment, including taking steps to avoid theft of equipment from a car. Where Company property is lost or damaged as result of negligence on an employee's behalf, they may be liable for the cost of the repair or replacement of the equipment. Where IT and communications equipment is repeatedly damaged employees may be liable for the cost of repairs and or replacement and subjected to disciplinary action.

If an employee loses, or have stolen, any Company-owned property, access devices or passwords, then you must report it immediately to your manager and the IT department, who will ensure that access to Q-Park's networks by third parties are prevented or blocked as quickly as possible.

All employees must return all Company property on leaving employment with Q-Park.

You must be particularly vigilant if you use our IT equipment outside the workplace and take such precautions against importing viruses or compromising system security. The system contains information which is confidential and/or subject to data protection legislation. Such information must be treated with extreme care and in accordance with our Data Protection Policy.

E-mail policy



Introduction

E-mail is a computerised electronic communications system that you are required to use in the performance of your duties as an employee. While e-mail is important to the normal conduct of business, it also carries considerable risks when used inappropriately. The intention of this e-mail policy is to help employees to use electronic mail properly, to reduce the risk of intentional or inadvertent misuse and to ensure that official information transferred via e-mail is properly handled. For that reason, the use of electronic mail is governed by acceptable usage as stipulated by this policy.

This policy covers the use of e-mail services by all employees of the Company. Contract and temporary employees using the Company's computing resources must also be made aware of, and comply with, this policy.

Privacy

All intellectual property rights in documents generated on the Company's systems, and documents sent via our e-mail system, rest with the Company. If there is a personal element to the e-mail, the e-mail nevertheless belongs to the Company and will be open to such monitoring and dealings as are appropriate within the Company.

The Company regularly backs up information stored on its network, including information relating to e-mail messages. Accordingly, you have no expectation of privacy in relation to the sending, or storing, of e-mail messages.

While the Company does not routinely monitor the content of e-mail messages, it may, for computer maintenance and other purposes, analyse e-mails individually or collectively. Circumstances giving rise to such analysis include, but are not limited to:

- investigations triggered by indications of misconduct;
- the detection of computer viruses;
- monitoring proper use;
- the location of information required for business purposes;
- responding to legal or regulatory requirements;
- fulfilment of obligations to customers, clients, third parties and relevant regulatory authorities.

Acceptable use of e-mail

E-mail as a resource is primarily to be used for authorised business purposes. Personal use of e-mail should be kept to a minimum, such that it does not interfere with work commitments

and is undertaken in your own time. Excessive use of e-mail for personal purposes is strictly prohibited. Such use must also comply with the requirements of this policy.

You must protect your user ID and system from unauthorised use. You are responsible for all activities carried out under your user ID, and originating from your system.

Remember that external e-mail should be considered a public, visible postcard, without any security. You must assume that any correspondence sent via the internet can be read by anyone desiring to do so.

You must use e-mail as you would any official Company communications tool. This implies that when the e-mail is sent, both the sender and the reader should ensure that the communication complies with normal communications guidelines.

No communication sent via the Company's e-mail system should be unethical, be perceived to be a conflict of interest, or contain confidential information.

Inappropriate use of e-mail

In making use of e-mail, you must NOT:

- use someone else's ID to send mail;
- use e-mail to circulate joke mail or chain letters, internally or externally;
- use e-mail to harass or intimidate another person, broadcast unsolicited messages, or send unwanted mail;
- communicate to another in any manner that could cause him or her distress, embarrassment, or cause unwarranted attention. There must be no personal attacks, inclusive of those based on gender, race, national origin, ethnicity, religion, disability, sexual orientation, or membership of the traveller community;
- use e-mail, or other system resources, to gain access to, or possession of, pornographic materials;
- accept/open electronic mail messages that might be harmful to the Company's computing resources, or to information stored thereon;
- use vulgar, abusive, or hateful language;
- save, download, transmit or purposely view sexual, pornographic, racist, profane or other offensive material;
- download software, graphical or other forms of information for personal use;
- produce advertising or listings for personal benefit;
- use the e-mail system to send mail that may be damaging to the Company's corporate image;

- engage in any activity that is in competition with the commercial interests of the Company;
- subscribe to any contracts, unless you are authorised to do so within the terms of the Company's policy on purchasing;
- accept any material by e-mail that may give rise to a breach of the intellectual property rights of any outside party;
- engage in any other activity that does not comply with the principles presented above.

Potential risks

The internet is the medium for external e-mail communications. Because of its design, the internet cannot guarantee security or message integrity. Many risks attach to the sending of e-mails, including the following.

E-mail messages to a particular addressee may be intercepted, viewed by other persons in the addressee Company, forwarded without your knowledge, altered, or cut and pasted into another e-mail or medium without authority.

- An e-mail message may go to persons other than the intended recipient. If the e-mail contains confidential or commercially sensitive information, this could be damaging to this Company.
- E-mails should be regarded as potentially public information. There is, therefore, a heightened risk of legal liability for the sender, the recipient and the companies for which they work.
- E-mail is a form of publishing. Therefore, defamation laws apply to e-mails.
- Personal data contained in e-mails may be accessible under data protection legislation. Furthermore, e-mails to Government and other public bodies may be accessible under freedom of information legislation.
- E-mail is speedy and therefore messages written in haste, or written carelessly, can be sent without the opportunity to check or rephrase. This could give rise to legal liability on the Company's part, such as claims for defamation, etc.
- Information contained in, or attached to, e-mails may belong to others and there may be copyright implications in sending or receiving them without permission.
- An e-mail message may legally bind the Company contractually in certain instances without the proper authority being obtained in-house.
- E-mail messages can carry computer viruses that are particularly dangerous to the Company's computer operations.

You are required to be conscious of the above risks and to ensure that, in your use of e-mail or other Company resources, you do not expose the Company to any such risks.

Protection of employees

The Company is committed to protecting its employees from the effects of inappropriate use of e-mail by others.

