



nviro

Colleague Handbook

Online Edition



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Welcome from the Managing Director

Welcome to Nviro!

I am delighted to welcome you to Nviro. You'll find that we're a different kind of cleaning company – one that truly values its people and one that's on a mission to make a difference to the lives of our cleaners, our building users and our communities.

We believe that if Nviro can help you to thrive, you'll help our building users to thrive and our building users will help our communities to thrive – and that we'll make our own little corner of the world a better place!

Our vision is to transform from a contract cleaning business to a specialist professional service provider of clean, hygienic and safe environments. That means that we want to be recognised for the knowledge, skills and expertise that we bring to the job. We want to work in partnership with our clients and create environments where building users can thrive and fulfil their potential – whether that's in delivering the best possible teaching or learning how to see their true potential or in providing vital public services to our communities.

It's important that our building users are able to focus on their purpose – on the reason they are in the building without being concerned that it's dirty or that they are going to be unwell and without being concerned for their wellbeing. And we hope that'll be important to you too and that, with Nviro, you discover an organisation which will help you to truly fulfil your potential whilst helping other to fulfil theirs too!

Best wishes,

Brian Warren,
Managing Director, Nviro



Our Values

Our business values are front and centre of everything we do – they help us make decisions about who we work with and how we work, how we behave and how we respond to each other. They were key in our decision to commit to paying the Real Living Wage as a minimum for all colleagues and they are the reason that Nviro is different to organisations you may have worked for before. We look forward to sharing them and their impact with you every day.



Dignity before Profit

We believe that dignity should never be the price of profit. By working in partnership with clients who share our values, we enable our people to earn a decent day's pay for a decent day's work, in an environment that values their contribution. In this way, they can access the opportunities and choices they deserve in life.



Work with Meaning

We believe that when people know that their work contributes to something beyond themselves, it builds self-worth and gives their job meaning. That's why we're championing the role of cleaning in the world, ensuring our people - and our clients - understand the difference they make.



Potential to Thrive

We believe that it's only possible to fulfil your potential when your basic needs are being met. To learn, teach or work effectively, you need to know your environment is clean, hygienic and safe. We create spaces where people can be their best, while also building a culture that allows our people to thrive.

Great People + Great Clients = Great Environments

We believe that if we look after you, then you will look after our customers and deliver clean, hygienic and safe environments for building users to thrive in. But we want you to thrive too.

So, we look after your personal well-being. We pay Real Living Wage without compromise, and we will only work for Clients who agree to our Client Charter. Defined by our colleagues, it's a set of standards that mean you are treated with dignity, meaning and consideration. We provide you with a range of benefits to meet your basic needs and we create a culture of acceptance and inclusion.

We also want to make sure you are skilled, safe and effective in what you do, so we will make sure you are properly trained so that you know how to deliver the Nviro service and use our equipment.

Finally, we want you to be motivated so we share positive feedback, regularly recognise your achievements and progress, and celebrate with you when something good happens in your building. We want you to understand and recognise that every day you make a difference to the lives of our building users.

What our clients say:

"Your work is always appreciated and it should go without saying that you are a huge part of making the school successful. Thank you everyday."

Jacqueline Dreelan

Teacher - Duke's Aldridge Academy

"Thank you for the great service you provide, and for going above and beyond. We all can see the amount of effort you always put into your job! 😊"

Lauren Nicholls

Estates Coordinator - Chichester College Group

"Thank you for your dedication and professionalism. And also for your positive attitudes. What you do, every day, really makes a difference - creating pleasant, safe and comfortable spaces in which the whole university community can thrive. THANK YOU!"

Geoff Smith

Vice Chancellor & CEO - Regent's University

"I would like to thank the team at Wray Park for being so friendly and accommodating. Particularly to Michelle who is always happy to help and has a real passion for her work. Also a special mention to Pam for covering recently to ensure we had continued service."

Liszi McLean

Support Officer - Surrey Fire and Rescue



Our Strategy

Great People + Great Clients = Great Environments

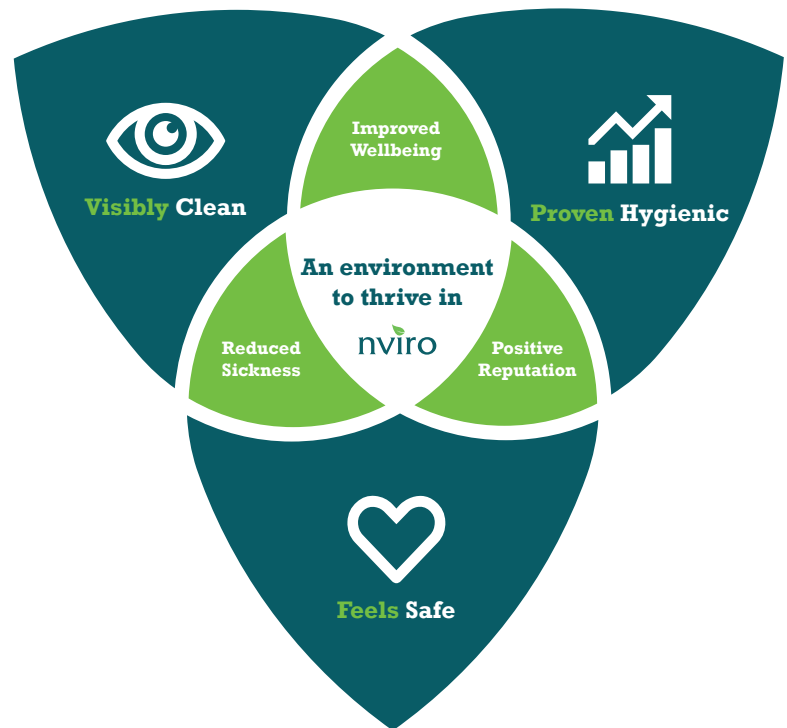
We have made the decision to only work for clients who value what we do. For our clients, providing a clean, hygienic and safe environment is integral to what they do, it's part of their service. Often they provide services vital to enable our communities to thrive – schools, universities, the fire brigade, police service, libraries, children's services and outdoor spaces. We are pleased to play a role in our communities, helping to make our world a better place.



