Brook Street Temporary Employee Handbook

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01 Introduction

1.1 Welcome to Our Team!

Whatever sector you work in and whatever your role, we are delighted that you have chosen to be part of the Brook Street Team.

And that means we will do everything we can to meet your needs as an employee.

This Handbook outlines what you can expect from us and vice versa.
Pay, benefits, policies – it's all here, to give you more information about your general terms of employment.
If you have any questions, your Brook Street Contact will be able to assist you.

1.2 Terms of Employment

This Handbook supplements your Terms and Conditions of Employment and together, they constitute the basis of your employment, and meet the requirements of the written statement of employment particulars, required by section 1 of the Employment Rights Act 1996. The policies in this Handbook that are non-contractual are specifically stated to that effect.
If the detail in your Terms and Conditions conflict with any content of this Handbook, your Terms and Conditions shall take precedence.

Brook Street reserves the right to amend its Terms and Conditions and policies, as set out in this Handbook from time to time; and such amendments will be notified to employees via the website, with effect from the date of the notice.

1.3 Definitions

References throughout this Handbook to your "Brook Street Contact" will normally include Brook Street Managers, Consultants, or other Branch or Contract staff to whom you may report to from time to time, unless expressly indicated to the contrary.

References to "Brook Street" mean Brook Street UK Limited, Brook Street plc, Brook Street Project Services, BS Social Care, ManpowerGroup or any other relevant associated, parent or subsidiary company.

References to "Terms and Conditions" mean your personalised Terms and Conditions of Employment.

02 Assignment Information

2.1 Assignment details

Details of any assignment offered to and accepted by you will be confirmed in an assignment letter from Brook Street.
The letter will include a description of the duties required of you in respect of the particular assignment to which it relates, and the anticipated duration of the assignment. Your duties may vary from assignment to assignment or during the duration of any assignment undertaken by you It will also confirm the identity and address of the Client to whom you will be assigned, the anticipated start date, the anticipated hours, the remuneration and the expenses paid to or by you. You will also be advised of what experience, training qualifications and any authorisation required by law or a professional body that the Client may deem necessary or which are required by law to work on the assignment. Failure to meet these criteria may result in the termination of the assignment. During the assignment, you will work under the direction and supervision of the Client to whom you are assigned and will be expected to comply with the Client's internal rules, policies and procedures.

Whilst within your working hours on an assignment, unless you are ill, or there are other reasons agreed by Brook Street, you will be expected to devote your whole time, attention and abilities to Brook Street and its Client's business.

You may be moved from one assignment to another as required by business needs and Brook Street may also remove you from your assignment, should this be necessary for any reason.

Any queries or concerns you may have in relation to an assignment should be referred to your Brook Street Contact.

2.2 End of assignment

Because of the nature of working with Brook Street, it is important to understand there is a difference between your assignment with a Client being ended and your employment with Brook Street being terminated. An assignment ending does not mean your employment has come to an end, unless there is a fair reason for us to bring your employment to an end, and this will be communicated to you. You will be advised by your Brook Street Contact which situation applies and only a Brook Street Contact (not a Client Contact) can terminate your employment.

Many assignments can be ended with no notice by the Client and your Brook Street Contact will advise you what happens next. Some assignments may have specific notice periods before they can be ended (by either party); and if this applies, this will be communicated to you.

2.3 Pre-employment checks

Brook Street will obtain references from the information you have provided, and if appropriate, complete checks with the UK Visas and Immigration (UKVI) and give its Clients relevant information relating to your employment details or your application. Brook Street will obtain any additional check that you have consented to, relevant for the purpose of any assignment or permanent placement, for example; a financial check, criminal record disclosure check, or medical requirements.
Further checks may be required, depending on the need of the assignment.

2.4 Job description

Your general job title is in your Terms and Conditions. Specific details may be provided for a particular assignment, and you may from time to time be asked by Brook Street to carry out work in any agreed sectors indicated in your Terms and Conditions.
This may be for Clients either for Brook Street, or for any other company within ManpowerGroup, subject to your consent.

Outlined under each heading below are some of the roles that may apply to each of the sectors in your Terms and Conditions. This list is not exhaustive:

Admin/Clerical/Sales

- Office Based
- Receptionist
- Sales on/off site

Care/Public Sector

- Call Centre including 999/111
- Care Manager
- Cleaner
- Health Care Assistant
- Outreach Worker
- Porter
- Support Worker

Customer Service/Call Centre

- Call Centre Inbound
- Call Centre Outbound
- Retail

Finance

- Payroll
- Credit Controller
- Sales & Purchase Ledger

Management/Professional

- Consultant
- Accountant
- Lawyer
- Auditor
- Business Analyst
- Project Roles
- Procurement
- Managers/Supervisors
- Directors

Warehouse/Industrial/Manufacturing

- Cleaner
- Parcel Sorter
- Picker/Packer
- Production Operative
- Storeman
- Paint Sprayer
- Yard Marshal

2.5 Company/Client equipment

During your assignment, you may be supplied with Brook Street or Client equipment, for example a laptop, mobile phone or tools. These items are your responsibility for the duration of the assignment and must be returned in good order at the end of the assignment.

All equipment belonging to Clients should be used for business approved purposes only. Misuse of any equipment supplied to you may result in your removal from an assignment, in addition to disciplinary action being taken.

2.6 Assignment rules - clothing and personal appearance

You should present yourself for work in clothes that are clean and appropriate to the type of assignment you are undertaking. Some Clients may require specific dress standards or uniform to be worn for an assignment. In addition, you should avoid the following:

- ripped or embellished clothing that may get caught, whilst carrying out your duties
- clothing with inappropriate graphics, slogans or wording.

Clients may also have specific rules and guidelines relating to personal appearance, including clothing, jewellery, piercings, tattoos; and there may also be requirements for hair to be tied back.

2.7 Assignment rules - alcohol and drugs

Brook Street employees are expected to present themselves at work in a fit condition and anyone found to be under the influence of alcohol or illegal drugs will be subject to disciplinary action including, where appropriate, dismissal.

Employees should ensure that if they are taking prescribed or over the counter medication, they are able to work safely and adequately perform their normal work.

03 Hours and Attendance

3.1 Hours

Brook Street will, at all times during your employment, use reasonable endeavours to allocate you to suitable assignments. Your hours of work may vary from one assignment to another, and you will be advised of the expected hours for each assignment. There may also be occasions when no work is available.

3.2 Overtime

Much of our work arises because our Clients have deadlines to meet, and they may ask that you work reasonable or voluntary overtime. Your assignment details will include the rates that apply to overtime during that assignment.

3.3 Working time regulations

If your daily working time is more than six hours, you will normally have a rest break of at least 20 minutes. The Client to whom you are assigned may have in place a collective or Workforce Agreement that varies the entitlement to rest breaks and the times they are taken. If this is the case, that agreement will apply to you and we will provide you with details at the start of the assignment.

Brook Street has a duty under the Working Time Regulations to ensure that you are not put at risk (nor do you put others at risk) by working excessive hours or by failing to take the appropriate rest periods. For this reason, it is important that we know if you are working for anyone else whilst employed with Brook Street.

3.4 Night work

If your assignment regularly involves night work, that is, three hours or more between the hours of 23:00 and 06:00, you are entitled to request a health assessment to confirm your fitness for night work.
If you have not done night work before but are asked to undertake such an assignment, you may request a health assessment questionnaire before the assignment begins. Please ask your Brook Street Contact for further details.
Normally you will not be required to work, on average, more than eight hours per night. However, where the Client has in place a Collective or Workforce Agreement which varies the hours of night work, that agreement will also apply to you and you will be given details at the start of your assignment.

3.5 Attendance and timekeeping

If for any reason you are unable to get to an assignment, you should inform your Brook Street Contact, two hours prior to the commencement of your agreed start time. If this is out of normal office hours, you may be diverted to our 24/7 contact centre. Naturally we take a serious view of unnotified absence, as this may have a detrimental effect on our Clients operation, therefore failure to notify Brook Street of any absence may lead to disciplinary action.

Prior to the start of your assignment, you will be informed what time you are required to report for work. You are expected to make all reasonable efforts to be punctual throughout your assignment.
As with unauthorised, or notified absence, poor timekeeping may lead to disciplinary action.

3.6 Young workers

Employees under the age of 18 are subject to additional rules (also see section 15.12) about their hours as follows:

- you should not work more than eight hours in any day or 40 hours in any week
- you cannot work more than five days in any week
- you must have a break of 30 minutes if your shift is more than 4.5 hours (this may be unpaid)
- you cannot do night work, which is usually between 22:00 and 06:00.

04 Pay

4.1 Pay rate

You should refer to the remuneration section of your Terms and Conditions for specific details about your pay, including what hours you will be paid for and what deductions may be made. Your pay rate may vary from assignment to assignment and this will be confirmed to you for each assignment.
You will only be paid when you are working on an assignment and you will not normally be paid for absence due to illness or injury, although you may be eligible to receive Statutory Sick Pay, as set out in Section 6.

4.2 Method of payment

You will be paid weekly in arrears for the hours worked during the previous week, as detailed in your Terms and Conditions. Payment is made directly into your Bank or Building Society account and is subject to statutory deductions such as Tax and National Insurance.
If you change your Bank or Building Society account details, please inform Brook Street as soon as possible, so that your records can be updated.

4.3 Itemised pay statements

You will be provided with an on-line itemised pay statement detailing the calculation of gross pay and deductions under various headings. Your Brook Street Contact will assist with any queries you may have concerning your pay.

4.4 National insurance and tax

Brook Street will make all deductions as required by law in respect of Income Tax and National Insurance Contributions. Brook Street will require your National Insurance number, as we are obliged by law to deduct National Insurance from your earnings. Brook Street will tax you under the 'Pay As You Earn' scheme (PAYE). Depending on any tax documents you provide us, and any circumstances you notify us of, the appropriate tax code will be applied and will appear on your online payslip.

In the event you have any tax queries they should be directed to:

HM Inspectors of Taxes
Chapel Wharf
Trinity Bridge House
2 Dearmans Place
Salford
M3 5BS

Telephone: 0845 3000627
Reference Number: 951/BS1

Please have your National Insurance number available for reference.

4.5 Expenses

Where appropriate reasonable and itemised expenses, for example travel expenses incurred on assignment, will be paid, provided they are agreed by Brook Street and, where appropriate, the Client. Documentary evidence will be required in support of an employee's claim for expenses. Such expenses may be subject to tax in accordance with HMRC Regulations.

Your Brook Street Contact will provide you with the details of any expenses paid for any particular assignment. All eligible expenses must be claimed as soon as possible and as a maximum, within two months of being incurred, unless you have written agreement from your Brook Street Contact, that this period may be extended.

05 Holiday

5.1 Holidays

Your contractual holiday entitlement, details of your holiday year and how your holiday pay is calculated are detailed in your Terms and Conditions.

On some assignments, you may be entitled to additional holiday under the Agency Worker Regulations 2010. If this applies, the additional entitlement will be calculated pro rata to the duration of that assignment and may be paid in lieu of additional days.

Under certain circumstances you will be expected to take holiday if, during assignment to a Client, the Client closes its place of work and employees are required to take part of their annual holiday. This could occur, for example, during an annual shutdown or over the Christmas/New Year period. You may also be asked to take your holiday leave on a public holiday when it occurs during an assignment, where the Client has this arrangement.

You may take holiday at any time during the holiday year, up to your maximum entitlement for the year, subject to the prior agreement of your Brook Street Contact, and in some circumstances, the Client, by giving 7 days' notice. You will receive holiday pay, up to the amount accrued in the holiday year to the date your holiday commences.

5.2 Public holidays

If you wish to take any public holiday (or are required under your assignment to take off any public holiday) this must be taken as normal holiday leave, as part of your holiday entitlement.

If you work any public holiday, you will receive your normal rate of pay unless there are special arrangements in place relating to your assignment.

06 Sickness Absence Pay and Medicals

6.1 Statutory Sick Pay (SSP)

You may be entitled to Statutory Sick Pay (SSP), which is a Government scheme liable to taxation and deductions for National Insurance. SSP is available to Temporary employees regardless of their earnings and is payable from the first day of sickness absence. SSP is paid at the lower of the statutory flat rate or 80% of your average weekly earnings and payment is made by Brook Street through your normal pay method.

It is important that you notify your Brook Street Contact on the first morning of your absence, stating the reason for your absence. Failure to notify Brook Street as soon as reasonably possible could jeopardise your entitlement.

To claim SSP you must follow this process:

- for all periods of absence, up to and including seven (calendar) days, you must complete a Brook Street Certification of Absence form and return to Brook Street on the day of your return to work
- if you are unable to work due to illness for more than a week, you must provide Brook Street with a medical certificate signed by your Doctor as soon as possible, that states the reason for the absence, and the period for which it is believed you will be unfit for work
- if you have not recovered when a certificate expires, you must get another certificate from your Doctor and send it to your Brook Street Contact. Payment of SSP cannot be made without continued medical evidence that you are unfit for work.

Failure to follow the above process will jeopardise your entitlement to SSP.

Payment of SSP is made on a daily basis, the rate being 1/5 of the weekly rate.

6.2 Company Sick Pay (CSP)

With some Clients, Brook Street operates a scheme which may provide sick pay if you are prevented from working, through sickness or injury. Company Sick Pay (CSP) is non-contributory, but taxable and liable to deductions for National Insurance.

The following basic conditions apply:

- eligibility is dependent upon the assignment at which you are working
- in most cases there is a qualifying period of 130 days worked (approximately 6 months). When calculating the qualifying period, Brook Street will consider days worked on different assignments
- for eligible temporary employees, the level of benefit is the difference between SSP and your average weekly earnings, payable on a daily basis with a maximum benefit equal to 1.75 times your SSP entitlement
- no CSP is payable for the first three days of any period of absence.