If you receive any offensive, unpleasant, harassing, or intimidating messages via e-mail, you should inform your manager immediately. It is important that the sources of such e-mails are traced as quickly as possible. The message should be printed and kept for investigative purposes.

Enforcement

If any breach of this e-mail policy is observed, then disciplinary action up to and including dismissal may be taken.

This policy is not exhaustive. In situations that are not expressly governed by this policy, you must ensure that your use of e-mail is at all times appropriate and consistent with your responsibilities towards the Company. In case of any doubt, you should consult with your manager or HR department.





Q-Park may provide access to the internet to enable employees to obtain information specific to their role within the Company.

Procedures for internet use

Q-Park internet connections are intended for activities which either support Q-Park business or the professional development of employees. However, limited access outside business hours may be permitted for personal use by employees. Access to the internet from our computers is managed by the IT department. All incoming and outgoing traffic is constantly monitored for performance analysis and for other appropriate purposes. This traffic analysis shows date and time of internet access, user name, sites visited, and requests for information.

This analysis will be used to identify areas of non-compliance with this policy. Managers will be informed of non-compliance and appropriate action will be taken where necessary.

Internet usage is monitored on a systematic basis by the Company, employees who abuse this privilege will be subject to disciplinary action.

When a website is visited, devices such as cookies, tags or web beacons may be employed to enable the site owner to identify and monitor visitors. Such a marker could be a source of embarrassment to the visitor and us, especially if inappropriate material has been accessed, downloaded, stored or forwarded from the website. Such actions may also, in certain circumstances, amount to a criminal offence if, for example, the material is pornographic in nature.

Inappropriate use of the internet

You are prohibited from accessing, requesting or sending sexual, pornographic, racist, profane, violent or other offensive material via the internet.

You are prohibited from saving, downloading, transmitting or purposely viewing sexual, pornographic, racist, profane or other offensive material. You are prohibited from sending chain letters, other forms of mass mailing and spamming (sending unsolicited e-mails to a number of people).

The Company reserves the right to remove without notice any files or data from its information systems, including any information it views as offensive or potentially illegal, regardless of its source.

Access to the internet from a Company computer must never be used:

- for personal gain or profit
- to represent yourself as someone else
- to post or download messages that will reflect poorly on the Company's name and professional reputation
- to advertise, or otherwise promote, unauthorised or illegal activities
- to promote or engage in any commercial activity that is in competition with the Company's commercial activities
- to process the personal data of any person in a manner inconsistent with the data protection legislation requirements
- to transmit confidential information without the approval of the Head of Commercial and Operations.

You must not join mailing lists, or solicit/contribute information on the internet without express permission from your manager or the IT department.

Inappropriate use of the internet from external computers

You are prohibited from using the internet on computers outside the workplace, where such use has the potential to affect negatively the Company or its employees. Examples of such behaviour include:

- publishing material that is defamatory, abusive or offensive in relation to any employee, manager, shareholder, customer or client of the Company;
- using the internet in a manner that amounts to bullying or harassment;
- publishing any business-sensitive information about the Company;
- publishing material that might reasonably be expected to have the effect of damaging the reputation or professional standing of the Company.

You should not access any web page or download any image, document or other file from the internet which could be regarded as illegal, offensive, in bad taste or immoral. Even web content which is legal in Ireland may be in sufficient bad taste to fall within this prohibition. As a general rule, if any person (whether intended to view the page or not) might be offended by the contents of a page, or if the fact that our software has accessed the page or file might be a source of embarrassment if made public, then viewing it will be a breach of this policy.

You should not under any circumstances use our systems to participate in any internet chat room, post messages on any internet message board or set up or log text or information on a blog or wiki, even in your own time.

Video steaming and downloading must never be accessed from our network.

Summary

Q-Park email and or internet must not be used:

- For personal gain or profit.
- To represent yourself as someone else.
- To post or download messages which contain political views.
- To post or download messages which contain inappropriate, obscene, inflammatory, intimidatory, harassing, defamatory, disruptive or otherwise offensive language and anything which will reflect poorly on the name and professional reputation of Q-Park.
- To advertise or otherwise support unauthorised or illegal activities.
- To provide lists or information about Q-Park employees to others and/or to send classified information without approval.
- When it interferes with job responsibilities. This includes spending unreasonable and unwarranted time on email and/or internet activities.

Misuse, excessive personal use or inappropriate internet use will be dealt with under our Disciplinary Procedure. Misuse of the internet can in some circumstances be a criminal offence. In particular, it will usually amount to gross misconduct to misuse our systems by participating in online gambling or by creating, viewing, accessing, transmitting or downloading any of the following material (this list is not exhaustive):

- pornographic material (that is, writing, pictures, films and video clips of a sexually explicit nature);
- offensive, obscene, or criminal material or material which is liable to cause embarrassment to us or to our clients;
- a false and defamatory statement about any person or Company;
- material which is discriminatory, offensive, derogatory or may cause embarrassment to others;
- confidential information about us or any of our employees or clients (except as authorised in the proper performance of your duties);
- Unauthorised software;
- any other statement which is likely to create any criminal or civil liability (for you or us); or
- music or video files or other material in breach of copyright.

Any such action will be treated very seriously and is likely to result in summary dismissal.

Where evidence of misuse is found we may undertake a more detailed investigation in accordance with our Disciplinary Procedure, involving the examination and disclosure of monitoring records to those nominated to undertake the investigation and any witnesses or managers involved in the Disciplinary Procedure. If necessary, such information may be handed to the police in connection with a criminal investigation.

Security

The internet is not a secure medium. Access to the internet, no matter how well set up, always poses some security risks. Accordingly, virus scanning software is installed on Company computers. Employees must not provide or use their Company passwords in response to any internet request for a password. Employees must not provide any information relating to the Company network to any outside party, whether through the internet or in any other way.

Reliability of internet information

There is no quality control process on the internet and a considerable amount of information published on the internet is outdated, inaccurate or deliberately misleading. All information obtained from the internet should be considered with caution until confirmed by a reliable source.