Great People + Great Clients = Great Environments

The service provided by most cleaning contractors creates a clean building. Getting the basics right - no dust, no cobwebs, no sticky fingerprints. This is what you can see, what you can touch, and sometimes smell. We do this in a way that gives our building users confidence that we know what we are doing and that we've all been trained to use the equipment correctly and safely.

Nviro also wants to prove that the building is hygienic and with the use of protective coatings can make sure that surfaces are protected from bacteria for 60 days at a time, reducing the chances of spreading bugs and germs and keeping people safe. And for some, the importance is in keeping children in school learning and fulfilling their potential. We carry out swab testing and regular audits so that we can prove that our buildings are hygienic and safe to be in – reducing absence and sickness.



The third element of the Nviro services helps reduce anxiety amongst our building users by explaining what we are doing and making our service visible. Letting the building user know what to expect and when to expect it! This reduces anxiety around being in buildings and amongst other people – especially after Covid – and we're finding it really helps improve well-being.

Great People + Great Clients = Great Environments = An Environment to thrive in!

When you add all three elements – clean, hygienic and safe – together, you create an environment to thrive in. And that's the Nviro proposition.



What Do We Expect

We set high standards. For ourselves, and our clients. But what do we expect from you? A great Nviro colleague is respectful, resilient, collaborative and passionate. Here's what we expect!

Our Values	Behaviour examples of Great Nviro Colleagues
 <p>Dignity before Profit</p>	<p>Respectful</p> <ul style="list-style-type: none"> • Talk to people in a kind manner, show empathy and be understanding • Be polite to all colleagues, clients and building users • Greet everyone on site • Respect others cultural/religious beliefs • Be inclusive of all differences • Show interest when a colleague or client explains something to you • Show positive body language
	<p>Resilient</p> <ul style="list-style-type: none"> • Have a plan if something goes wrong (e.g. if kit isn't working, know who to call) • Don't be afraid of challenges • Take on board constructive criticism • Take solutions to the client, not the problems! • Show self-awareness • Know that it's ok to make mistakes as it's an opportunity to learn • Ask for help if you're unsure about how to do something
	<p>Collaborative</p> <ul style="list-style-type: none"> • Work together - even if you are an expert, work with those around you who can offer a different approach or ideas • Show recognition when a colleague helps you • Listen to understand not to respond • Work with stakeholders • Be mindful of pressures from other colleagues or clients (they are human too) • Give people a voice • Let colleagues know if any equipment is faulty/unsafe or if cleaning supplies are running low • Celebrate success together!
 <p>Work with Meaning</p>	<p>Passionate</p> <ul style="list-style-type: none"> • Show up on time, look smart and want to do a good job • Be an ambassador for the company • Be clean, hygienic and safe in your workplace • Help and uplift others • Smile! 😊 • Be willing to learn • Remember to have fun along the way • Care about your clients and their building users and not just going on site to complete a shift
 <p>Potential to Thrive</p>	

Our Client Charter

In 2022, our team came up with the Client Charter which is our set of requirements for new clients. We expect all new clients to sign up to this as part of their on-boarding with us.

Contact Details and Accreditations

Offices

Portsmouth (includes Human Resources)
9 Acorn Business Park, Northarbour Road, Portsmouth PO6 3TH
t. 02392 370044

Isle of Wight (includes Payroll)
Cemoc House, Rectory Drive, Wootton, Isle Of Wight, PO33 4QQ
t. 02392 370044

Our accreditations



Contract of Employment

Your contract with Nviro is a statement of your terms and conditions of employment and is printed on the back of the New Starter Form that you sign when you join the Company. You will receive a copy on day one of your employment via the Employee Portal. When you are offered a job with Nviro it is made subject to satisfactory references, if deemed necessary by the Company. You may also be required to undertake a DBS (disclosure and barring service) disclosure. If this is required, the Company will pay the costs. However, should you leave the Company within 12 months, the Company reserves the right to deduct the cost from your wages.

Any changes to your Contract of Employment will be agreed upon between you and your Line Manager and confirmed on a Change of Details Form, which you will be required to sign.

Probationary Period

All new colleagues undertaking a new post are subject to a six month probationary period. Throughout the six month period your Line Manager will discuss your performance and any future career development opportunities within the Company. If your performance, attendance or conduct is unsatisfactory during this six month period, your employment may be terminated, with one week's notice, or your probationary period could be extended.

How Will I Be Paid?