In all cases eligibility to any sick pay ceases when you leave Brook Street. If you are entitled to Company Sick Pay, details will be provided to you, prior to the start of your assignment.

6.3 Medicals

Brook Street reserves the right to require employees to have a medical examination by an Occupational Health Specialist or independent Medical Advisor, with any report made by the Doctor supplied to Brook Street.

If it is necessary to seek information from your own Doctor or Specialist, this will be done in accordance with the Access to Medical Reports Act. If you want a copy of any report to be sent to your own Doctor, Brook Street can arrange this.

07 Other Benefits

7.1 Pensions

To ensure that all employees make sufficient retirement provision, the Government introduced pension changes (referred to as “Auto-Enrolment”). Brook Street has chosen NEST (National Employment Savings Trust) as our workplace pension scheme to meet our employer duties and help you put money aside for your retirement. NEST is a straightforward pension scheme, that gives you one retirement pot for life. You will get contributions into your retirement pot from us and extra money from the Government through basic rate tax relief, as long as you are making contributions too.

This will be paid on the contributions you make and will go directly into your retirement pot. Please refer to your member pack for how to contact NEST for more information.

Your pension contributions will be made via a salary sacrifice scheme, where you agree to a reduction in salary in exchange for receiving a benefit equivalent to the value of the reduction. This is a way to make your pension, saving more tax efficient. If you wish to opt out of the salary sacrifice arrangement, you must notify the Company in writing when you are sent your auto enrolment member pack. Opting out of salary sacrifice is separate from exercising any statutory right to opt out of pension scheme membership.

Existing employees will remain in their current pension contribution arrangement or, where permitted, may opt into salary sacrifice.

For some employees, Brook Street operates a Stakeholder Pension Scheme, run by Aegon (Scottish Equitable). Please refer to your member pack for how to contact Aegon for more information.

Brook Street is not able to provide financial advice, so you are encouraged to speak to an independent Pensions/Financial Advisor about the best pension arrangements for you.

7.2 Eye care

Brook Street employees are eligible for an eye test paid for by Brook Street, where the use of Display Screen Equipment
(DSE) forms part of your job role. If as a result of the eye test, corrective lenses are prescribed specifically for DSE work, Brook Street will contribute to the cost of the necessary eyewear.

Brook Street has preferential arrangements with a leading high street chain of opticians (the nominated provider’s) and wherever possible Brook Street employees should use the nominated provider for both the eye-test and any resulting eyewear. If there is not a convenient branch of the nominated provider in your locality, Brook Street will pay for an equivalent test and, if necessary, eyewear from an alternative optician.

Brook Street will contribute an agreed amount towards the basic frame range. Further details are available from your Brook Street Contact.

7.3 Discretionary benefits

The benefit set out in 7.2 above is non-contractual and provided at the discretion of Brook Street. Brook Street may at any time withdraw or suspend or vary the terms upon which such benefits are offered, without any need to consult with you in advance or to provide any alternative or pay any compensation

08 Driving Vehicles

8.1 Client vehicles

Whilst working on assignment, you may be asked occasionally to drive a Client's vehicle.

The driving of vehicles is subject to different Terms and Conditions of Business, and formal arrangements must first be made with the Client.

If a Client asks you to drive any kind of vehicle whatsoever, including the Client's vehicle, or your personal vehicle for business purposes, you must inform your Brook Street Contact immediately; so that the necessary steps can be taken. Please explain to the Client that you have to do this.

You must not drive any vehicle for business purposes, until you have been informed by your Brook Street Contact that the necessary arrangements have been made, and the minimum requirements have been met.

If you are driving an authorised vehicle during your employment with Brook Street, you must report any accidents, any driving licence endorsements or changes to your licence categories to Brook Street. Failure to do so may lead to disciplinary action.

In addition, during assignments, your driving licence, and any additional certificates/licences must be available to be checked quarterly, in line with Brook Street's standard policy.

8.2 Brook Street company vehicles

If you are provided with a Brook Street vehicle as part of your employment, you will be provided with a copy of the Brook Street Company Vehicle Guide. You are responsible for maintaining the vehicle to ensure it is in a roadworthy condition, in accordance with the manufacturer's guidelines, and that any accidents are reported immediately to your Brook Street Contact.

In addition, during assignments, your driving licence, and any additional certificates/licences must be available to be checked quarterly, in line with Brook Street's standard policy.

8.3 Fines and penalties

8.3.1 Driving offences

You will be personally liable for any fines or penalties incurred due to driving offences, including parking fines, while using a Brook Street or Client vehicle, whether on public roads or private premises. Failure to pay any fines within the required timescales may lead to disciplinary action.

Any fines or penalties that are levied via Brook Street or the Client, or fines or penalties which are not paid by you within the required timescale will be deducted from any monies due to you (including expenses, wages or salary) and may be subject to administration charges which will also be deducted from any monies due to you.

8.3.2 Excess payments for accidents or damage

You may also be liable for any policy excess payment if an accident or damage occurs to a Brook Street or Client vehicle. Any excess owing will be deducted from any monies due to you, including salary or holiday pay.

8.3.3 Loss of driving licence

If driving is an essential part of your job, loss of your driving licence through disqualification or failure to renew, if required by law, may be considered gross misconduct resulting in summary dismissal.

8.4 Fuel cards and private mileage

If you are provided with a fuel card by Brook Street or a Client for the purposes of using a vehicle on Brook Street or Client business and the same vehicle is available for private use, you will be liable to reimburse Brook Street (or our Client) for private mileage costs. You will be required to record and produce evidence of your private mileage. The cost of private mileage will be deducted from expense claims, wages/salary or any other monies owed to you.

09 Termination

9.1 End of assignment or termination of employment

Because of the nature of working with Brook Street, it is important to understand there is a difference between your assignment with a Client being ended and your employment with Brook Street being terminated. An assignment ending does not mean your employment has come to an end, unless there is a fair reason for us to bring your employment to an end, and this will be communicated to you. You will be advised by your Brook Street Contact which situation applies and only a Brook Street Contact (not a Client Contact) can terminate your employment.

9.2 Notice to terminate employment

The notice periods that will apply are detailed in your Terms and Conditions.

9.3 Assignment comes to an end

If your current assignment comes to an end, Brook Street will discuss with you other opportunities and will endeavour to find suitable work for you.

As an employment business, Brook Street is in the business of providing flexible employment opportunities for our employees. When your individual assignment ends, our primary objective is to find you an alternative assignment.

9.4 On leaving

Your P45 will be sent to the last address you gave us, unless you have given any different instructions. If you are moving to a new location, please make sure that you provide us with a forwarding address. If you require references for prospective employers, you should ask them to write directly to the Brook Street location where you last worked.

10 Family Friendly Arrangements

10.1 Maternity

As a Brook Street employee you are entitled to receive maternity benefits in accordance with your statutory entitlements. The details below do not form part of your contract and may be amended by Brook Street at any time.

Notification

You should inform your Brook Street Contact of your pregnancy as soon as possible. In order to take advantage of the right to maternity leave and maternity pay, additional information must be provided by the end of your 'qualifying' week, which is the 15th week before your expected week of childbirth (EWC), or as soon as reasonably practicable thereafter. This includes:

- medical confirmation of the date your baby is due. This can be obtained from your doctor on form MATB1 and should state your EWC
- the date on which you intend to start your maternity leave, which can start no earlier than the 11th week before the EWC.

Ante-natal care

You are entitled to reasonable paid time off for ante-natal care if you are working on a Brook Street assignment at the time. To qualify for this time off you must be pregnant; confirmation of an appointment with a qualified doctor, midwife or health visitor must be provided, such as an appointment card and it must be at a properly recognised ante-natal clinic or equivalent. You are requested to provide your Brook Street Contact as much notice as possible. Please try to arrange appointments to minimise disruption to you and the business, for example towards the beginning or end of the working day.

Maternity leave

All pregnant employees who have followed the notification requirements above, are entitled to a minimum of 26 weeks' 'ordinary' maternity leave (OML) and 26 weeks additional maternity leave (AML) regardless of length of service and, if eligible, Statutory Maternity Pay (SMP).

Maternity pay

To be eligible for SMP, pregnant employees must meet the following conditions:

- you must have been continuously employed for at least 26 weeks by the qualifying week
- your average weekly earnings over the eight weeks ending with the qualifying week must not be less than the lower earnings limit for National Insurance contributions
- you must actually stop work – you cannot receive SMP and wages at the same time.

SMP is calculated at the statutory prevailing rates and is currently payable for up to 39 weeks. It will commence at the start of the OML period; but may start earlier if triggered by childbirth at an earlier date or where you are absent from work for a pregnancy related reason after the beginning of the 4th week prior to your EWC.

Return to work

You will be advised of the date you must return to work and are required to provide 8 weeks' notice if you intend to return earlier. Brook Street cannot guarantee that you will be able to return to the same assignment that you were in at the commencement of your maternity leave. If that assignment is not available, you would be offered another suitable assignment as soon as one becomes available.

If you decide not to return to work following your maternity leave, you should give Brook Street the required notice under your contract of employment. This will not affect any entitlement to SMP.

Please ask your Brook Street Contact for any other details.

10.2 Paternity leave

Paternity leave and pay is available to eligible employees on the birth of a child. It is also available upon the adopting of a child to the parent who is not taking adoption leave.

To be eligible for paternity leave, you must:

- be the father of the child or married to or the partner of the child's mother and have responsibility for

the child's upbringing
- be taking the time off for the specific purpose of caring for the child and supporting the mother
- have provided written notification to Brook Street of the date of the EWC, at least 15 weeks before the due date, providing 28 days' notice of when you want the leave to start and the length of period that you have chosen to take and declare that you meet the above conditions. A form to do this can be obtained online at www.gov.uk/paternity-pay-leave/how-to-claim.

Eligible employees will be entitled to either one or two consecutive weeks' leave within 52 weeks of the child's date of birth.

To be eligible for Statutory Paternity Pay (SPP), paid at statutory prevailing rates, you must meet the additional following criteria:
- have been continuously employed for at least 26 weeks by the qualifying week. The qualifying week is the 15th week before the expected week of childbirth (EWC)
- your average weekly earnings over the eight weeks ending with the qualifying week must not be less than the lower earnings limit for National Insurance contributions.

10.3 Adoptive leave

Adoptive leave is available to individuals who adopt a child or to one partner when a couple adopts. To be eligible for adoption leave you must

- be adopting a child through a UK or overseas adoption agency. Adoption leave is not available, if there is no agency involved or if you are formally adopting a stepchild or relative
- have been given written notice that you have been matched with a child for adoption and been given a date on which the agency expects that it will place a child in your care with a view to adoption Expected Placement Date (EPD) and you have agreed to this
- have provided Brook Street with written notice of the EPD and the date on which your period of leave will begin, within 7 days of you being notified you have been matched with the child for adoption. You may also be required to provide a copy of the matching certificate from the adoption agency.

If your spouse or partner is taking adoption leave with their employer, you will not also be eligible for adoption leave, however you may qualify for paternity leave (for adoption).

Up to 52 weeks' leave may be taken by eligible employees and for UK adoptions this must start no later than the EPD but can start up to 14 days prior. For overseas adoptions, different start dates may apply.

Statutory Adoption Pay is calculated at the statutory prevailing rates and is currently payable for up to 39 weeks to eligible employees. To be eligible for Statutory Adoption Pay, you must have at least 26 weeks' continuous service by the week in which you are notified of being matched with a child for adoption and earn at least the Lower Earnings Limit for National Insurance contributions applicable at the relevant time per week, before tax, for at least 8 weeks before the week you're matched with a child.

Time off for appointments
If you are eligible for adoption leave, you are entitled to paid time off work for 5 adoption appointments, up to 6.5 hours for each appointment, after you have been matched with a child if you are on a Brook Street assignment at the time. This right is only for appointments the adoption agency has arranged or asked for and confirmation of appointments must be provided, such as an appointment card. You are requested to provide your Brook Street Contact as much notice as possible. Please try to arrange appointments to minimise disruption to you and the business, for example towards the beginning or end of the working day.
If you are in a couple, only the person who is taking adoption leave has the right to paid time off for adoption appointments. The partner who is not taking adoption leave has the right to unpaid time off work for 2 adoption appointments.

10.4 Parental bereavement leave

Two weeks' Parental Bereavement Leave is available to all employees who are parents and have lost a child under the age of 18 or who suffer a stillbirth from 24 weeks of pregnancy. In Northern Ireland, employees can also take up to two weeks Parental Bereavement leave if they have experienced a miscarriage before 24 weeks.

Parental Bereavement Leave Pay will be paid at the statutory prevailing rate for up to two weeks for employees

who have at least 26 weeks continuous service and earn on average at least the Lower Earnings Limit for National Insurance contributions applicable at the relevant time per week, before tax.

10.5 Shared parental leave

Shared Parental Leave provides eligible parents with greater flexibility in considering how to best care for their child during the first year of birth or placement for adoption. Shared Parental Leave enables new mothers/primary adopters to curtail their maternity/adoption leave and transfer the untaken balance of entitlement into Shared Parental Leave which can then be taken between both parents. Any associated statutory maternity/adoption pay may also be transferred. This means the pay and leave entitlements can be split between the two parents.

Parents can decide to take Shared Parental Leave consecutively or concurrently, giving them the option to take more time off together rather than just the current two weeks allowed by statutory paternity leave. In contrast to maternity, adoption and paternity leave, eligible employees will be able to stop and start their Shared Parental Leave and return to work between periods of leave. Shared Parental Leave is available to both parents who share the main caring responsibility of the child.