Impact on other users

When using the internet, please be aware of your impact on others. Intense browsing or downloading during peak usage periods can impact on your colleagues.

Breach internet procedures

Any breaches of this policy may damage the Company and our reputation. Breaches will be dealt with under our Disciplinary Procedure and in serious cases will result in disciplinary action, up to and including dismissal.



Social media policy



This policy on social media must be read in conjunction with other employee policies. Particular attention is drawn to the dignity at work, equality, bullying and harassment, internet, e-mail usage, data protection, and business confidentiality policies, all of which are applicable to social media usage.

This policy on social media applies to all employees. Social media is the collective term referring to social and professional networking sites (for example Facebook, LinkedIn, Twitter), blogs, wikis, boards and other similar online fora and the policy extends to all such sites and incorporates any future developments of such media. Breaches of this policy will be investigated and the Company retains the right to take disciplinary action, up to and including dismissal.

This policy applies to personal social media usage. Employees who have access to Company social media accounts for official Company purposes must refer to the Company terms of usage which apply to such accounts.

All IT resources are the Company's property dedicated to achieving our business objectives. Inappropriate use is not acceptable. Excessive activity is not permitted. Personal use must be kept to a minimum, limited to an employee's break time and therefore not interfere with your work commitments. It should comply with requirements and general principles of this policy and all other internet, IT, security and data protection policies.

Applies to all employees

The Company recognises that employees use social media tools as part of their daily lives. Employees should always be mindful of what they are posting, who can see it, and how it can be linked back to the Company and work colleagues.

All employees should be aware that the Company regularly monitors the internet and social media in reference to its work and to keep abreast of general internet commentary, brand presence and industry/customer perceptions. The Company does not specifically monitor social media sites for employee content on an ongoing basis, however employees should not expect privacy in this regard. The Company reserves the right to utilise for disciplinary purposes any information that could have a negative effect on the Company or its employees, which management comes across in regular internet monitoring, or is brought to the Company's attention by employees, customers, members of the public, etc. All employees are prohibited from using or publishing information on any social media sites, where such use has the potential to negatively effect the Company or its employees. Examples of such behaviour include, but are not limited to:

- publishing material that is defamatory, abusive or offensive in relation to any employee, manager, shareholder, customer or client of the Company;
- publishing any confidential or business-sensitive information about the Company;
- publishing material that might reasonably be expected to have the effect of damaging the reputation or professional standing of the Company.

Rules regarding usage

All employees must adhere to the following when engaging in social media.

1. Be aware of your association with the Company when using online social networks. You must always identify yourself and your role if you mention or comment on the Company. Where you identify yourself as an employee, ensure your profile and related content is consistent with how you would present yourself with colleagues and clients. You must write in the first person and state clearly that the views expressed are your own and not those of the Company. Wherever practical, you must use a disclaimer saying that while you work for the Company, anything you publish is your personal opinion, and not necessarily the opinions of the Company.
2. You are personally responsible for what you post or publish on social media sites. Where it is found that any information breaches any policy, such as breaching confidentiality or bringing the Company into disrepute, you may face disciplinary action up to and including dismissal.
3. Be aware of data protection rules – you must not post colleagues' details or pictures without their individual permission. Photographs of Company events should not be posted online without the express permission of your manager.
4. Employees must not provide or use their Company password in response to any internet request for a password.
5. Material in which the Company has a proprietary interest – such as software, products, documentation or other internal information – must not be transmitted, sold or otherwise divulged, unless the Company has already released the information into the public domain. Any departure from this policy requires the prior written authorisation of a senior manager.
6. Be respectful at all times, in both the content and tone of what you say. Show respect to your audience, your colleagues and customers and suppliers. Do not post or publish any comments or content relating to the Company or its employees, which would be seen as unacceptable in the workplace or in conflict with the Company's website. Make sure it is clear that the views and opinions you express are your own.
7. Recommendations, references or comments relating to professional attributes, are not permitted to be made about employees, former employees, customers or suppliers on social media and networking sites. Such recommendations can give the impression that

the recommendation is a reference on behalf of the Company, even when a disclaimer is placed on such a comment. Any request for such a recommendation should be dealt with by stating that this is not permitted in line with Company policy and that a formal reference can be sought through HR, in line with the normal reference policy.

8. Once in the public domain, content cannot be retracted. Therefore always take time to review your content in an objective manner before uploading. If in doubt, ask someone to review it for you. Think through the consequences of what you say and what could happen if one of your colleagues had to defend your comments to a customer.
9. If you make a mistake, be the first to point it out and correct it quickly. You may factually point out misrepresentations, but do not create an argument.
10. It is very important that employees immediately report any inappropriate activity or behaviour regarding the Company, its employees or third parties. Inform your manager or your HR representative. All allegations made in good faith will be fully and confidentially investigated. You are required to cooperate with all investigations of alleged policy violations.
11. This policy extends to future developments in internet capability and social media usage.

In addition to the above rules, there are a number of key guiding principles that employees should note when using social media tools:

- always remember on-line content is never completely private;
- regularly review your privacy settings on social media platforms to ensure they provide you with sufficient personal protection and limit access by others;
- consider all online information with caution as there is no quality control process on the internet and a considerable amount of information may be inaccurate or misleading;
- at all times respect copyright and intellectual property rights of information you encounter on the internet. This may require obtaining appropriate permission to make use of information. You must always give proper credit to the source of the information used.

Social media security

You are responsible for all postings made on or to your social media accounts. This applies to: postings or activity made directly by you, postings or activity made by any other party but under your username/account, and/or postings made by friends or third parties to your accounts (eg, Facebook wall posts made by Facebook friends to your timeline).

You must be conscious at all times of your overall online presence and its effect, or potential effect, on the Company, its clients or your colleagues. Disciplinary action may ensue, in line with this policy and the disciplinary procedures, for any activity on, or related to, your social media accounts, regardless of how such activity occurred.