All wages are paid fortnightly (unless otherwise confirmed by your line manager) directly into a bank or building society account. Your payslip will be available on the Employee Portal the day before you get paid each fortnight.

You can access the portal by simply logging on at nviro.co.uk and clicking on the link 'Employee Portal' and then "first time user". To log in you will need your **Employee number**, **National Insurance Number** and **Date of Birth**. You will be sent a PIN to your email address – once you have entered this, you will be prompted to enter a password. You will then have full access to the portal.

Company Pension Scheme

Nviro operates a qualifying auto-enrolment workplace pension scheme. You will be sent details of the scheme in your welcome pack via email, along with your Contract of Employment.

Sickness Reporting Procedure

What should I do if I can't come to work?

If you are ill or can't come to work for any reason, it is essential that you inform Nviro via the correct procedure, to ensure that cover is provided for your shift while you are absent.

The procedure is as follows:

You must call your Line Manager as soon as you know that you will not be able to come to work. Text messages are not acceptable

This should be by MIDDAY on the day that you are due to work if you are an afternoon or evening cleaner. If you are an early morning cleaner, report your absence by 5PM on the day before you are due to come to work.

You should telephone daily until covered by a medical certificate and then maintain regular contact until your return to work.

Failure to follow Company procedure will result in you being recorded as absent without leave and may result in disciplinary action being taken.

What certificates do I need to provide when I am off sick?

- For all absences up to 7 calendar days a Sickness Self-Certification form is required. This is available on the Employee Portal.
- For sickness that lasts longer than 7 calendar days, a Medical Certificate is required from the 8th day onwards, until you are fit to return to work.

All sickness certificates should be forwarded immediately to your Line Manager.

In cases of serious illness or persistent incidences of short-term illness the Company may require you to visit an independent Occupational Health Practitioner.

How much holiday do I get?

Your contract of employment will tell you exactly how much holiday you are entitled to, inclusive of bank/statutory/ public holidays.

Your holiday entitlement is based on statutory entitlement.

What are the Company rules about taking holiday?

- The holiday year runs from 1 May to 30 April
- Holiday entitlement cannot be carried over to the following year
- Holiday must be booked in advance, as outlined in the procedure below
- If you are employed at an educational establishment, you cannot take your holidays during term-time
- Payment is not made in lieu of accrued holiday entitlement, unless you have left Nviro
- If you have taken more holiday than you have accrued when you leave Nviro, the Company will recover the overpayment from any wages that are due to you
- You are responsible for managing you own holiday entitlement
- Do not book any flights or holidays until your leave has been authorised

What are the Company rules about booking holiday?

- If you wish to book 1 – 4 days holiday you will need to give at least 2 weeks' notice.
- If you wish to book 5 or more days holiday you will need to give at least 4 weeks' notice.
- All holidays should be booked using the holiday booking system on the Employee Portal.
- You should agree on the leave with your Line Manager before you take it.

Due to the need to provide cover while you are on holiday, it may not be possible to grant all leave requests. Your Line Manager will try to grant leave requested wherever possible. However, if they are unable to, they will explain the reasons why to you.

Dress Code

You are provided with Company Uniform to protect and identify you. You are a representative of Nviro and how well you are presented reflects on Nviro and how your work is judged.

- It is your responsibility to launder your uniform
- You must wear it at all times whilst on site
- Always wear flat, closed in footwear
- Always wear PPE where required
- Where possible, do not wear your uniform or ID badge outside the premises
- Failure to adhere to the above may result in disciplinary action

The Uniform is issued free of charge at the start of your employment. The Company reserves the right to deduct the cost from your final wages should you leave.

Training

At Nviro, we are proud of our highly trained workforce. Nviro sees training as an important part of your development. We offer a range of training programs to assist you in your role and help you progress, which includes:

Induction

You will complete an induction at the beginning of your journey with Nviro. This will cover an introduction to Nviro, along with a variety of other topics including safeguarding and health and safety whilst at work.

Specialist Cleaning Tasks

If your site or role requires you to undertake specialist or periodic tasks, you will be trained to undertake these. These tasks can include buffing, stripping and sealing, carpet cleaning and kitchen deep cleaning, to name a few.

BICSc (British Institute of Cleaning Science)

Nviro is a member of BICSc and as such is able, where feasible, to carry out certificated training and assessment to enable you to gain this widely respected industry qualification.

Equal Opportunities

At Nviro, we are committed to creating an environment in which everyone's uniqueness is valued. We believe that every colleague is entitled to be part of an environment that promotes dignity and respect to all.

We are committed to providing equal opportunities in all aspects of employment, including selection for employment/apprenticeships, promotion, opportunities for training, pay and benefits, discipline and selection for redundancy.

If a colleague feels they have been unlawfully discriminated against, they may refer to the grievance procedure in order to make a complaint.

A full copy of the Nviro Equal Opportunities and Diversity Policy can be obtained from the Employee Portal or your Line Manager.

Bullying & Harassment

We are committed to creating an environment free from harassment and bullying, in which all are treated with dignity and respect and everyone can thrive.

What is Bullying and Harassment?

Bullying is defined as 'offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, or injure the recipient'.

Harassment is defined as 'unwanted conduct affecting the dignity of men and women in the workplace. It may be related to age, sex, race, disability, religion, nationality or any personal characteristic of the individual'.