It can only be used by the mother/primary adopter and one of the following:

- the biological father; or
- the mother's husband, or partner or civil partner
- the primary adopter's spouse, or partner or civil partner

Eligible employees may be entitled to share a maximum of 50 weeks Shared Parental Leave. The amount of Shared Parental Leave that can be taken by both parents depends on the portion of maternity/adoption leave entitlement still available once the mother/primary adopter has curtailed their maternity/adoption pay and leave entitlements.

Eligible fathers/partners can take Shared Parental Leave immediately following the birth or placement of the child, but they may first choose to exhaust any paternity leave entitlements. Eligible parents may take leave at the same time (either on maternity leave and Shared Parental Leave or both on Shared Parental Leave) or they can take leave separately.

Shared Parental Leave can be taken in either a single continuous block or in smaller amounts of complete weeks, up to three separate blocks can be taken. For example: if an employee was entitled to 30 weeks of Shared Parental Leave, those 30 weeks could be taken all at once in a single continuous block or smaller amounts of three lots of 10 weeks. Eligible employees may also be entitled to share up to 37 weeks Statutory Shared Parental Pay.

To be eligible for Shared Parental Leave an employee must have, or expect to have, responsibility for caring for the child. An employee is not eligible if they started sharing responsibility for the child after it was born. For both parents, biological and adoptive, to be eligible for Shared Parental Leave and claim Shared Parental Pay, an employee and their partner must:

- Have been employed continuously by the same employer for at least 26 weeks by the 15th week before the due date
- Stay with the same employer until Shared Parental Leave starts
- Both be an 'employee' to be eligible for Shared Parental Leave. If either is a 'worker' you may be able to share Shared Parental Pay but you will not be eligible for Shared Parental Leave

To be eligible for Shared Parental Pay you must each earn on average at least the Lower Earnings Limit for National Insurance contributions applicable at the relevant time a week. For the biological mother only to take Shared Parental Leave and claim Shared Parental Pay, the mother and the mother's partner must meet the eligibility criteria as detailed below:

The Mother

- Must have been employed continuously by the same employer for at least 26 weeks by the end of the 15th week before the due date
- Must stay with the same employer until they start their Shared Parental Leave
- Must be an 'employee' – if the mother is a 'worker' they may be able to get Shared Parental Pay but they will not be entitled to Shared Parental Leave.

The Mother's Partner

- Must have been working for at least 26 weeks out of the 66 weeks before the baby's due date (the 26 weeks for not need to be consecutive)
- Must have earned at least £390 in total in 13 of the 66 weeks (the weeks do not need to be consecutive).

To be eligible for Shared Parental Pay the mother must earn on average at least the Lower Earnings Limit for National Insurance contributions applicable at the relevant time a week.

For only the biological mother's partner to take Shared Parental Leave and claim Shared Parental Pay the following eligibility criteria must be met:

The Mother

- Must have been working for at least 26 weeks out of the 66 weeks before the baby's due date (the 26 weeks for not need to be consecutive)
- Have earned at least £390 in total in 13 of the 66 weeks (the weeks do not need to be consecutive).

The Mother's Partner

- Must have been employed continuously by the same employer for at least 26 weeks by the end of the 15th week before the due date
- Stay with the same employer until they start their Shared Parental Leave
- Be an 'employee', if the partner is a 'worker' they may be able to share Shared Parental Pay but they will not be able to take Shared Parental Leave

To be eligible for Shared Parental Pay the partner must earn on average at least the Lower Earnings Limit for National Insurance contributions applicable at the relevant time a week. Any Shared Parental Pay due will be paid at a rate set by the Government for the relevant tax year.

Please refer to your Brook Street Contact for more details of process, notifications, and ways in which this leave may be taken.

10.6 Time off for emergencies involving dependants

All employees are entitled to take reasonable time off during working hours to deal with an unexpected or sudden problem involving their dependants. This is a statutory right and any such time off will be unpaid.

10.7 Parental leave

As a Brook Street employee, you are entitled to take parental leave for any children under the age of 18 for whom you have parental responsibility. A total number of 18 weeks' parental leave may be taken before the child's 18th birthday, but not more than four weeks per child in any one year. All parental leave under this scheme is unpaid, must be taken in whole weeks and at least 21 days' notice of intention to take leave must be given.
Brook Street may postpone a period of parental leave if the operation of the business or the Client's business would be unduly disrupted but will permit this to be taken no later than 6 months after the requested period.

10.8 Bereaved Partner's Paternity Leave

Bereaved Partner's Paternity Leave allows eligible employees to take time off work if their partner dies within the first year of a child's birth or adoption. In these tragic circumstances, where the deceased partner was the child's mother or primary adopter, the employee may take up to 52 weeks of unpaid leave.

10.9 Neonatal Care

Neonatal care is the name given to care for newborn babies which starts in the first 28 days after birth. Employees may be entitled to neonatal care leave and statutory pay, designed to support parents during what can be a challenging time. Eligibility, duration, and pay rates are subject to statutory requirements. Employees are encouraged to speak to their Brook Street contact for further guidance on entitlements, documentation requirements, and how to apply.

10.10 Carer's Leave

Carer's Leave provides eligible employees with the right to take time off work to care for a dependant with a long-

term care need. This leave is intended to support employees balancing work with caring responsibilities and can be taken flexibly, either as individual days or half-days. Employees can take up to one week of leave every 12 months. A ‘week’ means the length of time they usually work over 7 days. For example, if someone usually works 3 days a week, they can take 3 days of carer’s leave. Carers leave is unpaid.

11 Equality Diversity and Inclusion

11.1 General policy

As part of our commitment to the highest standard of employment practices, Brook Street has an equal opportunities policy that is designed to ensure selection is based only on qualifications, merit and experience. In monitoring our policy, we plan to develop a workforce that reflects the diversity of the UK population, and that ensures that the human resources, talents and skills available in the whole community are considered when employment opportunities arise.

Brook Street will offer employment opportunities to people regardless of age, disability, gender reassignment, marriage and civil partnership status, pregnancy and maternity, race, colour, ethnic origin, religion or belief, sex or sexual orientation. Brook Street will not discriminate on any of these grounds, directly or indirectly, during the recruitment process or at any stage of employment. Brook Street will ensure that every work assignment is open equally to those who demonstrate the required skills and abilities and that decisions are based solely on objective and job-related criteria, by not discriminating when advertising, selecting employees, offering training, promotion or career management, or providing benefits and services. Brook Street will continually examine and review existing procedures relating to these areas.

To further our commitment to equality of opportunity Brook Street has adopted the Codes of Practice that have been established under statutory authority to help companies ensure they are pursuing best practice in employment. Brook Street adheres to these Codes in its policies and practices. The Codes give practical guidelines to employers in order to help them implement policies to eliminate discrimination and enhance equality of opportunity.

Every employee has personal responsibility for the implementation of this policy. Specifically, that you should:

- cooperate with measures that ensure equality of opportunity and non-discrimination
- not discriminate as supervisors or managers in selection decisions
- not incite or attempt to incite other employees to practice discrimination
- inform your Brook Street Contact if you suspect discrimination is taking place.

Brook Street will review this policy, and other policies that interact with it, at least annually.

Brook Street will provide training and guidance for key decision-makers such as managers and those involved in human resources and management practices.

The policy also applies equally to the treatment of customers, Clients and members of the public.

You may use the grievance procedure to complain about discriminatory conduct. If the matter relates to harassment on the grounds of sex, sexual orientation, gender reassignment, age, race, religion or belief or disability there is a specific procedure to follow should you wish to raise a formal complaint. Please also refer to Section 12 and 13.

The Equal Opportunities Policy and Codes of Practice are guidelines only and do not form part of your Contract of Employment.

11.2 Disability

As part of this policy, our practice is to ensure that we are able to offer employment opportunities to and retain skilled and qualified people with disabilities. This includes making a positive effort to ensure that we do not unintentionally discriminate against disabled people, to question assumptions about disability and to communicate relevant facts regarding disability to our Client organisations. It may also include making reasonable adjustments to allow for someone's disability.

Employees who have a disability or become disabled during the course of their employment should inform their Brook Street Contact and may also wish to advise of any reasonable adjustments to their employment or working conditions which they consider to be necessary, or which they consider would assist them in the performance of their duties. Careful consideration will be given to such proposals and, where reasonable and reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable

or reasonably practicable and where less favourable treatment may be justified in accordance with the statutory provisions. In particular, this may include work-place adaptations, and adjustments at Client premises, or other Client requests where this is beyond our control.

11.3 Diversity and inclusion

As an employer, Brook Street is committed to valuing and promoting equality, diversity and inclusivity in all areas of recruitment, employment, training and promotion. We will look towards an environment where all members of staff can develop their full potential, irrespective of their race, gender, gender reassignment, marital status, age, disability, religious or other equivalent belief, political opinion or sexual orientation.

11.4 Monitoring

Brook Street maintains records relating to age, sex, sexual orientation, marriage and civil partnership status, race, ethnic origin, religion or belief and disability for equality monitoring purposes. All records are monitored to establish any patterns of misrepresentation and are fully investigated to eliminate any discriminatory practices. Employees and job applicants will be asked to complete a form denoting their sex, sexual orientation, marital status, ethnic origin, religion and belief and disabilities. Brook Street guarantees that this information will only be used for the purposes of monitoring the effectiveness of its equal opportunities policy.

11.5 Dignity at work policy

Brook Street is committed to maintaining a working environment where everyone is treated with dignity, respect and professionalism. We promote a culture that values individual differences, encourages inclusion and supports positive working relationships.

We are committed to taking reasonable and proportionate steps to help prevent bullying, harassment, sexual harassment, discrimination and victimisation. Employees are encouraged to raise concerns at the earliest opportunity so that issues can be addressed promptly and appropriately.

All employees are entitled:

- to be treated with dignity, respect and courtesy;
- to work in an environment free from bullying, harassment and victimisation;
- to be free from unlawful discrimination; and
- to be valued for their skills, abilities and contributions.

Everyone has a responsibility to contribute to a respectful and inclusive workplace. Employees must treat others with consideration and courtesy and must not belittle, exclude or otherwise treat any person unfairly.

This policy sets out the standards expected of employees and the procedures for raising and addressing concerns. Any complaint will be taken seriously and, where appropriate, investigated promptly, sensitively, fairly and as confidentially as possible. Brook Street is committed to taking appropriate action to address unacceptable behaviour and help prevent its recurrence.

Examples of behaviour that will not be tolerated within Brook Street:

Any form of bullying, harassment, victimisation or inappropriate behaviour will not be tolerated. Inappropriate behaviour can be verbal, written or physical.

Not treating individuals with dignity does not just have to be through face-to-face meetings. Written communications, phone calls, messages and social media can all demonstrate an individual's failure to treat colleagues with dignity at work, particularly when these actions are targeted at one individual or a specific group of individuals. Some examples of inappropriate behaviour are:

- publication of posters/screensavers which may cause offence to others
- jokes and banter in the workplace, which could be deemed to cause offence to an individual or group of persons.
- inappropriate negative references to an individual's race, sex, age, religion or belief, disability or sexual

orientation
- abusive or insulting language
- comments of any nature which are either designed to offend or could reasonably be considered as having the effect of causing offence
- behaviour which could be perceived as abusive, malicious or intimidating
- physical contact.

Encouraging an employee to perform against reasonable objectives in order to manage their performance is not harassment.

Making a complaint:
If any employee wishes to make a complaint, they should refer to Brook Street's Harassment and Grievance policies outlined in this Employee Handbook In situations where a manager is made aware of unacceptable behaviour but where the employee does not wish to make a formal complaint, the manager will endeavour to correct the behaviour without alerting those involved of the employee's identity. There may be occasions however when the behaviour is so concerning that Brook Street must take formal action to ensure a positive working environment for all employees. Where such instances occur, Brook Street will endeavour to investigate and resolve any issues as soon as it can.

Consequences of failing to treat others with dignity in the workplace:
Following the conclusion of a full and thorough investigation into a complaint, any employee deemed to be actively displaying or condoning conduct which contradicts Brook Street's Dignity at Work Policy, may have their behaviour reviewed through the company's disciplinary process, which could lead to a sanction up to and including dismissal.

12 Whistleblowing Policy

12.1 Whistleblowing Policy (Public Interest Disclosure)

What is whistleblowing?
Whistleblowing, or a public interest disclosure to give it the formal name in line with the Public Interest Disclosure Act (PIDA), is where an employee (or worker) passes on information concerning wrongdoing.
To be considered whistleblowing under public interest disclosure laws, the wrongdoing must affect other people, for example the general public. Whistleblowing will typically, although not necessarily, be something witnessed at work that affects the public. In certain circumstances a group of colleagues impacted can be considered 'the public' impacted by an alleged wrongdoing.

To be covered by whistleblowing law, you must reasonably believe two key things:

1. You are acting in the public interest
2. The disclosure tends to show past, present or likely future wrongdoing falling into one or more of the following categories;
    - a criminal offence (this may include, for example, types of financial impropriety such as fraud).
    - failure to comply with a legal / statutory obligation. This includes, but is not limited to: data privacy, modern slavery, bribery and corruption and employment rights.
    - a miscarriage of justice.
    - a risk to the health or safety of any individual or group.
    - actual damage or the risk of damage to the environment.
    - covering up wrongdoing in the categories listed above or other unlawful activity.
    - exploitation and / or forced labour, including child labour and human trafficking.
    - Personal grievances and complaints are not usually covered by whistleblowing law as these are usually about the individual raising the complaint and not in the public interest.

Whistleblowing is positive
Brook Street is wholly committed to protecting the needs and expectations of our stakeholders, employees and other interested parties. We strive to maintain the highest possible standards and take all reasonable steps in relation to ethics, conduct, safety and welfare.
We view whistleblowing as positive, not just for the business, but for all those who may be potentially affected by improper and / or unlawful behaviour. The information that employees may uncover could prevent wrongdoing, which may damage our organisation's reputation and / or performance and could even save people from harm. We encourage reporting of any legal or regulatory violations or any failure to comply with internal regulations, ethical standards and legislation. We also support anyone who notifies us of any other circumstances they believe are unacceptable.