You are therefore advised to maintain the security of your personal social media accounts. This includes, but is not limited to: using secure passwords, changing passwords regularly, not disclosing your passwords to third parties, and logging out of accounts when leaving your computer/devices unattended. If you are concerned about any activity on your social media account, however created, and its interaction with your employment, please contact your manager immediately.

For advice on devising a secure password or on social media security tips, please refer to the training within the learning hub.

Specific managerial responsibilities

By virtue of their position, managers have particular obligations with respect to general content posted on social media. Managers should consider whether or not personal thoughts they publish may be misunderstood as expressing the Company's opinions or positions even where disclaimers are used. Managers should err on the side of caution and should assume that their teams will read what is written. A public online forum is not the place to communicate Company policies, strategies or opinions to employees.

Managers should not make 'friend' requests or other similar requests of their team members, as this may place undue pressure on an employee.

Enforcement

Non-compliance with the general principles and conditions of this social media policy and the related internet, e-mail and confidentiality policies may lead to disciplinary action, up to and including dismissal.

This policy is not exhaustive. In situations that are not expressly governed by this policy, you must ensure that your use of social media and the internet is at all times appropriate and consistent with your responsibilities towards the Company. In case of any doubt, you should consult with your manager.

Monitoring of internet usage by the IT department applies to personal use as well as normal business use.





Policy statement

We believe that CCTV and other surveillance systems have a legitimate role to play in helping to maintain a safe and secure environment for all our employees and visitors. We recognise that this may raise concerns about the effect on employees and their privacy. This policy is intended to address such concerns.

Images recorded by surveillance systems are personal data which must be processed in accordance with data protection laws. We are committed to complying with our legal obligations and ensuring that the legal rights of employees, relating to their personal data, are recognised and respected.

This policy is intended to assist employees in complying with their legal obligations when working with personal data. In certain circumstances, misuse of information generated by CCTV or other surveillance systems could constitute a criminal offence.

Any employee who uses the CCTV system or CCTV images in an unauthorised manner may be subject to disciplinary action up to and including dismissal. Unauthorised use is any processing incompatible with the data's original purpose including, but not limited to:

- disclosure of images containing personal data to an unauthorised third party, including other employees;
- unauthorised processing of personal data in the form of copying the images on to a disk, website or print format;
- circulation of images containing personal data by email or posting of images containing personal data on the internet.

Definitions

For the purposes of this policy, the following terms have the following meanings:

CCTV: means fixed and domed cameras designed to capture and record images of individuals and property.

Data: is information which is stored electronically, or in certain paper-based filing systems. In respect of CCTV, this generally means video images. It may also include static pictures such as printed screen shots.

Data subjects: means all living individuals about whom we hold personal information as a result of the operation of our CCTV (or other surveillance systems).

Personal data: means data relating to a living individual who can be identified from that data (or other data in our possession). This will include video images of identifiable individuals.

Data controllers: are the people who, or Company's which, determine the manner in which any personal data is processed. They are responsible for establishing practices and policies to ensure compliance with the law. We are the data controller of all personal data used in our business for our own commercial purposes.

Data users: are those of our employees whose work involves processing personal data. This will include those whose duties are to operate CCTV cameras and other surveillance systems to record, monitor, store, retrieve and delete images. Data users must protect the data they handle in accordance with this policy and our Privacy Statement

Data processors: are any person or Company that is not a data user (or other employee of a data controller) that processes data on our behalf and in accordance with our instructions (for example, a supplier which handles data on our behalf).

Processing: is any activity which involves the use of data. It includes obtaining, recording or holding data, or carrying out any operation on the data including organising, amending, retrieving, using, disclosing or destroying it. Processing also includes transferring personal data to third parties.

Surveillance systems: means any devices or systems designed to monitor or record images of individuals or information relating to individuals. The term includes CCTV systems as well as any technology that may be introduced in the future such as automatic number plate recognition (ANPR), body worn cameras, unmanned aerial systems and any other systems that capture information of identifiable individuals or information relating to identifiable individuals.

About this policy

We currently use CCTV cameras to view and record individuals on and around our car parks and buildings. This policy outlines why we use CCTV, how we will use CCTV and how we will process data recorded by CCTV cameras to ensure we are compliant with data protection law and best practice.

We recognise that the images of individuals recorded by CCTV cameras in the workplace are personal data and therefore subject to the legislation. We are committed to complying with all our legal obligations and seek to comply with best practice suggestions from the Data Protection Commissioner's Office (DPC).

This policy covers all employees, consultants, contractors, workers, and agency workers and may also be relevant to visiting members of the public.

This policy is non-contractual and does not form part of the terms and conditions of any employment or other contract. We may amend this policy at any time. The policy will be regularly reviewed to ensure that it meets legal requirements, relevant guidance published by the DPC and industry standards.

A breach of this policy may be treated as a disciplinary matter. Following investigation, a breach of this policy may be regarded as misconduct leading to disciplinary action, up to and including dismissal.

Personnel responsibility

The Compliance Manager has overall responsibility for ensuring compliance with relevant legislation and the effective operation of this policy.

Reasons for the use of CCTV

We currently use CCTV on and around our car parks as outlined below. We believe that such use is necessary for legitimate business purposes, including:

- To prevent crime and protect buildings, cars and assets from theft, damage, disruption, vandalism and other crime;
- For the personal safety of employees, visitors and other members of the public and to act as a deterrent against crime;
- To support law enforcement bodies in the prevention, detection and prosecution of crime;
- To assist in day-to-day management, including traffic management in the car parks and ensuring the health and safety of employees and others;
- To assist in the effective resolution of disputes which arise in the course of disciplinary or grievance proceedings;
- to assist in the defence of any civil litigation, including employment proceedings.

This list is not exhaustive and other purposes may be or become relevant.

Monitoring

CCTV is continuously recorded 24 hours a day. Camera locations are chosen to minimise viewing of spaces not relevant to the legitimate purpose of the monitoring. As far as practically possible, CCTV cameras will not focus on private homes, gardens or other areas of private property. Images are monitored by authorised personnel continuously. Employees using surveillance systems will be given appropriate training to ensure they understand and observe the legal requirements related to the processing of relevant data.