We foster a trusting, open and inclusive environment and treat each other and our customers fairly. Any complaint of bullying and harassment will be treated sympathetically and investigated thoroughly. Any act of discrimination, harassment, bullying or victimisation against colleagues or customers will not be tolerated and will be dealt with under the Disciplinary Policy.

If you are affected by, or witness, any bullying and/or harassment please speak to your Line Manager or Service Manager in the first instance.

Should you wish to talk to someone on this matter, please contact your Line Manager or our HR Department on 02392 370044. The Dignity at Work Policy can be found on the Employee Portal.

Employee Portal

We are committed to helping our people grow and providing you with the right tools and support to be successful. In a world where everything is going digital and online, the creation of this centralised portal will ensure that Nviro staff have instant, easier access to a whole range of information and be able to share our vision and feel part of our journey to success.

- Instant access to your payslips
- Latest Company news and updates
- Colleague handbook
- Company Policies
- Documents unique to your job (e.g. P60 tax forms)
- Company communication
- Help, information and user guides
- Holiday requests

You can access the portal by simply logging on at nviro.co.uk and clicking on the link 'Employee Portal'. You will then be redirected to the portal login screen. To log in you will need your **National Insurance Number** and a password. Initially your password is set as your **Date of Birth(DDMMYYYY format)**. Once you have logged in for the first time you will then be prompted to set your own password for future access. You will then have full access to the new portal.

Colleague Code of Conduct

The Colleague Code of Conduct and Disciplinary Policy create the framework within which all Nviro colleagues must work. The Code of Conduct set the standards of conduct and performance at work and set a clear example to colleagues regarding what is expected of them. The Disciplinary Policy enable the Company to deal with any shortcomings in conduct, performance and discipline in a fair and consistent manner.

The Disciplinary Policy is not viewed primarily as a means of imposing sanctions but is intended to encourage and improve any colleague whose standard of work or conduct is unsatisfactory.

What is the Colleague of Conduct?

At Nviro we welcome and support people of all backgrounds and identities and will not discriminate against anyone. We all depend on each other to achieve our vision and company goals, and our decisions affect our clients and colleagues, which is why we think about those consequences when making decisions.

We won't agree all the time, but disagreement is no excuse for disrespectful behaviour. We will experience frustration from time to time, but we should channel this frustration in an appropriate way, to create an environment where people feel comfortable and productive whilst at work.

All colleagues are expected to conduct themselves in a manner which will maintain public confidence in both their integrity and the service provided by Nviro.

Misconduct (this list is not exhaustive)

- Failure to observe the company's procedures
- Minor breach of the company's health and safety procedures
- Poor performance
- Refusal to carry out a reasonable management request
- Persistent poor timekeeping
- Use of mobile phone during working hours and/or whilst on a company site
- Deliberate disruptive behaviour
- Breach of the company absence reporting procedure
- Unauthorised breaks
- Absences that are not genuine or not for the reason provided
- High levels of sickness absence

Gross Misconduct (this list is not exhaustive)

Some types of misconduct are serious enough to warrant summary dismissal, i.e., dismissal without notice and are considered to be Gross Misconduct, examples are:

- Theft or attempted theft, from Nviro, its colleagues, or clients or from premises being visited during the course of employment. Including taking items from rubbish bins without authorisation to do so
- Unauthorised removal of Nviro's property, willful or malicious damage to, or any other unlawful act, which involves the property of Nviro and/or its clients
- Unauthorised use of customer equipment
- Unauthorised absence/ absence without leave
- Sleeping whilst at work, during working hours
- Offences of a dishonest nature, examples of which could be falsification of signing in and out times, expense claim forms, timesheets, driver record books, etc
- Acts of a dishonest nature in relation to the disclosure of information on DBS forms or starter forms
- Willful action or serious negligence which endangers life or limb including deliberate damage to/ neglect of/serious misappropriation of safety equipment and any significant breach or non-compliance with company health and safety policies and safe working procedures
- Serious breach of the Company's Health and Safety procedures
- Serious breach of the Company Safeguarding Policy
- Serious breach of the Company Recruitment Policy Failure to comply with the Company's Alcohol, Drugs and Substance Misuse Policy
- Fighting, acts of violence or aggression and physical intimidation
- Sexual offences at work or sexual misconduct at work
- Disclosure to a third party of confidential or commercially sensitive information relating to the business of Nviro
- Criminal offences and/or conduct of such a nature (whether on or off duty) that the colleague would be unsuitable to carry out their duties
- Failure to comply with the company's Equal Opportunities and Dignity at Work Policies. Breaches of the relevant legislation could render a colleague liable personally for prosecution
- Deliberately misleading or supplying false information to Nviro Management regarding any aspect of Nviro business
- Unauthorised use of Company vehicles
- Covert recording
- Serious breach of any other Company policy

What are the disciplinary procedures?

The procedures are designed to help a colleague correct his/her performance and conduct, not necessarily as a way to dismiss them. Prior to any disciplinary meeting taking place, the colleague will be advised of the nature of the allegation(s) levelled against them and, where appropriate, of the supporting evidence. The colleague will have the full opportunity to challenge the allegation(s) and evidence before any decision is reached by the Company.