Who should you notify and how?
As a starting point, you should notify your Brook Street Contact. This can also be for advice if you are not sure if your concern is in the public interest. As an alternative, you can contact a Brook Street Manager. In the unlikely event you do not get any response or feedback, you are encouraged to inform the Brook Street Human Resources Department. If you wish for your complaint to remain anonymous you should make this clear from the outset to the person with whom you are raising concerns.

Notification of concerns can be made verbally or in writing.

The complaint should be given or sent, in confidence, to your Brook Street Contact or the Human Resources Department at the Head Office, Capital Court, 30 Windsor Street, Uxbridge UB8 1AB, or via the Escalate a Complaint process through the Brook Street website.

Protection of the whistleblower
Brook Street strictly prohibits and will not tolerate any form of retaliation against anyone who, in good faith, reports an actual or apparent violation of the Company's Code of Business Conduct and Ethics, policies, or

applicable laws, rules or regulations.

In the UK protection for whistleblowers is provided under the Public Interest Disclosure Act 1998 (PIDA) that protects employees and workers who 'blow the whistle' about wrongdoing. Anyone who reports wrongdoing, and believes they are being treated unfairly as a result, should inform their Brook Street Contact, a Brook Street Manager or the Brook Street Human Resources Department.

Protection is extended even if, after investigation, the complaint is unfounded if the employee reasonably believed their complaint was legitimate and raised the concern in 'good faith'.

It is important to note that if you report your concern to the media, in most cases, you will lose your whistleblowing law rights. This may also occur where the allegation is found to have been made maliciously or in 'bad faith' - where the employee was aware the complaint was false and / or misleading. In such circumstances instigation of the company disciplinary procedure may become appropriate. Whistleblowing laws are different in Northern Ireland – nidirect.gov – whistleblowing.

Anonymity and confidentiality
Notification can be made anonymously; however, transparency and openness will usually ensure that a more thorough procedure and investigation can take place, often meaning the most effective outcome for all concerned. It is therefore preferable, though not obligatory, for you to share your name.
Where an anonymous disclosure occurs, the disclosure will be accepted and treated equally with those bearing a name. Anonymous claims, at times can be more difficult to investigate as there may be no way to seek further information during the investigation. However, this should not act as a barrier to making an anonymous disclosure if you feel that this is the best course of action for you. Your identity will not be revealed without express consent.

Follow-up after whistleblowing investigation
If it turns out that the criticism is unfounded or based on a misunderstanding, the whistleblower will be provided with a full and transparent explanation. If the concern is upheld, a full investigation will be instigated to identify lessons learned and to implement corrective action.

External Whistleblowing
Whilst Brook Street has a clearly defined policy in place for whistleblowers to report concerns internally, we recognise in some circumstances you may wish to report your concerns to a legal representative, the Advisory, Conciliation and Arbitration Service (ACAS), a Member of Parliament or alternatively to certain prescribed external bodies.

An up to date list of prescribed persons or bodies you can make a disclosure to can be found here:
https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies

13 Disciplinary Procedure

13.1 Purpose

Brook Street has a disciplinary policy and procedure to ensure that all employees are treated in a fair and equitable manner in relation to unsatisfactory standards of performance and conduct (including breach of any of the terms and conditions of employment). It also aims to ensure that, where practical, matters are dealt with quickly and that employees are given every opportunity to improve.

In many cases it may not be necessary to resort to the formal disciplinary procedure and a review with advice, training and/or coaching may be a more satisfactory method of resolving problems than a disciplinary interview.

The disciplinary policy and procedure are guidelines only, may be varied from time to time, and do not form part of your contract of employment, except for the section related to gross misconduct and the Company's right to apply sanctions short of dismissal (e.g. demotion, transfer and/or suspension).

13.2 Principles of the procedure

- the procedure may be implemented at any stage and Brook Street reserves the right to miss out stages if your conduct or performance warrants such action
- you will have the right to be accompanied by another Brook Street employee or trade union official at every stage of the disciplinary procedure except at any investigatory stage. The accompanying person has the right to speak at the disciplinary hearing but not to answer questions on behalf of the employee
- in all cases, before any disciplinary action is taken you will be invited to a disciplinary hearing and:
  - be given written notice of the date, time and place of the meeting
  - be advised of the nature of the complaint against you
  - be given the opportunity to state your case in response to claims against you
- you must make all reasonable steps to attend, Failure to attend without good reason may be treated as misconduct in itself
- if you are unable to attend a disciplinary hearing due to sickness or injury or other legitimate reason, the meeting may be temporarily postponed, or alternative arrangements will be made
- if you fail to attend a disciplinary hearing without good reason, the hearing may go ahead in your absence
- the hearing may be adjourned at any point
- when determining the disciplinary action to be taken, the Brook Street hearing manager will consider what is reasonable in all the circumstances, the seriousness of the offence, your previous record, the penalty applied in similar circumstances and any mitigating circumstances
- you will not normally be dismissed for a first breach of discipline except in the case of gross misconduct or seriously unacceptable performance during a probationary period
- the decision taken at the disciplinary hearing will be confirmed to you in writing and you will have the right to appeal against any disciplinary penalty imposed
- if appropriate, following a disciplinary hearing, you will also be advised:
  - how long you have to reach the required level of conduct or performance
  - how you will be assisted to correct your behaviour
  - what will happen if the required standard is not achieved i.e. further disciplinary action or even dismissal.
- any disciplinary records will be processed and retained in accordance with Manpower Staff Privacy Policy contained within this Handbook

13.3 Investigation and suspension

Before any disciplinary action is taken against you, Brook Street will carry out a full investigation. The purpose of the investigation is to establish the facts, having taken into account any relevant documents or materials and may take statements from you and any available witnesses.

If a Client has requested that you be removed from an assignment or its premises due to misconduct, you may be unassigned or transferred to another assignment pending conclusion of any disciplinary process.

In exceptional circumstances, the Company reserves the right to suspend you from work with or without pay. In this event, suspension whilst the disciplinary procedure is being carried out is not a disciplinary sanction and does not imply that any decision has already been made about your case. If suspended, you will not be required to work for the period of the suspension and will be concluded as soon as is reasonably practicable under the circumstances. You will be provided with written confirmation advising that you are not to attend or visit Brook Street (or Client) premises or make contact with other employees (except your designated representative) until the investigation and disciplinary process is completed. You will however be expected to be available during your normal working hours for any meetings, calls or to respond to any other form of communication.

13.4 Stages within the disciplinary procedure

The stages within the disciplinary procedure are as follows:

- first written warning
- final written warning
- dismissal.

Before you receive any formal warnings, you will already have been made aware or ought reasonably to be aware of the standards required. Where appropriate, advice and/or training will be given. However, where the matter is or has become more serious the following procedure will be used.

Brook Street may take any of the following measures, as it considers appropriate. The Brook Street hearing manager will decide the most appropriate disciplinary sanction and if disciplinary action is taken the decision will be confirmed in writing, including the reasons for the disciplinary action taken and your right of appeal.

Brook Street reserves the right to extend the length of a warning if the nature of the misconduct justifies it (in particular if the sanction imposed is an act of leniency or misconduct is similar to previous misconduct for which a previous warning was given).

Brook Street reserves the right to rely on spent warnings where the misconduct is the same or substantially similar to that of an earlier offence where a previous warning was given, and it is fair and reasonable in all the circumstances for Brook Street to rely upon it.

Brook Street reserves the right to review your conduct prior to the expiry of a warning and if it has not sufficiently improved to extend the active period of the warning.

13.5 The procedure

The stages of the disciplinary procedure are as follows:

Written Warning – valid for 12 months
In the case of more serious misconduct or underperformance or repeated failure to maintain the required standards a written warning may be given. It will state the improvements necessary to meet the required standards and the nature or likely disciplinary action to be taken if such standards are not achieved. A copy of the written warning and your right to appeal, will be sent to you and a copy kept in your personnel file, but will be spent after the specified period, subject to satisfactory conduct and performance.

Examples of conduct or performance which may warrant a written warning are:

- a breach of Company procedure
- serious underperformance.

NB: This list is not exhaustive.

Final Written Warning – valid for 12 months
If there is still failure to improve such that conduct or performance is still unsatisfactory after a written warning, or if the misconduct or performance issue is sufficiently serious to warrant a final written warning but insufficiently serious to justify dismissal at this stage, a final written warning will normally be given. A copy of the final written warning and your right to appeal, will be sent to you and a copy kept in your personnel file, but will be spent after

12 months, subject to satisfactory conduct and performance.

Examples of the conduct and performance that may warrant a final written warning are:

- repetition of an offence for which a warning has already been given
- damage to Company's premises or property caused by employees' negligence
- breach of safety rules
- failure to improve performance or attendance to required standards after previous warnings.

NB: This list is not exhaustive.

Dismissal
If conduct or performance is still unsatisfactory and you still fail to reach the prescribed standards, or you are guilty of gross misconduct (see below) dismissal will normally result. If a disciplinary meeting results in dismissal, this decision will be confirmed to you in writing with the reason for the dismissal, when the dismissal will take effect, the period of notice (if any) and your right to appeal.

As an alternative to dismissal Brook Street may consider a Final Written Warning together with such other sanction that may be appropriate such as demotion, which may be applied retrospectively where appropriate; and/or transfer to another assignment.

13.6 Offences during or outside work which may lead to prosecution

Where you commit (or are alleged to have committed) an offence whether inside or outside work which renders you liable to prosecution, Brook Street reserves the right to end your assignment pending the outcome of any criminal proceedings, or may take action before a hearing takes place, depending on the circumstances of the matter. If your arrest results in a prolonged unauthorised absence from work (e.g. where you are remanded in custody) the Company may treat this as gross misconduct.

13.7 Disciplinary rules and gross misconduct

Certain types of misconduct are regarded as so serious as to warrant summary dismissal, regardless of previous record or service. Summary dismissal means dismissal without notice and without payment in lieu of notice.

The following are examples of offences, which may be classified as gross misconduct:

- dishonesty, whether at work or not, including the theft or attempted theft of cash, products or services from Brook Street, its Clients, suppliers or other employees
- serious breach of a Brook Street or Client procedure
- actions or performance which leads to Brook Street's loss of trust and confidence in your ability to do your job
- actions which endanger Brook Street's reputation with its Client(s) or the public, including, but not limited to, conviction of a criminal offence subject to a review of the circumstances of each case
- unauthorised use of, or wilful or reckless damage to, Brook Street or its Client or other employee's premises or property
- unauthorised possession of Brook Street or Client property or the property of other employees
- fraud or deliberate falsification of records, including particulars of job application and timesheets
- serious negligence or reckless behaviour
- serious breach of Brook Street or its Client's health and/or safety regulations
- harassment or discrimination (e.g. on grounds of sex, sexual orientation, age, race, disability or sectarianism, but also including 'bullying')
- any act of physical violence, or threatening behaviour, during the course of duties or connected with Brook Street or the Client in any way
- serious acts of insubordination, including insolence or failure to carry out instructions of Brook Street's or its clients or disregard of duties or instruction
- breach of confidentiality
- incapability through alcohol or use of illegal substances
- possession of illegal drugs or illegal substances at work
- use of offensive or abusive language.
- breach of security

- prolonged unauthorised absence from work
- horseplay or practical joking, which results in injury or exposes other employees of Brook Street or its Clients to risk
- unauthorised copying or misuse of computer software (including email or the internet)
- where membership of a professional body is an essential qualification for work, failure to maintain membership after reminders or being struck off for professional misconduct
- if driving is an essential part of your job, loss of your driving licence following conviction (not including medical reasons)
- conviction of a criminal offence during your employment with Brook Street (other than a road traffic offence for which a non-custodial penalty is imposed).

For Brook Street assignments in care settings and/or with vulnerable groups, additional examples of gross misconduct include:

- abuse, neglect or deliberate ill-treatment of a service user, including failure to safeguard.
- serious breach of safeguarding policies or failure to report safeguarding concerns.
- falsification of care records, medication administration records or care plans.
- sleeping whilst on duty when responsible for service users.
- inappropriate personal or sexual relationships with service users.
- serious breach of infection prevention and control measures.
- serious or repeated medication errors or omissions, particularly where this places or could place a service user at risk and harm

NB: This list is not exhaustive.

In cases of gross misconduct where there is reasonable suspicion of a criminal offence the Company will evaluate each case and may, at its discretion, instigate a prosecution. It will, where applicable, assist the police fully in their investigation and any subsequent prosecution. There are different standards of proof for criminal and employment law. The Company reserves the right to terminate employment pending any prosecution where appropriate.

An employee accused or suspected of an act of gross misconduct may have their assignment ended whilst the Company investigates the alleged offence and conducts any disciplinary proceedings.

13.8 Appeals

If you wish to appeal against a disciplinary decision, you must submit your appeal in writing within seven calendar days of being notified in writing of the decision. The basis of appeal should be specified and will normally be one or more of the following grounds:

- the penalty applied is too harsh
- there is new evidence to be considered
- the disciplinary procedure has been carried out unfairly.

A member of Brook Street management who has not previously been involved in the matter will hear the appeal. At the final written warning or dismissal stages a decision will normally be made after consultation with a Human Resources representative.

You have the right to appeal against any level of disciplinary action taken.

- the appeal will be held as soon as is practicable
- the appeal will be treated as an unprejudiced hearing, with the aim of investigating inconsistencies in all parties' views and giving, fair consideration to all available facts.