How we will operate CCTV

Where CCTV cameras are placed in the workplace, we will ensure that signs are displayed at the entrance of the surveillance zone to alert employees that their image may be recorded. Such signs will contain details of the Company operating the system, the purpose for using the surveillance system and who to contact for further information, where these things are not obvious to those being monitored. Live feeds from CCTV cameras will only be monitored where this is reasonably necessary, for example to protect health and safety.

Those employees with responsibility for processing CCTV images must only do so in line with established procedures and must ensure the security of the data at all times. We will ensure that live feeds from cameras and recorded images are only viewed by approved employees whose role requires them to have access to such data. This may include HR employees involved with disciplinary or grievance matters. Recorded images will only be viewed in designated, secure offices.

Use of data gathering by CCTV

In order to ensure that the rights of employees recorded by the CCTV system are protected, we will ensure that data gathered from CCTV cameras is stored in a way that maintains its integrity and security. This may include encrypting the data, where it is possible to do so. Given the large amount of data generated by surveillance systems, we may store video footage using a cloud computing system. We will take all reasonable steps to ensure that any cloud service provider maintains the security of our information, in accordance with industry standards. We may engage data processors to process data on our behalf. We will ensure reasonable contractual safeguards are in place to protect the security and integrity of the data.

Retention and erasure of data gathered by CCTV

Data recorded by the CCTV system will be stored digitally using a cloud computing system. Data from CCTV cameras will not be retained indefinitely but will be permanently deleted

once there is no reason to retain the recorded information. Exactly how long images will be retained for will vary according to the purpose for which they are being recorded. For example, where images are being recorded for crime prevention purposes, data will be kept long enough only for incidents to come to light. In all other cases, recorded images will be kept for no longer than 30 days.

At the end of their useful life, all images stored in whatever format will be erased permanently and securely. Any physical matter such as tapes or discs will be disposed of as confidential waste. Any still photographs and hard copy prints will be disposed of as confidential waste.

Use of additional surveillance systems

Prior to introducing any new surveillance system, including placing a new CCTV camera in any workplace location, we will carefully consider if they are appropriate by carrying out a privacy impact assessment (PIA).

A PIA is intended to assist us in deciding whether new surveillance cameras are necessary and proportionate in the circumstances and whether they should be used at all or whether any limitations should be placed on their use. Any PIA will consider the nature of the problem that we are seeking to address at that time and whether the surveillance camera is likely to be an effective solution, or whether a better solution exists. In particular, we will consider the effect a surveillance camera will have on employees and therefore whether its use is a proportionate response to the problem identified.

No surveillance cameras will be placed in areas where there is an expectation of privacy (for example, in changing rooms) unless, in very exceptional circumstances, it is judged by us to be necessary to deal with very serious concerns.

Covert monitoring

We will not engage in covert monitoring or surveillance (that is, where employees are unaware that the monitoring or surveillance is taking place) unless, in highly exceptional circumstances, there are reasonable grounds to suspect that criminal activity or extremely serious malpractice is taking place and, after suitable consideration, we reasonably believe there is no less intrusive way to tackle the issue.

In the unlikely event that covert monitoring is considered to be justified, it will only be carried out with the express authorisation of the Head of Commercial and Operations. The decision to carry out covert monitoring will be fully documented and will set out how the decision to use covert means was reached and by whom. The risk of intrusion on innocent workers will always be a primary consideration in reaching any such decision.

Ongoing review of CCTV use

We will ensure that the ongoing use of existing CCTV cameras in the workplace is reviewed periodically to ensure that their use remains necessary and appropriate, and that any surveillance system is continuing to address the needs that justified its introduction.

Access to and disclosure of images

Any employee who uses the CCTV system or CCTV images in an unauthorised manner may be subject to disciplinary action up to and including dismissal. Unauthorised use is any processing incompatible with the data's original purpose including, but not limited to:

- disclosure of images containing personal data to an unauthorised third party, including other employees;
- unauthorised processing of personal data in the form of copying the images on to a disk, website or print format;
- circulation of images containing personal data by email or posting of images containing personal data on the internet.

Access to and disclosure of images recorded by the CCTV system is carefully monitored. Access to images by third parties will only be allowed in limited and prescribed circumstances permitted by legislation. Such circumstances may include the disclosure of personal information in order to:

- safeguard the security of the State;
- prevent, and investigate offences, or collect any tax or monies owed to the State;
- protect the international relations of the State;
- prevent injury or damage to property
- meet legal requirements
- obtain legal advice, or for the purpose of legal proceedings
- meet a request from, or with the consent of, the data subject, or a person acting on his or her behalf.

The Company also reserves the right to disclose personal information to specific third parties where there are objective business reasons for doing so. Such third parties may include:

- insurance providers
- medical practitioners
- pension and medical insurance providers

Subject access requests

Under the Data Protection Acts individuals have the right to access images containing their personal data. This applies equally to employees and members of the public. All requests must be made in writing and should be forwarded to the Compliance Manager.

Careful consideration must be given to requests for access that would involve disclosing images of third parties. This may be overcome by blurring or disguising the images of third parties.

Employees requesting access to images must supply the Company with the following:

- adequate information for the images to be located;
- sufficient information to enable the Company to verify that the applicant has a legitimate right to request access;
- proof of identification through photographic identification, for example passport or driving license;

Employees should specify whether they would be satisfied with merely viewing the images rather than requiring a copy. A copy of the personal data of the employee will be supplied within one month of the request.

In the event that a request for access is denied, the Company will document the following:

- the identity of the employee making the request;
- the date of the request;
- the reason for refusing to supply the images requested.

The document will then be signed and dated and will be provided to the employee making the data access request.

Complaints

If any employee has questions about this policy or any concerns about our use of CCTV, then they should speak to their manager in the first instance. Where this is not appropriate or matters cannot be resolved informally, employees should use our formal grievance procedure.