Informal Procedure

Before taking any formal disciplinary action, the colleague's immediate Line Manager will make every effort to resolve the matter by informal discussions where appropriate. They will verbally discuss with the colleague that failure to improve/repeated behaviour or conduct of the nature specified will lead to formal disciplinary action being taken (this will always be recorded, as a record of conversation). In the case of gross misconduct, or if the misconduct or performance is serious enough, the disciplinary policy will be invoked at whichever stage is deemed appropriate.

Formal Procedure - Right to be accompanied

Colleagues have the right to be accompanied at any stage of the formal disciplinary procedure and at any hearings appealing against disciplinary action, by a fellow colleague or a trade union official (even if we do not recognise the trade union in respect of that site). Acting as a fellow colleague's companion is a voluntary decision and no detrimental action will be taken against a colleague because he/she chooses to act on behalf of another colleague, or refuses to do so. The Company reserves the right to decline the presence of any representative if there is a potential conflict of interest or a fellow colleague is accused alongside.

Stage 1 – Written Warning

First written warning is appropriate for instances of misconduct that are sufficiently serious to warrant disciplinary action, but where there is no current warning in place. The warning will set out the nature of the misconduct and explain that any further misconduct (similar or otherwise) will be likely to result in further disciplinary action.

A copy of the written warning will be placed on the colleague's personnel file permanently, but it will be disregarded for disciplinary purposes after a maximum of 12 months, subject to satisfactory conduct and performance.

Stage 2 – Final Written Warning

If there is still a failure to improve during the duration of a prior warning and conduct or performance is still unsatisfactory, or if the misconduct is sufficiently serious enough to warrant only one written warning but insufficiently serious to justify dismissal, a final written warning will normally be given to the colleague. This will set out details of the complaint and will warn that dismissal will result if there is no satisfactory improvement.

A copy of this final written warning will be placed on the colleague's personnel file permanently, but it will be disregarded for disciplinary purposes after a period of 12 months subject to satisfactory conduct and performance during this period.

Stage 3 – Procedural Dismissal

If conduct or performance is still unsatisfactory and the colleague still fails to reach the prescribed standards, dismissal will normally result. The outcome will be confirmed in writing to the colleague setting out the reasons for the dismissal and the date the termination is due to take place. Depending on the terms of the colleagues' contract, this may involve payment in lieu of notice.

If a colleague is dismissed with notice, we reserve the right to instruct a colleague not to work for the duration of their notice period.

Where it is found that the misconduct is sufficiently serious to justify dismissal, the disciplining manager may consider alternative disciplinary action such as suspension without pay, demotion, transfer to other work or a loss of seniority, where terms and conditions of employment allow for this.

Summary Dismissal for Gross Misconduct

Summary dismissal (dismissal without notice) will only apply in cases of gross misconduct (i.e. misconduct considered so serious that it breaches the employment contract between a colleague and the Company and makes any further working relationship and trust impossible).

Please refer to the Employee Code of Conduct for examples of gross misconduct.

If, whilst investigating, the line manager has reasonable grounds to believe that gross misconduct has occurred, the colleague should be invited in for a formal disciplinary meeting. The invite letter should state that the allegations are deemed to be gross misconduct and that the meeting could result in summary dismissal.

Right of Appeal

Following any disciplinary, the colleague is given the right to appeal against the decision taken by the Disciplinary Manager. This must be made in writing, within 5 days of receipt of the disciplinary notice, stating clearly the reasons for the appeal. The appeal letter should usually be addressed, and the appeal heard by the Line Manager of the Disciplinary Manager. Full details of the person of whom to appeal will be given in the disciplinary notice.

Grievance Procedure

All colleagues have a right to express grievances relating to their employment and have them heard and settled fairly and promptly. The procedure is designed to enable this to happen and has three stages. Whilst a grievance is being considered at whatever stage, colleagues will be expected to work normally.

Informal Stage

A colleague with a complaint or concern relating to their employment should, in the first instance raise the matter with their immediate line manager using the grievance form, unless they feel unable to do so because the grievance concerns the line manager's conduct, in which case the colleague should refer to the Formal Stage of the procedure. The line manager will consider the matter and will reply orally to the grievance as soon as possible, putting resolutions in place where relevant. Where appropriate, agreed resolutions will be documented.

Formal Stage

If the colleague's complaint is unable to be resolved informally, the matter can be addressed via a formal grievance hearing. The colleague should submit their complaint in writing, using the formal grievance form, to their line manager, setting out as fully as possible the nature of the grievance and indicating the outcome they are seeking. The complaint should be headed 'formal grievance'. If the complaint concerns the conduct of the line manager, the colleague should submit the grievance in writing to the superior of the line manager.

Again, attempts should be made to resolve the grievance informally, if appropriate, and any agreed resolutions should be documented.

Where an informal settlement is not appropriate, the grievance will proceed to a full hearing.

Appeal Stage

Should the colleague remain dissatisfied, they will have the opportunity to appeal to an appropriate member of the Nviro Senior Management Team, as stipulated in their outcome letter. This should be made in writing and should clearly state the grounds of the appeal, i.e., the basis on which the outcome of the grievance was wrong or that the action taken as a result was inappropriate. This should be done within 5 working days of the written notification of the outcome of the grievance.