14 Grievances

14.1 Grievance procedure

Brook Street aims to resolve an individual's grievance fairly, promptly and at the earliest possible stage whilst maintaining constructive working relationships. Brook Street always aims to prevent grievances or disputes arising by encouraging a relationship between Brook Street Contacts and employees that allows the full discussion of any problem the moment it arises. Your Brook Street Contact will make every effort to give you full and correct answers to any problems and it is always to Brook Street and not the Client that you should refer your grievance. Where a grievance relates to the conduct of a client including its staff, the assignment, or conditions at the client site, Brook Street will investigate the matter and liaise with the client as appropriate.

Brook Street's grievance procedure will always be applied in accordance with statutory and ACAS standards as a minimum.

This procedure applies to all temporary employees/associates and anyone, irrespective of length of service or position, who wishes to use the procedure in good faith can do so freely and without prejudice to their position within Brook Street.

In the case of a grievance that directly involves your Brook Street Contact or anyone in your direct chain of management, particularly if allegations of harassment or discrimination on grounds of race, sex, sexual orientation, age, disability or religious belief, or victimisation, are involved, you may contact Brook Street's Customer Services Manager c/o the Human Resources Department at the Corporate Centre, Capital Court, Windsor Street, Uxbridge UB8 1AB.

You may also want to refer to the Harassment section of this Handbook.

Throughout any stage of the grievance procedure, you have the right to be accompanied by another Brook Street employee or trade union official of your choice.

Stage 1 – Informal Procedure
If you have a grievance related to your employment you should discuss the matter informally with your Brook Street Contact as generally grievances can be resolved quickly in this manner.

If matters cannot be resolved informally the procedure set out below should be followed. This procedure provides guidelines only and does not form part of your contract of employment.

Stage 2 – Grievance submission and Meeting
If you do not consider the grievance has been satisfactorily resolved after discussing the matter informally, you should submit the matter in writing to your Brook Street manager. You should include any relevant facts, dates and names of individuals involved. A formal grievance meeting will be arranged which you must make all reasonable steps to attend and you may be asked to clarify matters prior to this meeting. Following this meeting the Brook Street manager will carry out any further investigation required, which may involve interviewing witnesses and will confirm the outcome in writing within a timescale that will be notified to you at the grievance meeting and will include details of your right of appeal.

Brook Street will always consider and make reasonable adjustments to the grievance process where required, including adjustments relating to disability, mental health, language barriers, or other protected characteristics

All grievances will be handled sensitively and confidentially. Information will be shared only with those who need to know in order to investigate and resolve the matter, in accordance with Brook Street Staff Privacy Policy contained within this Handbook

Stage 3 - Appeal
If the grievance is not resolved at stage 2, you have the right of appeal and may refer the matter areas directed within five working days of receipt of the stage 2 decision.

A Brook Street manager who has not previously been involved will then be asked to hear your appeal. A written decision will be sent to you by the manager hearing the appeal. This decision is final and there is no further right of appeal.

15 Harassment

15.1 Harassment policy

Brook Street is committed to providing a working environment in which everyone is treated with dignity and respect and in which no individual experiences harassment, sexual harassment, bullying, victimisation or discrimination. Brook Street will not tolerate harassment of any kind, including sexual harassment and harassment by third parties such as clients, customers, contractors, agency workers, visitors or suppliers.

Brook Street is committed to taking all reasonable steps to prevent sexual harassment and other unlawful harassment in the workplace. Concerns will be taken seriously, investigated promptly and, where appropriate, appropriate action will be taken to address the conduct and prevent recurrence. All employees are expected to contribute to a working environment that is safe, respectful, inclusive and free from harassment.

Harassment is unwanted conduct related to a protected characteristic which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. Sexual harassment is unwanted conduct of a sexual nature that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. Intentional harassment is also a criminal offence punishable by imprisonment or a fine.

15.2 Examples of harassment

Harassment can occur in person, in writing, by telephone, online, through messaging platforms, on social media, or at work-related events. Examples include:

- offensive, insulting or abusive language;
- unwanted jokes, banter or comments, particularly those relating to a protected characteristic;
- offensive, inappropriate or sexually suggestive material, images or messages;
- intimidation, ridicule, humiliation or deliberate exclusion;
- unwanted physical contact;
- threats, aggressive behaviour or violence;
- unwanted sexual comments, advances, gestures or requests for sexual favours;
- intrusive questions about an individual's private life;
- conduct that creates an intimidating, hostile, degrading, humiliating or offensive environment;
- harassment by a third party, such as a client, customer, contractor, supplier or visitor.

These examples are not exhaustive and may include spoken or written communications, images, gestures, social media activity or other conduct.

All complaints of harassment will be treated seriously and handled as sensitively and confidentially as possible. New employees will be informed of this policy during induction. Employees who wish to discuss concerns confidentially should contact their Brook Street Contact or a Senior Manager.

15.3 Informal remedy

Employees who are victims of harassment are advised to make it clear to their harasser(s) that the behaviour is unacceptable and must stop. If an employee is unable to do this verbally then a written request explaining the distress that the behaviour is causing given to the harasser(s) may be an effective alternative. An employee who believes he or she is being harassed may wish to consult a manager before taking such action, but this is by no means obligatory.

15.4 Formal procedure

Where informal methods fail, or serious harassment occurs, or if the employee feels uncomfortable about approaching the harasser(s) directly in any form, the employee may choose to bring a formal complaint.

This section sets out guidelines on the procedure the Company should follow concerning a complaint of harassment.

15.4.1 The complaint should be made in writing and, where possible, state:

- the name of the alleged harasser
- the nature of the harassment
- dates and times when harassment occurred
- names of any witnesses to any incidents of harassment
- any action already taken by the complainant to stop the harassment.

The complaint should be given or sent, in confidence, to your Brook Street Contact or Brook Street's Customer Services Manager, c/o the Human Resources Department at the Corporate Centre, Capital Court, Windsor Street, Uxbridge UB8 1AB.

15.4.2 Once a complaint of harassment has been received, Brook Street will consider whether action is required to separate the alleged harasser from the complainant and how this may be achieved. If required, this will usually involve temporary transfer of the alleged harasser to another department, or suspension until the complaint has been resolved.

15.4.3 A Brook Street manager must deal with allegations of harassment of any type. The Brook Street manager handling the complaint will carry out a thorough investigation as quickly as possible, maintaining confidentiality at all times. All employees involved in the investigation are expected to respect the need for confidentiality; failure to do so will itself be considered a disciplinary offence.

15.4.4 Copies of statements made by witnesses may be made available to the alleged harasser and the complainant. Witnesses will be encouraged to appear at the complaint hearing if requested by either party. It is acknowledged that some witnesses may be reluctant to do so. In these circumstances the manager will, if necessary, adjourn the hearing to ask supplementary questions of witnesses in private.

15.4.5 The complainant may, if he or she wishes, be supported throughout the procedure and hearing by a colleague or a union representative of his or her choice or may request that an impartial manager provide such support. The nature of our business and the resulting geographical fragmentation means that practicality and the need for timely action must be taken into account in this regard, and indeed throughout the process.

15.4.6 The employee accused of harassment will also have the right to be accompanied by a colleague or a union representative at the hearing. Where the manager concludes that harassment has taken place, he or she will ensure that the alleged harasser has every opportunity to defend or explain his or her actions, in accordance with the Company's disciplinary procedure.

15.4.7 The severity of the penalty imposed upon an employee guilty of harassment will be consistent with those detailed in the disciplinary procedure (e.g. serious harassment may be treated as gross misconduct and would normally result in summary dismissal).
Where a lesser penalty is appropriate (e.g. a written warning) this may be coupled with action to ensure that the victim is able to continue working without embarrassment or anxiety. After discussion with the victim, the manager may order a transfer of the harasser to a different work area or arrange the amendment of working practices to minimise contact between the two employees. If the victim so wishes, his or her own transfer will be arranged, subject to practical limitations.
The result of the hearing should be confirmed in writing to both employees. Where a complaint is upheld, details of the action taken to address the complaint and steps taken to prevent a similar event in future may be provided to the complainant.

15.4.8 If the complainant is not satisfied about the way his or her complaint had been handled, he or she may ask for it to be reconsidered by a Senior manager who has not previously been involved. Requests for reconsideration of the complaint should be made within five working days of the outcome of the first hearing. The decision of this second hearing will be made known to both parties and will be final.

15.4.9 An employee who receives a warning or is dismissed for any form of harassment may appeal against the penalty in accordance with the Company's disciplinary appeals procedure.

15.4.10 An employee may bring a genuine complaint free from repercussion or detriment. However, if the complaint is untrue and has been brought in bad faith (e.g. through malicious intent), disciplinary action may be taken against the complainant. The Company's harassment policy and procedure set out under this section do not form part of your Contract of Employment and are intended as guidelines only.

16 Health and Safety

16.1 Compliance

Please read this section carefully and make sure that you fully understand it and the arrangements for seeing that it is effectively implemented.

You are required to comply fully with this section at all times and with all relevant Health and Safety legislation, whether working in a Brook Street office or on the premises of a Client. Rules about other Health and Safety issues will be made known to you from time to time, as they become relevant to your assignment. You will also be required to follow any health and safety procedures of the Client with whom you are working.

Remember that compliance with safety rules is in your own interest, as well as that of people who may be affected by your actions. Serious breaches of health and safety procedures will be regarded as gross misconduct under Brook Street's disciplinary policy.

If you have any doubts or feel you need further guidance, do not hesitate to seek the help of your Brook Street Contact or the Client's Health and Safety representative.

16.2 ManpowerGroup UK's Health and Safety Policy ("HSP")

ManpowerGroup includes, but is not limited to Manpower UK Limited, Experis Limited, Brook Street (UK) Limited, BS Project Services Limited and Right Management Limited.

It is ManpowerGroup's policy to take all reasonably practicable steps to ensure the Health, Safety and Welfare of its employees whilst at work, and to ensure that persons not in its employment - who may thereby be affected - are also not exposed to risks to their Health or Safety. Furthermore, it is the intent of the HSP to not only comply with relevant legislation but commit to the ongoing development of a positive safety culture through good practice, well-being promotion, and continuous improvement.

- Particular attention shall be paid to the provision and maintenance of:
- Plant, equipment and systems of work that are safe and without risk to health
- Safe arrangements for the use, handling, storage and transport of articles and substances
- Information, instruction training, and supervision to enable employees and non- employees to avoid hazards and contribute positively to their own Health and Safety
- A Safe place of work with minimum risk and safe access to and egress from it
- A safe and healthy working environment
- Adequate welfare facilities.

All employees with specific responsibilities for Health and Safety shall ensure that their responsibilities are adequately delegated in their absence. Employees with such responsibilities include branch / location managers, first aiders and fire wardens. Statutory obligations are always to be complied with for which specific "Procedures" have been developed, these being:

- Accident Reporting
- Display Screen Equipment - Workstations
- Driving
- Eye and Eyesight Testing
- Fire Precautions
- First Aid
- Induction Training
- Lifting Safely
- Personal Protective Equipment
- Risk Assessment

- Stress Management
- Transfer of Information - Assigned Employees

Arrangements regarding each Procedure shall be available upon request from the HR Director.

The ManpowerGroup Board of Directors ("Directors") gives full backing to this Health and Safety policy statement and shall support everyone responsible for its implementation.

Georgina Huntley, People and Culture Director

June 2026

The HR Director shall request an annual review, as a minimum, from the Company's external Health and Safety advisor, about all Health and Safety issues. The HSP (and its Procedures) are subject to annual review and shall be updated in line with changes in the organisation and/or any applicable legislation.

16.3 Brook Street general policy

The general policy with respect to health and safety at work, and the arrangements for carrying out the policy shall be brought to the notice of Brook Street employees via a number of methods including but not limited to the company intranet, employee Handbooks and specified training.

The policy is subject to periodic review by Human Resources and shall be revised in line with changes in the Company and/or any applicable legislation.

Any employee who wishes to raise a matter concerning Health and Safety should first contact their Brook Street Contact.

16.4 General rules for employees

1. at the beginning of each assignment you must familiarise yourself with, and conform to, the Client's Health and Safety Procedures, undergoing training where necessary
2. at all times, you must comply with all instructions given by the Client's Safety Officer and others with a responsibility for Health and Safety
3. you must obey the Client's safety rules at all times, and take reasonable care for your own safety
4. you must not take any action where you work, which might endanger the Health and Safety of yourself or any other person
5. where required by legislation, or by the Client, you will be supplied with and must wear/use appropriate safety clothing or equipment
6. all accidents, damage, unsafe practices and unsafe workplaces must be reported without delay to both the appropriate Client representative and your Brook Street Contact, whether people are injured or not
7. you must bring to the Company's attention any health condition that you believe may have been caused or aggravated by a work activity
8. you must report any health condition that you have, or that you develop, (whether or not it is work-related) that may put you at particular risk from a work activity
9. you should be aware of the dangers which may arise from excessive working hours, and the importance of adequate rest breaks. You must bring to the attention of your Brook Street Contact any requests to work excessive hours or if inadequate rest breaks are provided.

16.5 Work arrangements

Before beginning your first assignment you will be briefed on the Company's Health and Safety Policy and your personal responsibilities, by your Brook Street Contact.

You will be given the name of the Client's Safety Officer, or the person responsible for briefing you on Health and Safety, at the start of each assignment.

Before each assignment, you will be advised by your Brook Street Contact and a Client representative of known Health and Safety rules relating to the work you will be doing.

Brook Street recognises its responsibility to ensure your safety, and to ensure that you are not asked to do work exposing you to unacceptable risk. You should also assess risks to your own health and safety and immediately

stop any work activity that you believe to present a significant risk and must report this to the designated Client representative responsible for safety matters and your Brook Street Contact.