Requests to prevent processing

We recognise that, in rare circumstances, employees may have a legal right to object to processing and in certain circumstances to prevent automated decision making.



Health, safety and welfare at work



Your health, safety and welfare at work are of prime importance to Q-Park and we have a shared responsibility to our colleagues, our customers and to ourselves.

Q-Park is committed to the health and safety of its employees, contractors and customers, and this policy is in accordance with the provisions of the Safety, Health and Welfare at Work Act 2005. Any breach of an employee's health and safety obligations or the company's health and safety policy will be treated seriously and may result in disciplinary action up to and including dismissal.

Q-Park aims to provide and maintain safe and healthy working conditions and to follow procedures that will safeguard all of us. We expect all employees to comply with the safety procedures so you will not endanger yourself or your colleagues.

A safety statement has been arranged to specify the commitment of the company to the safety, health and welfare of all its employees and to ensure full compliance with the terms of the Safety, Health and Welfare at Work Act 2005 and attendant legislation. The statement outlines the identification of hazards, risk assessment and control of hazard. From the point of view of safety and appearance, work areas must be kept clean and tidy at all times.

In addition, you have a statutory duty to:

- Work safely and efficiently in accordance with Company instructions
- Know rules relating to health and safety and follow correct procedures at all times
- Report all accidents and any injuries caused
- Report any potential hazards or health risks
- Take reasonable care for your own health and safety and that of others who may be affected by what you do
- Co-operate fully with your manager and/or the Health & Safety Officer to ensure the highest standards of safety are maintained at all times.
- To take reasonable care for own safety, health and welfare and that of any other person who might be affected by your acts or omissions while at work.
- Co-operate with the company or other persons to comply with any of the relevant statutory provisions.
- Use protective clothing and equipment provided for your own safety and have regard to the training and instructions received with regard to same.
- Report without reasonable delay, any defects in plant, equipment, place of work or system of work which might endanger safety, health and welfare at work.
- Attend safety training.
- Not be under the influence of intoxicants.
- Not engage in improper conduct or behaviour that is likely to endanger their own safety or others safety.

- Undergo a medical examination by a registered medical practitioner of your fitness to perform work which gives rise to the critical safety and health risks, if required by the Company.
- Inform the company if you become aware that you are suffering from any disease or impairment which would affect the safety of yourself or others

Each location has a detailed health and safety policy and procedure document to be used as a reference and a guide on all health and safety matters. Please contact the Health & Safety Officer for further guidance.

Please ensure you have read and understand the Safety Policy for your facility/office and any related documentation. You should also be aware of the relevant Evacuation procedure.

If you have any concerns or suggestions regarding health and safety please contact the Health & Safety Officer.



Smoking and vaping policy



This policy sets out the statutory rights and responsibilities for Q-Park employees, sub-contractors, visitors, clients and/or customers in relation to smoking on Company property, smoking during working time and smoking whilst on Company business.

The use of e-cigarettes or similar is to be treated in the same way as tobacco based cigarettes and will fall within this policy.

This policy is applicable to all employees of Q-Park as well as any agency workers, trainees, apprentices, sub-contractors or other persons who undertake activities on behalf of the Company and any visitors, clients and/or customers on the Company's premises.

Policy statement

The Company recognises that the health, safety and welfare of employees, sub-contractors and anyone else directly affected by the Company's operations are of prime importance. The Company has therefore developed and enforces a dedicated smoking policy, conforming to the requirements of the Public Health (Tobacco) Acts 2002-2015, and other related legislation.

Responsibility

All employees have a responsibility to ensure they follow this policy.

Prevention

Any employees who would like to obtain help to quit smoking can find information on www.quit.ie.

Smoking and vaping is strictly prohibited

Smoking and vaping is strictly prohibited on all parts of the Company's premises, including at entrances or anywhere on its grounds. This includes areas that are outside but form part of the Company's premises.

This includes all Company vehicles and employee's personal vehicles when providing transport for a colleague on Company business.

Employees should ensure that visitors who are brought on to the premises are made aware of this policy.

Smoking and vaping breaks

There is no allocation for additional smoking and vaping breaks on top of employees' total daily break time.

Should employees wish to take smoking breaks during the working day this will be deducted from their daily total allocated break time.

If a manager believes that the amount of time spent away from working duties due to smoking is over and above what could reasonably be expected and/ or is becoming detrimental to the employee's or the team's performance, this will be brought to the employee's attention and the appropriate management action will be taken.

Vehicles

Under the smoke-free legislation a vehicle must be smoke free if it is used in the course of paid or voluntary work by more than one person, even if those persons use it at different times or only intermittently. Therefore site and cluster response vehicles and any other Company owned vehicles must be completely smoke free at all times.

Homeworkers

Homeworkers are not required to refrain from smoking during the course of work that is carried out for the Company in their home unless they invite others into an area of their home for work purposes.

Non-compliance

Visitors, clients and customers who are smoking on Q-Park property should be politely and firmly reminded not to smoke on Company premises and asked to stop immediately.

Breaches of policy

Breaches of this policy may result in disciplinary action as smoking on Company premises is deemed to be Gross Misconduct and may result in summary dismissal. All persons who use our premises including employees are also reminded that it is a criminal offence to smoke in smoke-free areas, with a potential fine of up to €4,000 on summary convictions.



Drugs, alcohol and intoxicating substances policy



Purpose

Q-Park is committed to providing a safe and productive work environment and to promoting the health, safety and well-being of its employees. The drug, alcohol and intoxicating substances policy is designed to ensure that employees are aware of the risks associated with alcohol/drug misuse and the consequences, including the legal consequences, of their actions.

Scope

This policy covers the use and misuse of intoxicating substances, which include alcohol, solvents, legal and illegal drugs, prescription and over-the-counter medicines and other substances that could adversely affect work performance and/or health and safety.

Q-Park expects all employees, agency and casual workers, contractors, volunteers and others working on its behalf to comply with this policy. Failure to do so is likely to result in disciplinary action being taken or the working arrangements being terminated.