A meeting will be held as soon as is reasonably practicable by the member of the Senior Management Team, who will consider the grounds that the colleague has put forward and assess whether the conclusion reached in the original grievance hearing was appropriate. The appeal is not a rehearing of the original grievance, but rather a consideration of the specific areas with which the colleague is dissatisfied about the original grievance. As soon as possible after this meeting, the decision will be confirmed in writing to the colleague. Any delays in responding will be communicated, as appropriate. This decision is final.

Leaving your Employment

If you wish to terminate your employment with Nviro, you should contact your Line Manager and provide a written letter of resignation, giving the appropriate length of notice as required by your Contract of Employment.

You should return all Company property on your last working day. Final payment is made at the first scheduled pay interval following your leaving date and a P45 will be issued after this point. If you have taken more holiday than you have accrued when you leave Nviro, the Company will recover the overpayment from any wages that are due to you.

Family Friendly Procedures

Maternity Leave

All expectant mothers are entitled to 52 weeks of Maternity Leave. You must inform your Line Manager as soon as you know you are pregnant so that they can complete the appropriate Health and Safety risk assessment with you.

You will be required to notify the Company of your intention to take Maternity Leave during the 15th week before the expected week of childbirth. You will also need to provide us with your MAT B1 form, which is provided by your doctor or midwife and the date you wish to start your Maternity Leave. This information needs to be sent to the HR Department.

Paternity Leave

To qualify for Paternity Leave you must have been employed by Nviro for at least 26 weeks by the end of the 15th week before the start of the week when the baby is due. You must be the biological father of the child, the mother's husband or partner (including same-sex relationships), the child's adopter or husband or partner (including same-sex relationships) of the child's adopter.

As long as you meet the above criteria and inform your Line Manager of your intention to take Paternity Leave by the end of the 15th week before the baby is due, you will be entitled to take up to two weeks Paternity Leave in addition to your normal annual leave entitlement. You must complete the form on the Government website to request the leave. [Ask your employer for Statutory Paternity Pay or Paternity Leave or both - GOV.UK \(tax.service.gov.uk\)](#)

Adoption Leave

To qualify for Adoption Leave you must have been employed by Nviro for at least 26 weeks before the week in which the adoption matching certificate is issued. The rules for Adoption Leave and Pay mirror those of Maternity and Paternity Leave and Pay, though there are special rules for interrupted or discontinued adoptions. There are no additional rights if more than one child is adopted, e.g., a brother or sister. The adoptive parent may choose to start his/her adoption leave on the day the adoption is effective or at a predetermined date not earlier than 14 days before the date of adoption.

Shared Parental Leave

To qualify for Shared Parental Leave you must share responsibility for the child. You must also have been continuously employed by Nviro for at least 26 weeks by the end of the 15th week before the due date (or by the date you are matched with your adopted child).

If you are eligible, you can take your Shared Parental Leave when the mother has ended her Maternity Leave. You can take the remaining leave as Shared Parental Leave (52 weeks less any Maternity or Adoption Leave already taken). You will also be entitled to any remaining Statutory Shared Parental Pay.

You can view all of the Nviro Family Friendly policies on the Employee Portal

Benefits Package

Real Living Wage



Nviro is a Real Living Wage Employer and believes that all of our people deserve a wage that meets everyday needs. As a result, colleagues receive a pay increase each year in line with the Real Living Wage. The current Living Wage rate is £9.90 per hour and will rise to £10.90 from 1 May 2023.

Pension Scheme



Our pension scheme is with NEST. Taking time to understand how pension savings work could help you put the right plans in place so you can enjoy a better retirement. This is an opt-in or out scheme and Nviro will contribute towards this.

Wellbeing App - WeCare



WeCare provides a range of wellbeing services including Mental Health, Financial and Legal wellbeing and access to a 24/7 GP. To access the benefits, download the free WeCare app, set up a profile and use Nviro's unique access code (E31276).

Discount Portal (From December 2022)



All colleagues will have access to a discount portal that includes offers, discounts and cashback on retail, health, wellbeing, days out, restaurants and more.

Be a Hero Day



Every year on 21 June, we celebrate 'Be a Hero Day' by giving colleagues an additional day's annual leave (pro-rate for part-time hours). We don't mind when or how colleagues use their day off but we encourage them to use it as an opportunity to give back and be a hero in their local community.

Shine Recognition Scheme



Our Shine Recognition Scheme is a way of celebrating all the great work that goes on within Nviro. All nominations are encouraged and can be made by colleagues, clients, and building users to recognise a cleaner or support colleague that has gone above and beyond.

Progression Opportunities



We have a variety of progression opportunities available to support those wishing to progress within Nviro and develop their skillset to be able to move into leadership roles. We also offer all colleagues the opportunity to study functional skills in maths and English, at a college close to home.

Recommend a Friend Scheme



If you introduce a friend or relative to Nviro and they are successful in getting a job, you can earn up to £100. When your friend gets appointed, £50 will be paid automatically in your next pay and after they complete three months service, you will be paid the other £50 in your next pay.

Environment



Caring for the Environment

We are driven in our thirst for continuous improvement, and we are committed to trying to make a difference to our impact on the environment. Nviro is an OHSAS 45001 accredited provider of contract cleaning and related services, which is the Quality Management Standard for Environmental Procedures.

We actively work with both our customers and suppliers to encourage them to be aware of their impact on the environment and work in partnership with them to reduce that impact.