16.6 Personal Protective Equipment (PPE)

Where protective clothing or safety equipment is required, you will be advised accordingly, and supplies will be made available for your use. Information on the correct handling, storage, maintenance, replacement and use of this equipment will be made available before or at the start of the assignment.

16.6.1 the items provided are for use on your assignment
16.6.2 you must wear/use all PPE at all times when working on assignment and in line with the client Health and Safety Policy
16.6.3 items provided are your responsibility and you must keep them in good condition
16.6.4 you must use all items of PPE in line with Manufacturer's instructions; if you are unclear you must seek clarification from Brook Street and/or the Client
16.6.5 in the event that your assignment comes to an end you must return all items provided to you
16.6.6 in the event that you do not return items when requested to do so, or that items are damaged due to improper use or care, the cost of replacing items will be deducted from your pay.

16.7 Accident reporting

In cases of accident or injury, or a near miss that could have resulted in an accident, you must notify both the Client representative and your Brook Street Contact immediately. Accident or injury details will need to be confirmed in writing and entered in Brook Street's accident recording system.

The following information should be noted:

a. your personal details
b. time, date and location of the accident or injury
c. what you were doing at the time of the accident
d. description of the injury and how it occurred
e. details of treatment
f. details of witnesses to the accident or injury.

In the event of an injury, disease or dangerous occurrence, the Brook Street Contact is responsible for ensuring that Brook Street Head Office are informed.

16.8 Fire prevention and evacuation

You must ensure you are aware of and comply with the fire and emergency procedures that apply at your place or work and take part in all drills organised by Brook Street and/or the Client.

You must ensure you do not cause any obstruction at any time to any staircases, passages, walkways, entrances and exits and do not cause any fire escape to be unavailable for use.

At the start of each assignment, you should familiarise yourself with how to raise the fire alarm, the fire evacuation procedure and the location of fire extinguishers and fire exits.

16.9 Safety in manual handling operations

Our policy is intended to reduce the risk of manual handling injuries and to provide guidance on the measures that should be taken to ensure safe lifting and carrying at work.

Where an assessment of any manual handling activities has been carried out by a competent person; risks that are identified will be reduced to the lowest level reasonably practicable.

Staff must ensure that they comply with the following requirements:

a. report to your Brook Street Contact any (health) conditions that may be detrimentally affected by the manual handling activity - these will be treated in confidence
b. comply with all instructions and training provided in safe manual handling activities
c. never put your own health and safety at risk when carrying out manual handling activities
d. use equipment that has been provided to minimise manual handling activities
e. report any problems relating to the activity to your Brook Street Contact and the Client's Health and Safety representative
f. if you become pregnant during your employment with Brook Street it is important to let your Brook

Street Contact know, so that they can liaise with the Client to ensure that a Risk Assessment can be carried out of your work and potential hazards identified.

16.10 Safe use of display screen equipment

It is the policy of the Company to take all reasonable steps to secure the Health and Safety of employees who work with display screen equipment (also known as 'DSE', visual display units or 'VDUs'). Since Health and Safety hazards may arise from inappropriate use of this equipment, it is our objective to ensure that any risks are reduced to a minimum.

Where an assessment of the workstation has been carried out by a competent person, risks that are identified will be reduced to the lowest level reasonably practicable.

Where a problem arises in the use of display screen equipment you must always inform both Brook Street and the Client's Health and Safety Representative immediately.

16.11 DSE and eyes (DSE)

Brook Street employees are eligible for an eyesight test paid for by Brook Street, where the use of a DSE forms part of your job role. If as a result of the eye test, corrective lenses are prescribed specifically for VDU work, Brook Street will contribute towards the cost of the necessary eyewear.

See section 7.2 of this Handbook for details of how to access this benefit.

16.12 Young workers

Additional Health and Safety guidelines apply to duties that young people under the age of 18 can undertake.

These restrictions include:

- work where the young person does not have the required experience or maturity
- work that is beyond their physical or phycological capacity
- work that involves harmful exposure to toxic substances or radiation
- work that involves risk to accidents that cannot reasonable be recognised or avoided by young people
- work that has a risk to health from extreme cold, heat, noise or vibration.

A risk assessment should be carried out to assess these and any other risks for young people.

16.13 Safe driving guidance

This guidance is for drivers of Brook Street leased cars, and privately-owned vehicles, driving in the course of day to day business on behalf of Brook Street or its Clients, and Client-fleet vehicles provided by Brook Street.

The guidance addresses the following areas and sets out your responsibilities:

Vehicle usage

- carry out pre-use checks (lights, brakes, wipers, tyres etc.)
- ensure your vehicle is regularly serviced (e.g. every 10,000 miles or in accordance with vehicle Handbook)
- ensure seat and head restraint are adjusted correctly before you drive.

Driver

- during assignments your licence, and any additional certificates/licences must be available to be checked quarterly, along with valid business insurance (as required)
- prescription medication that may affect driving ability to be declared to your Brook Street Contact
- any 'DVLA notifiable medical condition' to be declared to your Brook Street Contact.

Daily driving (hours)

- recommended driving period of 2 1/2 hours before a 15-minute rest period should be taken
- rest periods from driving to be taken with due consideration for the driving conditions e.g. poor weather, early
  morning/late night driving
- car journeys not to be started without due consideration in the event of being jet lagged or otherwise tired.

Accidents

Any serious motoring accident involving a Brook Street employee (whether using their own or a Brook Street or Client provided vehicle) driving on Brook Street or Client related business, may be rigorously investigated by the Health and Safety Executive (HSE) in the same manner as a workplace accident. It is therefore essential that all employees driving on Brook Street business ensure that:

- the car is in a roadworthy condition
- they hold the correct and current insurance cover
- they follow any risk assessment written for the task they are performing
- they ensure that they do not drive for excessive periods without rest
- all driving accidents whilst at work must be notified to both your Brook Street Contact and the Client's Health and Safety Representative immediately.

Hands-free communication
Using hand-held phones whist driving is illegal. Be aware that even with a hands-free system receiving or making calls can be distracting.

Always follow the advice in the Highway Code.

17 ManpowerGroup Staff Privacy Policy

This privacy notice provides a framework of understanding about the personal data that are collected by ManpowerGroup UK ("hereinafter called the Data Controller"), as required by law including the provisions of the European Union's General Data Protection Regulation (GDPR) and the UK GDPR. Please note that when we refer to GDPR throughout this Privacy Notice, we are referring to both the GDPR and UK GDPR.

Your personal data is processed by ManpowerGroup UK. Accordingly refer below for the relevant ManpowerGroup UK entity responsible for your personal data. This privacy notice provides an understanding for you about the legal entities which make up the ManpowerGroup UK and how we are committed to respecting your privacy, protecting your personal data and outlining your statutory privacy rights and how the law protects you.

17.1 Data Controller

The Data Controller is ManpowerGroup UK with the registered office in Capital Court, Windsor Street, Uxbridge, Middlesex, UB8 1AB. ManpowerGroup UK Legal Entities:

- Manpower UK Limited
- Experis Limited
- Brook Street UK Limited
- People Source Consulting Limited
- BS Project Services Limited

The personal data collected will be controlled and processed by the Data Controller. Additionally, personal data may be processed or jointly controlled by affiliates of the Data Controller listed here.

17.2 Who this Privacy Notice applies to

This privacy notice applies to:

1. our job candidates to whom we provide work-related opportunities and services
2. recipients of our career services,
3. our associates, including individuals whom we source directly or indirectly through third-party recruitment partners, panel agencies or other suppliers, and whom we place or seek to place on assignment with our clients,
4. users of our websites and apps listed here (the "Sites"), and
5. representatives of our business partners, clients and vendors.

This privacy notice does not apply to our headquarters and country-based staff employees, who are individuals employed by ManpowerGroup and who work directly for ManpowerGroup (refer to the Staff Privacy Notice) and not directly with a ManpowerGroup client

17.3 Information We Collect

We may collect personal data about you in variety of ways, such as through our websites and social media channels; at our events; via various contact channels and interaction with you including telephone, chat, messaging, through job applications; in connection with in-person recruitment; in connection with our interactions with clients, customers, suppliers and vendors or where you have been referred by our Referral Scheme.

Depending on the nature of our business relationship, we may collect the following personal data, including, but not limited to (and as permitted under local law):

- Identity and contact information (such as name, employee ID, postal address, email address and telephone number);
- Registration data such as username and password when you register on our Sites or in our apps;
- Cookies, web beacons and web server logs by automated means, consistent with the cookie notice;
- information you provide about friends or other people you would like us to contact (with their agreement).

other information you may provide to us, such as in surveys or through any contact with us. When you visit our Sites we may gather information relating to your device, browser and website navigation including, Internet

Protocol (IP) address, internet Service Provider, device information and browser locale preferences e.g. your language and time zone, geographic location (country only), preferred language used to display, dates, timestamps, the internet address from which you were directly linked through to our website, control system that you use, parts of the website that you visit, pages of the website that you have visited and information you viewed, hyperlinks you have clicked and material that you send to or download from our website such as reports and whitepapers (note this will also enable us to identify your device, browser and interaction without website).

In addition, if you are an associate or job candidate, or when you apply for a position or create a user account, we may collect the following types of personal data (as permitted under local law):

- Personal characteristics and identification information (e.g., gender, date of birth, correspondence language, nationality, residence and work permit information, national identification numbers, if applicable).
- Curriculum vitae (cv)/resume data which may include contact details, social media unique reference location (URL), employment history, education history, professional memberships, qualifications, language proficiencies and other work and knowledge related skills and abilities, photo/profile picture, job references or any other individuals requested to provide feedback on your work related performance, results of any (online) tests, project listing, language and other skills, salary expectations/information, roles/opportunities of interest.
- Information we may have received or conducted as part of your application (e.g., log of any events, interviews including any digital/video recorded interviews you attended, any training or webinars attended, interview evaluations, information from references, and other information such as criminal records and debt enforcement information that you voluntarily provide to us when you submitted your application, including special categories of personal data such as health data, if applicable); and
- Communication data (e.g. personal and business emails sent and received, including document attachments, telephone calls, messages via SMS, instant messaging and chat, or any other digital communication (e.g., via user account, web form) in interaction with ManpowerGroup systems).

If you provide or disclose personal data about your family or other third parties (e.g., emergency contacts or references) as part of your application, we assume that you are authorized to do so, and that this personal data is correct. By submitting personal data about third parties, you confirm this. Furthermore, you also ensure that these third parties have been informed about this Privacy Notice.

When you accept a position with us and are placed on assignment as a temporary worker with one of our clients, we may also collect the following personal data:

- Information about the family such as marital status, emergency contacts.
- Financial information such as bank details, tax-related information, benefits information.
- Personal identifiers such as national insurance number, social security number or other government – issued identification

Citizenship and work authorisation status (e.g., right to work, visa status, immigration status, settled status). In some cases, the personal data we process may also include special categories of personal data such as disabilities, health, ethnicity, sexual orientation, religious beliefs information to monitor diversity in recruitment, as well as drug test results, criminal and other background checks, where required by law or with your explicit consent.

As a rule, your personal data is collected directly from you as part of the application process. In certain circumstances, your personal data may also be gathered from other bodies (such as public authorities) due to legal requirements. In addition, we may have received personal data from third parties (e.g., former employers, employment agencies, background check providers or from publicly accessible sources such as social networking platforms and job boards).

17.4 How We Use the Information We Collect

We may use the data collected for the following purposes (depending on our relationship with you and as permitted under local law):

1. Identifying you and/or authenticating your identity;
2. Sending you updates and notification regarding the services you are receiving and other related communications;
3. providing workforce solutions and connecting people to work;

4. creating and managing online accounts and optimizing and personalizing your user experience (please also consult the “Terms of Use” we publish on each Site footer);
5. providing coaching, feedback, analysis and advice and guidance to support you in your career management/development;
6. providing coaching, feedback, analysis and advice and guidance to support you in your career management/development;
7. tailoring and personalizing the support we offer based on eligibility, suitability,
8. and other criteria; Conducting video interviews and assessments of your suitability and availability for positions and/or client talent pools;
9. Providing human resource services including the administration of benefit programs, payroll and payment processing, travel and expenses, performance management, grievance/disciplinary management;
10. supporting our diversity and inclusion efforts and/or monitoring;
11. ensuring reasonable adjustment for individuals with disabilities or medical conditions that require it;
12. managing our client, vendor, supplier and business partner relationships;
13. responding to individuals’ enquiries, claims and requests for assistance;
14. performing data analytics, such as;
    - analysing platform usage across our users,
    - analysing our job candidate base,
    - assessing individual performance and capabilities, including scoring on work-related skills,
    - identifying skill shortages,
    - using information to match individuals and potential opportunities,
    - analysing pipeline data (trends regarding hiring practices),
    - determining the effectiveness of our engagement strategy,
    - determining the effectiveness of our products and services, and
    - develop and train artificial intelligence (AI), including machine learning, models.
15. aggregating data as part of our analytics efforts
16. operating, evaluating and improving our business and services;
17. managing our communications;
18. performing accounting, auditing and other internal functions);
19. protecting against, identifying and seeking to prevent fraud and other deceptive practices and unlawful activity, claims and other liabilities;
20. enhancing the security of our network and information systems;
21. complying with and enforcing applicable legal requirements, relevant industry standards, contractual obligations and our policies.
22. communicating around the services we offer, programs, special events, offers, surveys, evaluations, and market research – if you are a vendor representative, business partner or client representative;
23. where permitted under law, consistent with the Data Controller’s Cookie and Advertising Notice (which is incorporated herein by reference) and only if you have given your consent, to send promotional materials, alerts regarding available positions and other communications;
24. where permitted under law and only if you have given your consent, to communicating about, and administering participation in, special events, promotions, programs, offers, surveys, contests and market research;
25. We may contact you for marketing purposes about similar services. You will have the opportunity to opt out of receiving these communications at any time by clicking the unsubscribe links.