Policy statement

The inappropriate use of alcohol, drugs or other intoxicating substances, can damage the health and well-being of employees and have far-reaching effects on their personal and working lives.

At work, alcohol or drug misuse can result in reduced levels of attendance, sub-standard work performance and increased health and safety risks not only for the employee concerned but also for others, for example work colleagues, members of the public, contractors and customers. Furthermore, the effects of alcohol or drug misuse are likely to be detrimental to Q-Park's reputation and image and its ability to deliver high-quality services.

Definitions

Intoxicating substance – a substance that changes the way the user feels mentally or physically. It includes alcohol, illegal drugs, legal drugs, prescription medicines (for example tranquillisers, anti-depressants, over-the-counter medicines), solvents, glue, lighter fuel.

Controlled drugs – include both drugs with no current medical uses as well as medicinal drugs that are prone to misuse. All are considered likely to result in substantial harm to individuals and society.

Harmful/problematic use or misuse – use of an intoxicating substance or substances that harms health, physical, psychological, social or work performance but without dependency being present.

Dependency – a compulsion to keep taking an intoxicating substance either to avoid effects of withdrawal (physical dependence) or to meet a need for stimulation or tranquillising effects or pleasure (psychological dependence).

Addiction – a state of periodic or chronic intoxication produced by the repeated intake of an intoxicating substance. This means that a dependency has developed to such an extent that it has serious detrimental effects on the user and often their family as well, and the individual has great difficulty discontinuing their use. The substance has taken over their life.

Where a manager is aware, or suspects, that an employee is misusing intoxicating substances they are strongly advised to seek advice from HR on the approach to be adopted.

Such matters will be treated confidentially as far as is legitimately and legally possible. For example, it may be necessary in order to provide effective support for information to be shared with others, for example occupational health, other agencies.

Employee responsibilities

Employees are responsible for familiarising themselves with this policy and comply with its provisions.

They are also responsible for presenting a professional, courteous and efficient image to those with whom they come into contact at all times. They therefore have a personal responsibility to adopt a responsible attitude towards drinking, taking illegal substances and taking prescribed and over-the-counter drugs.

Employees are not permitted to possess, store, trade or sell controlled drugs on Company premises or bring Q-Park into disrepute by engaging in such activities outside of work. The only exception would be where an employee has a prescription. The Company reserves the right to carry out random bag searches at the start or end of the working shift/day.

Employees are strongly encouraged to seek help if they have concerns regarding their alcohol or drug consumption. It is recommended that they approach either their manager or HR representative in the first instance so that Q-Park can arrange for the provision of appropriate support to help speedy rehabilitation, for example referral to the Occupational Health service, medical professionals, professional drug/alcohol treatment agencies, and so on.

Employees are expected to co-operate with any support and assistance provided by Q-Park to address an alcohol or drug misuse problem.

Employees should not, even with the best of motives, 'cover up' for, or collude with, a colleague with an alcohol or drug-related problem but instead should encourage the employee to seek help.

Where the employee concerned does not wish to come forward to seek help, and their colleague(s) genuinely suspect that the employee may be misusing drugs or alcohol, they have a responsibility to raise their concerns with the employee's line manager.

At work

- Employees must report for work, and remain throughout the working day, in a fit and safe condition to undertake their duties and not be under the influence of alcohol or drugs.
- Employees must not consume alcohol or drugs at any time while at work including during rest or meal breaks spent at or away from work premises. Exceptions apply to drugs prescribed for the employee or over-the-counter medicines used for their intended purpose (in accordance with the instructions given by the prescriber, pharmacist or manufacturer) and where the safety of the employee or others with whom they come into contact is not compromised.
- Employees must notify their manager immediately should they be prescribed medication or plan to take over-the-counter medicines that may cause side effects and impair their ability to undertake their duties safely and effectively. This is particularly important if they occupy a post where it is not only their own personal safety but those of others that could be jeopardised.
- Similarly, employees who experience side effects as a result of taking prescribed or over-the-counter medicines that impair their ability to perform their duties safely and satisfactorily must notify their line manager immediately.
- Employees are not obliged to disclose the actual medical condition being treated nor the medication – simply the impact/side effects.

Outside working hours

- Employees must not consume intoxicating substances before coming on duty or when they may be required to attend work at short notice, for example when they are on call.
- Intoxicating substances such as alcohol may remain in the system for some time and even small amounts can impair performance and jeopardise safety. Employees are personally responsible for allowing sufficient time for the intoxicating substance to leave their system before reporting for work.

Breaches of the policy

Q-Park will, where appropriate to do so, adopt a constructive and supportive approach when dealing with employees who may be experiencing drug or alcohol dependency/addiction and can demonstrate that they have the will to rehabilitate and are working with medical advisers to achieve this.

This means that employees seeking assistance for a substance misuse problem will not have their employment terminated simply because of their dependence/addiction. However, if performance, attendance or behaviour is unacceptable, despite any support and assistance that can be offered, ultimately dismissal may be unavoidable.

Notwithstanding the above, there will be circumstances where breaches of the policy, whether dependency-related or not, will be treated as a disciplinary matter and may result in the summary dismissal of the employee.

Examples of issues that will be subject to disciplinary action, including the possibility of dismissal, are:

- Deliberate disregard for personal safety and that of others associated with the use of intoxicating substances.
- Unacceptable behaviour in the workplace associated with regard to the use of intoxicating substances.
- Being found incapable of performing normal duties satisfactorily and safely as a result of consuming alcohol or taking drugs.
- Consuming intoxicating substances during the working day including rest and lunch breaks or when rostered on call and liable to be called upon to work at short notice.
- Possession, consumption, dealing/trafficking, selling, storage of controlled drugs either on work premises or engaging in such activities outside of work.
- Being disqualified from driving as a result of alcohol- or drug-related offences (relates to employees required under their contract of employment to drive a vehicle).