As part of your induction, you will receive Environmental Awareness training and we ask every colleague to work with us in our ongoing commitment to protect the environment.

Each one of us can make a difference by following even the simplest of rules:

- Turn off lights and equipment when they are not needed
- Do not leave taps running
- Recycle materials wherever possible
- Ensure all waste is segregated into the correct waste streams
- Use the correct amount of chemicals
- Report anything you feel may affect the environment

The above are just some of the ways you can help save our planet. If you think you have a better way of getting the task completed using fewer resources, speak to your Line Manager. For a full copy of the Nviro Environmental Policy please visit the Employee Portal.

You can make a difference!

Health & Safety



Health and Safety is very important to everyone at Nviro, and we recognise our legal duties of care as set out in the Health and Safety at Work etc. Act. We have robust procedures and guidelines in place and our management system is accredited to the ISO 45001 standard. A full copy of Nviro's Health and Safety Policy Statement is available in the Health and Safety Manual on the Employee Portal Your Line Manager will be able to show you where this important document is kept on the Employee Portal during your induction.

Who is responsible for Health and Safety?

Health and Safety is everyone's responsibility. Managers at Nviro are responsible for providing a safe environment in which to work and safe procedures to work to. It is everyone's responsibility to be aware of risks and report hazards to their Supervisor or Manager to prevent accidents. In the cleaning industry, failure to follow Health and Safety procedures could lead to accidents putting ourselves, our colleagues and the public at risk.

What can I do to prevent accidents?

DO

- Always wear/use the necessary protective clothing/equipment provided for the task
- Follow instructions carefully. Your induction gives vital information which you should follow throughout your employment with us
- Make your Line Manager aware if you feel you require any additional assistance, instruction, or training on anything to do with the tasks you are asked to complete, or safety on the site that you work
- Take time to assess the situation you are presented with. Look for possible hazards before commencing the task
- Report any potential hazards to your Line Manager immediately
- Make yourself familiar with and adhere to the risk assessments in the Health and Safety Manual
- Report all accidents to your supervisor or Manager immediately
- Make yourself familiar with the chemicals on site and the COSHH assessments for them located in the Health and Safety Manual
- Carry out safety checks before using any machinery
- Place hazard signs at every entrance to the area you are working in. Only remove them if all machinery, equipment and chemicals have been put away and all floors are dry and safe to walk on

DO NOT

- Do not use a chemical from a container that is not labelled, or place chemicals in unlabeled containers or containers which have not been issued to you for use by Nviro
- Do not bring on-site or use chemicals that have not been supplied to you by Nviro
- Do not attempt any repairs on any broken/faulty machinery yourself
- Do not carry out tasks that you are not trained to carry out

Nviro takes health and safety matters very seriously.

Your safety is our priority therefore failure to comply with Health and Safety rules or procedures is classed as gross misconduct in line with the Company's disciplinary policy

What do I need to know about Health and Safety?

Fire

- Co-operate with fire drills at all times and never assume it is only a drill
- Make sure you know where the fire exits are and that you are familiar with any fire notices and assembly point instructions displayed within the building you are working in
- If the alarm sounds leave the building as quickly and as safely as possible. Never stop to collect personal belongings
- Go to the site fire assembly point outside and wait for instruction

Electricity

- Check electrical equipment before use and report any damage to your Line Manager immediately
- Make sure the plug is properly fitted and that any leads are free from damage
- Never use electrical appliances where there is water unless the machine is designed to do so
- Ensure all portable electrical equipment that you use is tested annually by a trained person (PAT) and a sticker indicates the test is in date

Hazard Signs

Place hazard signs at every entrance/exit to an area when:

- any cleaning operation is taking place or has been cleaned and wet floors are drying
- a spill has occurred. But please remember to remove hazard signs once the floor is dry
- Inform your manager immediately if you require additional signage Hazard signs prevent slips, trips and falls by making others aware

Reaching High Places

- Never climb on a table or chair to reach high places
- Never use ladders or steps unless you have been given specific instruction and training to do so always use an alternative method such as a long handled duster

Using Chemicals

- Always read the label on a chemical container and make yourself familiar with its COSHH detail in the Health and Safety Manual
- Follow the instructions and dilution rates exactly
- Do not use a substance unless you have been trained to use it
- Do not decant chemicals unless it is in a labelled trigger bottle issued for use by Nviro

- Never use chemicals from unlabeled containers, report instances to your Manager
- Do not use your own chemicals or those which are not issued by Nviro

Noise

Some equipment or working environments are noisy. If it has been identified that protection is required, you must wear the ear protection provided.

Personal Protective Equipment (PPE)

Where risk assessments have identified the requirement for PPE to be worn e.g. gloves, ear defenders, respiratory masks or eye protection, these will be issued and available on site.

It is your responsibility to wear PPE at all times when required. Missing or damaged PPE should be reported to your Line Manager immediately.

New and Expectant Mothers

If you are pregnant:

- Notify your Line Manager as soon as possible
- A risk assessment will be carried out to make sure you are safe at work

Lone Workers

Where you are working alone on site, you must follow the Lone Working Procedures and any specific instructions given to you.

Risk Assessments

A risk assessment is a procedure designed to identify and remove or reduce risk. It involves assessing the range of workplace activities and then detailing appropriate control measures to deal with them. See the Health and Safety Manual for more information.