In addition to the activities listed above, if you are an associate or job candidate and you apply for a position or create an account to apply for a position, as permitted under local law, we use the information described in this privacy notice for the following purposes:

1. providing you with job opportunities and work;
2. providing HR services to you, including administration of benefit programs, payroll, performance management and disciplinary actions;
3. providing additional services to you, such as training, career counselling and career transition services;
4. assessing your suitability as a job candidate and your associate qualifications for positions; and
5. performing data analytics, such as (i) analysing our job candidate and associate base; (ii) assessing individual performance and capabilities, including scoring on work-related skills; (iii) identifying skill

shortages; (iv) using information to match individuals and potential opportunities, and (v) analysing pipeline data (trends regarding hiring practices).

All processing will be carried out based on adequate legal grounds which may fall into the below categories:

1. Consent – This is where consent or explicit consent is obtained from the data subject, where required by applicable law e.g. when you tick a box to receive email newsletters.
2. Legal – This is where we are relying on a statutory or legal requirement to process your data.
3. Contract – This is where we are relying on a contractual requirement or any pre-contractual requirement necessary to enter into a contract e.g. processing your personal data to ensure that your wages are paid.
4. Legitimate interest – This is where we are processing your data for purposes where we consider it is in the interest of all parties e.g. providing user access to the website to be provided with the services offered. Please see our section on Legitimate Interests below to learn more about these interests and when we may process information in this way.
5. Vital interests – This is where the processing of data is necessary to an individual's protect life.

We also may use the information in other ways for which we provide specific notice at or prior to the time of collection.

17.5 Legitimate Interest

We may process personal data for certain legitimate business purposes, which includes all the following:

- where the process enables us to enhance, modify, personalise or otherwise improve services/communications for the benefit of our clients, candidates and associates, such as utilising technical measures, e.g. the transcription feature, conducting customer satisfaction surveys to capture your feedback to help improve our services and to contact you further about your experience
- to identify and prevent fraud;
- to enhance security of our network and information systems;
- to better understand how people interact with our websites;
- We may contact you for marketing purposes about similar services. You will have the opportunity to opt out of receiving these communications at any time by clicking the unsubscribe links, and
- to determine the effectiveness of promotional campaigns and advertising.

Whenever we process data for these purposes we will ensure that we keep your rights in high regard and take account of these rights. You have the right to object to such processing, and if you wish to do so please click here. Please bear in mind that if you exercise your right to object this may affect our ability to carry out and deliver services to you for your benefit.

17.6 Artificial Intelligence (AI) / Machine Learning (ML) Use of Artificial Intelligence

Use of Artificial Intelligence

In the context of the processing activities described in this Privacy Notice, artificial intelligence (AI) technologies, including machine learning, are used as part of the provision and operation of our services. These technologies support the processing and evaluation of information, including to assess qualifications, skills and experience, facilitate the matching of individuals with relevant opportunities, enhance user experience and improve the efficiency and effectiveness of our services.

Our services rely on a combination of human expertise and AI technologies. The use of AI is subject to meaningful human involvement, including review and oversight, and no decision producing legal effects or similarly significant impacts concerning you is taken without human intervention or solely on the basis of automated processing. AI is used to support decision-making and does not independently determine the outcome of such decisions.

We implement appropriate technical and organisational measures to ensure that our use of AI complies with applicable data protection laws and principles, in particular with regard to fairness, transparency and accuracy.

To this end, we assess the risks associated with the use of such technologies, including potential risks of bias or discrimination, and implement appropriate measures to mitigate these risks and support the reliability of the systems used.

We also carry out testing and monitoring of our AI systems to help detect and address potential bias and to ensure that such systems operate in a reliable and robust manner.

17.7 How We Process and Protect Personal Information

We process the personal data we collect for the purposes defined in this notice and for a period only as long as is necessary for the purposes we collected it. Different laws may also obligations may also require us to keep different data for different periods of time.

We maintain administrative, technical and physical safeguards designed to protect the personal data you provide against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure or use. In order to ensure the appropriate security and confidentiality of the personal data, we apply to the following security measures:

- Encryption of data in transit;
- Strong user authentication controls;
- Hardened network infrastructure;
- Network monitoring solutions.

17.8 How Long We Store Data We Collect

We will keep your personal data for the time period necessary to achieve the purposes described in this Privacy Notice, taking into account applicable statute of limitation periods and records retention requirements under applicable law.

Subject to applicable law, we will retain your personal data as required by the company to meet our business and compliance obligations, for example, to comply with our tax and accounting obligations.

We store in our systems the personal data we collect in a way that allows the identification of the data subjects for no longer than it is necessary in light of the purposes for which the data was collected, or for which that data is further processed.

We use the following criteria to determine our retention periods by taking into account:

- The necessity to retain the personal data collected in order to offer services established with the user;
- the legitimate interest of the Data Controller as described in the purposes above;
- the existence of specific country or state egal obligations that make the processing and related storage necessary for specific period of times.

17.9 Information We Disclose

We may disclose personal data that we collect about you, as described in this privacy notice or in separate notices provided in connection with particular activities such as

- We may share personal data with vendors who perform services on our behalf based on our instructions. We do not authorise these vendors to use or disclose the information except as necessary to perform services on our behalf or comply with legal requirements.
- We also may share your personal data (i) with our subsidiaries and affiliates; (ii) if you are a job candidate, with clients who may have job opportunities available or interest in placing our job candidates; and (iii) with others with whom we work, such as job placement consultants and subcontractors, to find you a job.
- In addition, we may disclose personal data about you (i) if we are required to do so by law or legal process; (ii) to law enforcement authorities or other government officials based on a lawful disclosure request; (iii) with government bodies, regulators and tax authorities (including HMRC) where required to comply with legal obligations, including tax, employment and intermediaries reporting requirements

and (iv) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss, or in connection with an investigation of suspected or actual fraudulent or illegal activity.
- We also reserve the right to transfer personal data we have about you in the event we sell or transfer all or a portion of our business or assets (including in the event of a reorganization, dissolution or liquidation).

17.10 Links to External Tools and Resources

We may provide links to external third-party websites operated by organizations not affiliated with ManpowerGroup. We do not disclose your personal information to organizations operating such linked third-party websites and we do not review or endorse, and are not responsible for, the privacy practices of these organizations. We encourage you to read the privacy policy of each website that you visit. This privacy notice applies solely to information collected by ManpowerGroup and its subsidiaries and affiliates through the services.

17.11 Data Transfers

We also may transfer the personal data we collect about you to countries outside of the country in which the information originally was collected. Those countries may not have the same data protection laws as the country in which you initially provided the personal data.

When we transfer your information to other countries, we will protect that data as described in this privacy notice and such transfers will comply with applicable law(s).

The countries to which we may transfer the personal data we collect about you may be:

- Within the European Union
- Outside the European Union

When we transfer personal data from within the United Kingdom to countries or international organisations that are based outside the UK, the transfers will take place on the basis of:

1. a legally binding and enforceable instrument between public authorities or bodies;
2. binding corporate rules;
3. standard contractual clauses (SCCs) adopted by the European Commission, along with the mandatory adoption provisions required for the UK and Switzerland to the extent the processing involves UK or Swiss residents.
4. Where transfers rely on SCCs, transfers will only take place after a transfer impact assessment of;
5. The legal practices of the recipient country relating to access to data;
6. The technical and organizational measures adopted to protect the data; and
7. The nature of the processing to ensure purpose limitation and data minimization.
8. Subject to applicable law, you may obtain a copy of these safeguards by contacting us as indicated in the How to Contact Us section below.

17.12 Data Privacy Framework

ManpowerGroup (including ManpowerGroup Global Inc., Right Management LLC and ManpowerGroup Talent Solutions LLC) complies with the EU-US Data Privacy Framework (EU-US DPF), the UK Extension to the EU-US DPF, and the Swiss-US Data Privacy Framework (Swiss-US DPF) as set forth by the US Department of Commerce. ManpowerGroup has certified to the US Department of Commerce that it adheres to the EU-US Data Privacy Framework Principles (EU-US DPF Principles) with regard to the processing of personal data received from the European Union in reliance on the EU-US DPF and from the United Kingdom (and Gibraltar) under the UK Extension to the EU-US DPF. ManpowerGroup has certified to the US Department of Commerce that it adheres to the Swiss-US Data Privacy Framework Principles (Swiss-US DPF Principles) with regard to the processing of personal data received from Switzerland in reliance on the Swiss-US DPF. If there is any conflict between the terms in this privacy policy and the EU-US DPF Principles and/or the Swiss-US DPF Principles, the Principles shall govern. To learn more about the Data Privacy Framework (DPF) program, and to view our certification, please visit https://www.dataprivacyframework.gov/.

In the context of onward transfers, ManpowerGroup is accountable for the processing of personal data it receives under the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and Swiss-U.S. DPF and subsequently transfers to a third party acting as an agent on its behalf. ManpowerGroup remains liable under the EU-U.S. DPF Principles, and the UK

Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF Principles if ManpowerGroup's agent processes personal information in a manner inconsistent with the EU-U.S. DPF Principles, and the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF Principles, unless ManpowerGroup proves that it is not responsible for the event giving rise to damage.

The Federal Trade Commission has jurisdiction over ManpowerGroup's compliance with the EU-US DPF, the UK Extension to the EU-US DPF, and the Swiss-US DPF. In certain situations, ManpowerGroup may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

In compliance with the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF and the

Swiss-U.S. DPF, ManpowerGroup commits to resolve DPF Principles-related complaints about our collection and use of your personal information. EU and UK and Swiss individuals with inquiries or complaints regarding our handling of personal data received in reliance on the EU-U.S. DPF and the UK Extension to the EU-U.S. DPF and the Swiss-U.S. DPF should first contact ManpowerGroup using the information provided in the How to Contact Us section of this notice.

In compliance with the EU-US DPF, the UK Extension to the EU-US DPF, and the Swiss-US DPF, ManpowerGroup commits to refer unresolved complaints concerning our handling of personal data received in reliance on the EU-US DPF, the UK Extension to the EU-US DPF, and the Swiss-US DPF to TRUSTe, an alternative dispute resolution provider based in the United States. If you do not receive timely acknowledgment of your DPF Principles-related complaint from us, or if we have not addressed your DPF Principles-related complaint to your satisfaction, please visit https://feedback-form.truste.com/watchdog/request for more information or to file a complaint. These dispute resolution services are provided at no cost to you.

In compliance with the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF, ManpowerGroup commits to cooperate and comply with the advice of the panel established by the EU data protection authorities (DPAs), the UK Information Commissioner's Office (ICO) and the Gibraltar Regulatory Authority (GRA), and the Swiss Federal Data Protection and Information Commissioner (FDPIC) with regard to unresolved complaints concerning our handling of human resources data received in reliance on the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF in the context of the employment relationship.

For complaints regarding EU-US DPF, the UK Extension to the EU-US DPF, and Swiss-US DPF compliance not resolved by any of the other DPF mechanisms, you have the possibility, under certain conditions, to invoke binding arbitration. Further information can be found on the official DPF website: https://www.dataprivacyframework.gov/framework-article/ANNEX-I-introduction

17.13 Your Rights as a Data Subject

When permitted by applicable law, a data subject can exercise under Articles 15 to 22of the GDPR the following specific rights:

Right of access: A data subject has the right to access his or her personal data concerning which in order to verify that his or her personal data is processed in accordance to the law. Should you wish to exercise you right of access please click here and complete the form.

Right to rectification: A data subject has the right to request the rectification of any inaccurate or incomplete data held about him or her, in order to protect the accuracy of such information and to adapt it to the data processing.

Right to erasure: A data subject has the right to request that the Data Controller erases information about him or her and to no longer process that data. Should you wish to exercise you right of access please click here and complete the form.

Right to restriction of processing: A data subject has the right to request that the Data Controller restricts the processing of his or her data.

Right to data portability: The data subject has the right to request the data portability meaning that the data subject can receive the originally provided personal data in a structured and commonly used format or that the data subject can request the transfer of the data to another Data Controller.

Right to object: The data subject who provide a Data Controller with personal data has the right to object, at any time to the data processing on a number of grounds as set out under GDPR without needing to justify his or her decision.

Right not to be subject of automated individual decision-making: The data subject has the right not to be subject to a decision based solely on automated processing, including profiling, if such profiling produces a legal effect concerning the data subject or similarly significantly affects him or her.

Right to lodge a complaint with a supervisory authority: Every data subject has the right to lodge a complaint with a supervisory authority, in particular in the EU Member State of his or her habitual residence, place of work or place of the alleged infringement if the data subject considers that the processing of personal data relating to him or her infringes GDPR.

Whenever the processing is based on the consent, as under art.7 of the GDPR, the data subject may withdraw their consent at any time. There may be circumstances where we will still need to process your data for legal or official reasons. We will inform you if this is the case. Where this is the case, we will restrict the data to only what is necessary for the purpose of meeting those specific requirements.

If you believe that any of your data that we process is incorrect or incomplete, please contact us and we will take reasonable steps to check its accuracy and correct it where necessary.

If you require more information about the processing of your personal data, please click here.

17.14 Your Choices and Consent

We will inform you when your consent is required and why it is needed. Whenever the processing is based on consent under Article 7 of the GDPR, you may withdraw your consent at any time. There may be circumstances where we will still need to process your data for legal or official reasons. We will inform you if this is the case. Where this is the case, we will restrict the data to only what is necessary for the purpose of meeting those specific requirements. Any withdrawal of consent will not affect the lawfulness of the processing before its withdrawal.