- Making malicious or vexatious allegations that a colleague is misusing intoxicating substances.

This list is indicative and should not be regarded as exclusive or exhaustive. Disciplinary action will be in all cases proportionate to the circumstances of the breach of the policy.

Where evidence warrants, Q-Park will inform the police of illegal drug use or any activity or behaviour over which there are concerns as to its legality. For example, it would be necessary to report criminal behaviour associated with alcohol abuse such as having a drink-driving accident in a work vehicle.



Notice periods

Your personal notice period will be highlighted in your contract of employment. If you are unsure of this please speak to your manager.

Exit interview

If you do decide to resign from your position at Q-Park we would be very interested to know your reasons for doing so. You will be given the opportunity to discuss the reasons with your manager and the HR department will also ask you to complete an exit questionnaire. This information will be treated in the strictest confidence and will enable the HR department to understand your reasons and if necessary make improvements for the future. Should HR wish to meet with you to discuss your exit interview then they will contact you directly.

Employment reference requests

If your new employer requires an employment reference from Q-Park, we will complete a factual reference once a resignation has been submitted and accepted. You must also ensure that your new employer has your permission to contact Q-Park for an employment reference. Q-Park requires your express permission to share your details with a third party. All employment reference requests should be sent through to HR.

Return of Company property

All items provided to assist you in the performance of your job or as a benefit of employment remain the property of Q-Park Ireland and must be returned when you leave. These include (where applicable):

- Uniform
- Laptops and printers
- Laptop bags
- Mobile phones
- ID Badge/Access control card etc
- Keys
- Training materials
- Car park pass

Other items

Any documents, papers, reports or similar items or copies that you have acquired during the course of your employment should also be returned.

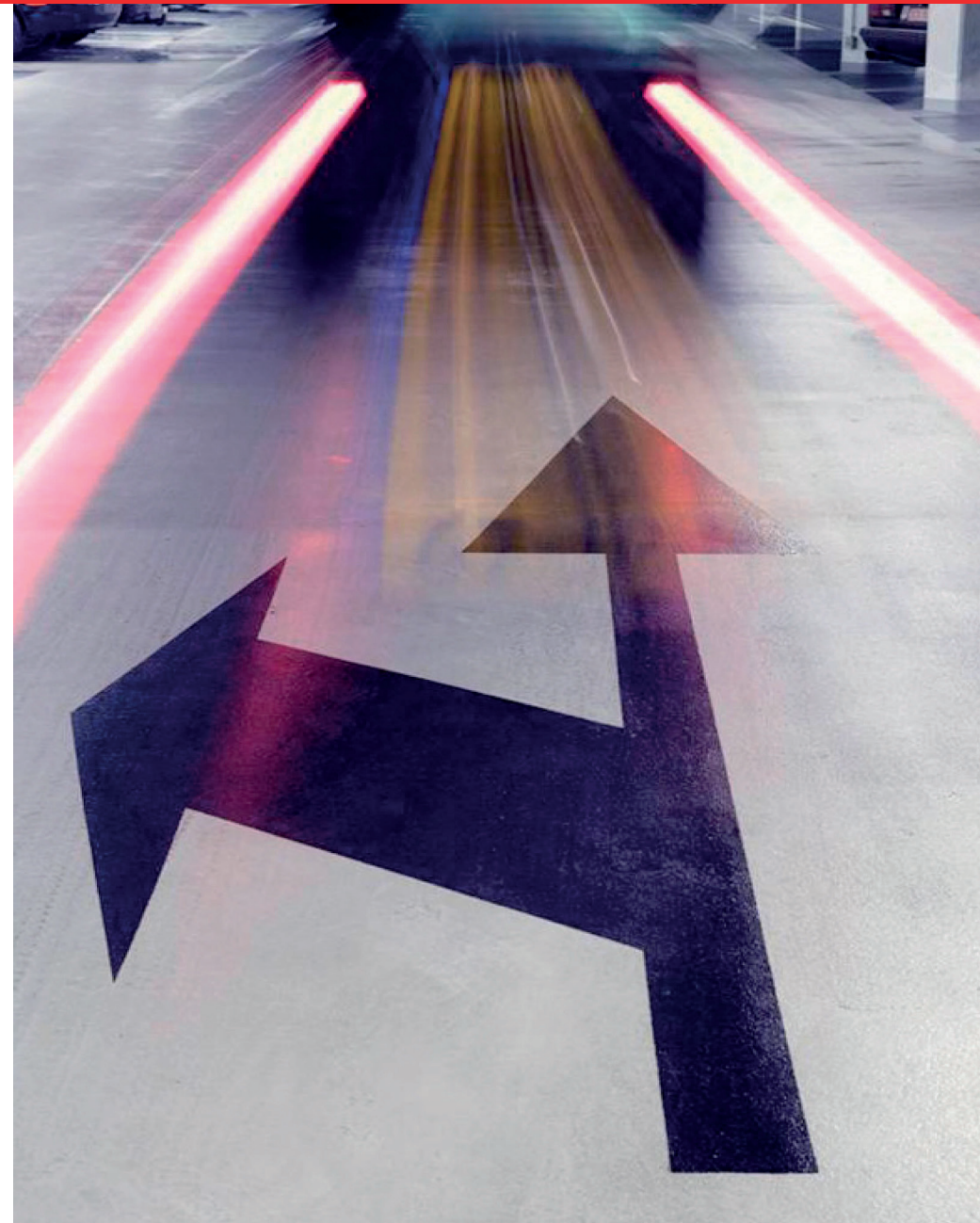
Any loan or advance of pay must be repaid in full prior to leaving the Company. The balance will normally be deducted from your final wage/salary if possible; alternatively, it may be repaid in the form of a personal cheque.

And Finally...

We hope that you have found this Handbook both useful and interesting.

We welcome any comments, suggestions or ideas relating to any aspect of your employment.

You can contact either your manager or Scott Malloch, Head of HR, by e-mail at scott.malloch@q-park.com or telephone on 0044 (0)113 238 4249





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