Where can I find out more about Health and Safety at Nviro?

Every colleague, sub-contractor or self-employed person undertaking cleaning duties on behalf of the Company has access to the Health and Safety Manual, which can be found on the Employee Portal. This provides guidance on all aspects of the work Nviro undertakes. It also refers to COSHH assessments, risk assessments and manual handling. All colleagues and any sub-contractors or self-employed persons working for Nviro must be familiar with the contents of the Health and Safety Manual.

Please remember - Accidents hurt, safety doesn't.

Accident Recording & Reporting Procedure

If you have an accident at work you must report it to your Line Manager immediately or as soon as practicable.

All sites should have a supply of Nviro Accident/Incident Report and Investigation Forms that you must fill in when the accident occurs. You should complete Part A and then pass the form to your Line Manager to complete the rest. If for any reason you cannot contact your Line Manager and you are unsure who to report the accident to, please ring the Head Office on **02392 370044** and they will be able to assist you. You must cooperate with any subsequent investigations which may be required.

When reporting an accident, you will be required to provide the following information: The injured person's name

The injured person's name	Location of accident
Sex	Description of circumstances
Age	Time of accident
Occupation	Name of person reporting accident
Nature of injury	Any eye witness

RIDDOR

Some accidents have to be reported to the Health and Safety Executive. If an accident involves a broken bone, severe cuts, serious burns or electrocution, loss of consciousness or a fatality, you must inform your Line Manager immediately.

Near Miss

A near miss is any event which could have had the potential to cause injury (and/or damage and/or loss) but was avoided due to the circumstances. If you feel there has been a near miss you must report it using the Near Miss QR Code in the cleaning cupboard.

Your Line Manager will provide you with assistance, if you require it, when completing an incident/accident form.

Safe Lifting & Manual Handling

What is Manual Handling?

Manual handling is the term used to describe the lifting and moving of objects or equipment. The contract cleaning industry could not be described as extremely hazardous, but there are items that have to be moved and this could result in injury unless the basic rules for lifting and moving are applied. Manual handling training will be given as part of your induction. You should follow this instruction carefully throughout your employment with us.

When moving an object, stop and think before you attempt to lift or pull/push it. Ask yourself the following questions:

- Is there an easier way to move this?
- Is it necessary to lift?
- Do I need help?
- Is the route clear?

What are the biggest risks where I work?

- Moving a machine from one floor to another
- Moving furniture
- Lifting a machine on and off of a van
- Moving waste, especially outside

What can I do to reduce the risks?

- Wherever there is a mechanical lift, use one
- If there isn't a mechanical lift, get help
- Ask your Line Manager if there is another way to solve the problem
- Machines can sometimes be made lighter by removing attachments
- Do not overfill waste bags with waste. Make additional trips where necessary

Some safety points when manual handling

- Always examine the object before lifting, checking for sharp edges and stability
- Plan what you intend to do in advance, watching for trip hazards
- Stand close to the load; spread your feet to provide a stable base
- Bend from the knees and keep your back in a natural line
- Grasp the load firmly and raise your head as you start to lift
- Hold the load close to the centre of your body
- Always ensure that you can see where you are going

Take extra care when lifting objects in and out of vehicles, or up and down stairs

Nviro has undertaken a risk assessment for manual handling, a copy of which is in the Health and Safety Manual.

Using Machinery

How do I know my machine is safe to use?

Before using any machinery always check the following:

- Check the plug for damage, loose pins or faults and smell the plug for indications of burning
- Check the hose and wheels for damage
- Check the dust bag isn't full or damaged
- Check the cable for any breakage, wear or damage
- Check the machine casing for any cracks
- Check to see that there is a current PAT test date

All machinery must be checked for these things before each use.

What should I do if I find a fault?

If you find any fault report it immediately to your Line Manager. Do not use the machine. Put a "DO NOT USE" label on the machine. Put the machine away for repair.

Use of machinery

Whatever piece of machinery you use, you should always look after it. If you don't it may mean that you cannot perform your job properly. After each shift you should unplug the machine and wipe it down with a damp cloth, check the dust bag to see if it needs replacing, wind the cable back round the machine loosely and make sure all machinery is stored away after use.

Always ensure that when using a machine, you do not pull the cable taut. If the cable gets caught under a door or around the leg of a chair never pull it free. Switch off the machine and carefully loosen the cable where it is caught. Never over-stretch the cable. Always uncoil cables before use.

Colleagues should not at any time use machinery and equipment not supplied by Nviro unless you have had authorisation from your Line Manager and received specific training and certification. Examples of equipment requiring training and authorisation include but are not limited to rubbish compactors, customer vehicles and any other equipment not owned and maintained by Nviro.

What can I do to prevent breakdowns?

Vacuum cleaners are the most common machine in use and most breakdowns are caused by misuse. The following procedures will help to reduce breakdowns:

- Make sure you know how to use your particular type of machine properly
- Make sure you check the dust bag regularly and empty it when it is full
- Do not try to pick up large objects with a vacuum. They are not designed for this and will become blocked

The Colleague Handbook will be reviewed at least once a year to ensure it is up to date. If you require a more up to date copy or wish to make any suggestions, please contact your Line Manager.

Next Review due in April 2023

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