If you believe that any of your data that we process is incorrect or incomplete, please contact us and we will take reasonable steps to check its accuracy and correct it where necessary.

If you require more information about the processing of your personal data, please refer to the How to Contact Us section below.

17.15 Updates to Our Privacy Notice

This privacy notice (including any addenda) may be updated periodically to reflect changes in our privacy practices and legal updates. For significant changes, we will notify you by posting a prominent notice on our Sites indicating at the top of each Notice when it was most recently updated.

How to Contact Us

If you have any questions or comments about this privacy notice, or if you would like to exercise your rights, please write to:

The Data Privacy Officer, Manpower UK, 30 Windsor St, Capital Court, Uxbridge, UB8 1AB

18 IT and Social Media Acceptable Use

18.1 Introduction

All Brook Street employees are required to adhere to the following policies and rules, which are in place to protect the interests of our employees, contractors, the organisation, clients and client employees.
These policies should be read in conjunction with the following, which can be found in within this Handbook, or provided by your Brook Street Contact:

- Dignity at work policy
- IT acceptable use policy
- Equal opportunities policy
- Data privacy policy
- Harassment policy.

Any confidentiality agreements that you have agreed in accordance with your employment or engagement with us.

On assignments, you must ensure you are aware of any policies or rules that the Client has in place regarding computer usage and the use of email, the internet and social media and comply with these, at all times. Failure to follow Brook Street's or the Client's policies or a contravention of these rules may lead to disciplinary action up to and including dismissal.

Brook Street reserves the right to amend or replace these policies at its sole discretion and without prior notice

18.2 Computer equipment

The Client's computer equipment and systems (hardware and software) ("the Equipment") must only be accessed and operated specifically by those authorised to do so. Unauthorised use of the Equipment, failure to comply with the policy, or in any way tampering with the Equipment will be regarded as gross misconduct and may lead to dismissal and possible criminal prosecution under the Computer Misuse Act 1990, even if no damage results.

If you are authorised to use the Equipment, you must use the Equipment only for the purpose of fulfilling your duties for the Client. In addition, you may be allowed to make reasonable personal use of the Equipment. Any personal use must be fully sanctioned by the Client in writing (email is acceptable) and only take place outside your normal hours of work and must not interfere with the carrying out and completion of your duties and tasks for the Client.

When using equipment, you must not:

- introduce or knowingly or recklessly transmit or distribute any bug, virus or other infection;
- corrupt any data held within the Equipment;
- tamper with or damage or do any act or thing which may in any way affect the output or performance of the Equipment;
- use the Equipment to send, receive, distribute or store any material that is (in the view of Brook Street or the Client) offensive, abusive, indecent, obscene, sexually explicit, pornographic or menacing;
- disclose to any other person any confidential information which may be stored on the Equipment or disclose any passwords to or allow access to your computer by any other person;
- use the Equipment for playing games or any other purpose other than legitimate work of the Client (other than reasonable personal use of e-mail and Internet access as set out above);
- use any external storage device or software on the Equipment other than those owned or leased by the Client
- leave your computer unlocked during or at the end of your working day, so that it may be accessible by other individuals; and
- enter into contracts etc. in breach of this policy.

You must contact the end-user or Clients IT department immediately if you receive a virus-warning message.

18.3 Internet and e-mail acceptable use policy

This policy applies to all electronic communications sent by Brook Street employees, whether internally to other

employees of Brook Street, a Client or externally via the Internet or any public network, whether provided or received. It also applies to all use of the Internet made by temporary employees.

This policy applies to the receipt or provision of information electronically by a temporary employee in any form, whether through correspondence with an individual or through publicly accessible sources.
The following are prohibited when using access accounts provided by Brook Street or a Client or when identifying yourself as associated with Brook Street using an individually acquired access account:

- the uploading, downloading, transmission or possession of any material with illegal or
- unacceptable (in the view of Brook Street or the Client) content or content of a pornographic or sexually explicit nature;
- transmitting defamatory, obscene, offensive, racially or sexually harassing, indecent or
- abusive messages, or any messages that may be construed as such;
- "spamming", or the sending of e-mail messages to multiple recipients;
- sending or other participation in chain letters or the spreading of gossip;
- use for personal gain.

You must obey all intellectual property and copyright law. Any questions that you may have concerning compliance should be directed to Brook Street. Although material may be available for "free" on the Internet, you do not have the legal right to copy it or download it to your computer. Merely accessing the material may be a breach of copyright. You must always obtain the copyright holder's written permission before downloading or copying from the Internet or other public computer system.

Do not transmit proprietary or confidential or secret materials or information of Brook Street or the Client over any public computer system (which includes via e-mail) unless it is properly encrypted, and you have the authority to do so. It is your responsibility to check with the Client that accessing the Internet or sending e-mail is allowed for reasonable personal use when using the Client provided access accounts or the Equipment. Any excessive personal use of the Equipment or internet or email access may lead to disciplinary action. You should also be aware that the Client's computer networks, and the messages and information stored in or exchanged through them are the property of the Client.

You are expected to exercise good judgement and act in a professional manner whenever sending e-mail messages or accessing the Internet or other external system. If you have any doubt or question concerning whether to use the Internet or another external system, please ask the Client.

18.4 Social media policy

This policy covers both personal and professional use of social media. Social media for the purposes of this policy applies to anything you do online, such as posting comments, videos, pictures, photos on forums or blogging sites, and including but not limited to: YouTube, LinkedIn, Facebook, Twitter, Instagram, Snapchat and WhatsApp.

Participation in social media that adversely affects your job performance, the performance of other Brook Street or client employees or workers, legitimate business interests, or the interests of Clients may lead to disciplinary action up to and including dismissal or termination of your contract.

Access to social media sites at Brook Street offices and locations is permitted at the discretion of the company for business related purposes and Brook Street reserves the right to revoke this access at any time. When working on site at client locations, workers must adhere to the individual client's IT access and social media policies, in addition to Brook Street policies. Use of social media in the workplace is permitted so long as it does not interfere with job performance, consume significant resources or interfere with the activities of other colleagues. This applies whether accessing through Company networks or your own personal network, via a company device or a personal device.

Social networks blur the lines between public and private, personal and professional. By identifying yourself as a Brook Street employee, you are creating perceptions about the company. You can of course express your own opinion, but you must make clear on your profile that the opinion is yours and not the Company's.
It is imperative to treat people with respect and avoid speaking negatively about other people or organisations. Extreme care must be taken, and no content should be posted that amounts to, or could be perceived as: discriminatory; defamatory or libellous; victimisation, bullying or harassment; adult content; invasion of privacy or breach of UK data protection legislation, including the UK GDPR and Data Protection Act 2018.

When posting any information regarding other individuals, colleagues or otherwise, be that team pictures, social events etc., permission should be obtained from all parties prior to the photos being uploaded. Where an individual does not want to be identified, their request for privacy should be respected. Even if a post or image is removed from social media relatively quickly, others could have seen it and it can still be recorded as a screen shot.

Please ensure that your privacy settings are set accordingly, given that colleagues, clients and acquaintances will be privy to your postings, likes and dislikes. Do not speak on behalf of the Company or Client or assume the role of a spokesperson. If you receive media/press enquiries from journalists relating to Brook Street or its Clients, please do not comment, and notify your Brook Street Contact.

Comments should not be made in response to negative or offensive statements on the company's behalf and should instead be referred to your Brook Street Contact.

Before posting a third party's copyrighted content (images, videos, articles), trademarks, service marks or other intellectual property, appropriate permission should have been obtained. Quotes and images should be attributed to the original author/publisher.

The need to maintain Client confidentiality applies to social media as to any other external communication method. Do not post confidential Client information (name and/or other details) that could identify that Client, the nature of the work being performed or any other Client information that is not publicly known. If you do not know whether information is confidential, consult your Brook Street Contact in the first instance.

It is not permitted to create new websites, blogs, social media accounts or online groups/ forums/ communities on behalf of Brook Street (or any of our brands, subsidiaries, departments/divisions or office/branch locations). The use of Brook Street logos (or logos of any brand or subsidiary) is not permitted on social media except where expressly allowed. Social media sites are a good way to share thoughts, but there are sometimes more appropriate channels, particularly if you are unhappy with something at work. If you have an issue with a colleague, manager, or something the Company has done, then internal channels should be used, such as your Brook Street Contact, the HR department, or by following the relevant policy.

It is imperative to be mindful when sharing personal and sensitive personal data via social media that privacy settings should be explicit, and you are aware of the privacy settings that the receiver of the data has also set. It is possible to breach an individual's privacy by document sharing with colleagues, when using social media; this is not just related to hard copy information or sharing data via email. It is important to consider if sharing via a particular site is the most appropriate way of personal data being shared. Please share data with care and consider before sending if you would wish your personal data to be shared in the way that you are contemplating sharing it with others.

Brook Street reserves the right to monitor and audit access and content posted to and consumed on social media sites through its IT network. We monitor all social media for any mention of our company, brands, services, or inappropriate comments about our customers, employees and managers. We will investigate any inappropriate behaviour and any breach of this policy may result in us taking disciplinary action against you. Any inappropriate posts made by you may be accessed, and copies taken. These may be used in any internal proceedings, including disciplinary proceedings, and/or legal action.

Please be aware that this policy applies to use of social media both in and outside of the workplace, therefore even if you access social media sites in your own time, whilst at home or on personally owned devices, any content, postings or defamatory comments relating to ManpowerGroup UK will be in breach of this policy. Inappropriate online activity, even if anonymous may be traced to you and may be grounds for disciplinary or appropriate legal action.

19 Miscellaneous

19.1 Industrial relations

If you are working for Brook Street in any role, you have the right to belong to or to join an appropriate trade union and to participate in its lawful activities. You are protected from detriment or disciplinary action for exercising this right.

Brook Street employees will not replace striking workers, nor undertake duties normally carried out by striking workers, during official industrial action. If you encounter a picket line at our Client's place of work, inform your Brook Street Contact, and follow their advice as to your next course of action. You are not obliged to cross the picket line and will not be subject to any detriment or disciplinary action for electing not to cross a picket line. However, in most cases Brook Street employees are not directly involved in the industrial action.

Brook Street has a very good record of industrial relations with its trade union partners. In the unlikely event of any disputes, there are agreed procedures that must be followed and Brook Street employees should note that taking part in some types of industrial action – for example 'unofficial' industrial action or related to a dispute between a union and our Client may fall outside statutory protections and may result in disciplinary action, up to and including termination of assignment or employment.

19.1.1 Trade Union Access Rights

From 30 October 2026, recognised and qualifying independent trade unions may have statutory rights of access to workplaces and workers for recruitment, organising, representation and collective bargaining purposes, subject to legal requirements and workplace arrangements.

Brook Street will comply with all applicable statutory trade union access requirements and employees will not be subjected to detriment, disadvantage or less favourable treatment because they:

- are members of a trade union;
- choose not to be members of a trade union;
- engage with a trade union exercising lawful access rights; or
- participate in lawful trade union activities.

Any questions regarding trade union access arrangements should be directed to your Brook Street Contact.

19.2 Ex-offenders

Due to the unique character of our work, Brook Street reserves the right not to employ or offer employment to individuals who have been convicted of a criminal offence, subject, of course, to the Rehabilitation of Offenders Act 1974. For certain assignments, where the role dictates, a criminal record disclosure check may be required. This check will disclose to Brook Street any convictions including spent convictions but will not be used for any purpose other than this application.
You must inform Brook Street of any caution or convictions you receive during your employment.

19.3 Personal details

It is most important that your personnel records are always accurate and up to date - this is now a legal requirement. Not only does this ensure that we are able to administer your work needs efficiently, it also helps us to provide the best possible service to our Clients. Please ensure you keep your Brook Street Contact updated at all times and any changes to personal details such as name, address, telephone number, and emergency contact details are notified. To ensure you are able to exercise the various rights available to working parents, it is important that all employees notify Brook Street about any additions to the family. Any changes in your availability for work are also very important.

19.4 Public interest disclosure

If during an assignment you become aware of anything which leads you to believe that a criminal offence has been or might be committed, that a legal obligation is not being met by Brook Street or the Client or that the

health and safety of a person or of the environment is in danger, you must bring your concern to your Brook Street Contact immediately. Your Brook Street Contact will review the concerns with you and, where appropriate, raise them with the Client or other appropriate person. These concerns should never be raised directly with the Client, nor should you discuss them with any other person before you have raised them with your Brook Street Contact.

Failure to comply with this may be considered a serious disciplinary offence which, in appropriate circumstances, may result in summary dismissal.

These obligations are without prejudice to your rights under the Public Interest Disclosure Act 1998.

19.5 Conflict of interest

A conflict of interest is a situation where an individual can potentially benefit personally or where there are factors that could influence a person's judgement or decision making.

In addition to secondary employment (refer to section 18.6 below), a potential conflict of interest may occur where an employee has an interest in another organisation, becomes aware of confidential information through their role that may impact them personally or uses it inappropriately, or has a romantic or familial relationship with either another colleague, competitor, supplier or client.

Not all potential conflicts of interest are considered a risk. However, if you believe there may be a potential, or perceived, conflict of interest either at commencement of or during your employment you should speak with your Brook Street Contact for advice.

19.6 Secondary employment

Whilst employed by Brook Street, you must not undertake any employment that creates a conflict of interest with Brook Street's business (which includes the interest of our Client's business). Therefore, you must apply to your Brook Street Contact for written consent in order to undertake any employment outside of the Company. Failure to disclose such information may result in disciplinary action.

Brook Street has a duty under the Working Time Regulations to ensure that you are not put at risk (nor do you put others at risk) by working excessive hours or by failing to take the appropriate rest periods. For this reason, it is important that we know if you are working for anyone else whilst employed with Brook Street.

These notification requirements do not affect your rights with regards exclusivity of employment.