



Employee Handbook

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Chapter 1: Introduction

Company History

PRS Household Services is an Irish-owned company based in Dublin, operated to meet the needs of PRS scheme landlords, managers and residents. With over 50 years of experience in the residential contract cleaning sector and a proven determination focused on being Ireland's leading supplier of high-end unit turnover, housekeeping and serviced apartment services, PRS is a proven partner for all products & services necessary to ready your residential units to generate rental income and create consistent, portfolio-wide, positive resident first impressions.

Serving over 20,000 apartments of some of Dublin's largest and most prestigious developments, PRS, Ireland's only Certified Carbon Neutral housekeeping organisation, makes financial, managerial and commercial commitments to maintain its market leader status and consistently satisfy the unique needs of the high-end private and corporate lettings.

In addition to corporate services, PRS' fully insured, trained and supervised team offers professional domestic cleaning services to tenants across Dublin, providing end-of-tenancy cleaning, move-out cleaning, one-off deep cleaning and regular or hotel-style housekeeping services.

The business was incorporated in 2018 by Gerry Harvey, Shane O'Rielly and Galen Bales and the senior management team currently comprises of Conor Kelly Byrne, General Manager, Joanna Jarosik, Operations manager, Oliwia Woznicka, In-House Manager and Viktor Nofal, Customer Success Manager.

Vision, Mission, and Corporate Values

At PRS Household Services, our core values guide everything we do. These values are the foundation of our business and reflect our commitment to excellence:

Professionalism: We maintain high standards in all our operations.

- Sustainability: We are dedicated to environmentally responsible practices.
- Loyalty: We foster a culture of loyalty and trust within our team.
- Promoting from Within: We believe in developing our employees for growth and advancement.
- Rewarding Environment: We strive to create a work environment where everyone can thrive.

These values shape our approach to both clients and employees, and they are timeless commitments that guide our current and future endeavours.

Our Mission is to deliver premium-quality, sustainable solutions to our clients by leveraging highly trained teams and innovative technology. We are committed to providing competitive pricing while maintaining our focus on quality and client satisfaction.

Our Vision is to become Ireland's leading carbon-neutral facilities management service provider, offering premium services that are both environmentally sustainable and of the highest quality.

Chapter 2: Employment Guidelines

Commencement of Employment

The commencement of employment is an exciting time for both new employees and PRS Household Services. We strive to ensure that the transition into your new role is smooth, welcoming, and aligned with both your personal and professional goals. This section outlines the key policies and practices that will guide you through your initial period of employment with us.

Recruitment Policy

At PRS Household Services, we are dedicated to recruiting the right people for the right roles. We believe that our success is built upon the talents, dedication, and professionalism of our employees. We are committed to an efficient, transparent, and fair recruitment process, designed to ensure that we hire individuals who are well-suited for the role and who will contribute positively to our team culture.

In line with our commitment to equal opportunities, all appointments and promotions within the company are made based on clear, job-related criteria. We aim to hire the best candidates, without discrimination, in accordance with the company's Equal Opportunities Policy.

Equal Opportunities Policy

PRS Household Services is committed to fostering a diverse and inclusive workplace where all employees feel respected, valued, and empowered to reach their full potential. Regardless of race, gender, disability, marital status, sexual orientation, religion, or nationality, all candidates will be considered fairly and equitably. Our Equal Opportunities Policy aims to prevent any form of discrimination or harassment within the workplace and is guided by the Employment Equality Act 1998-2015, which prohibits discrimination based on:

- Gender
- Marital Status
- Family Status
- Sexual Orientation
- Religion
- Age
- Disability
- Race
- Membership of the Travelling Community

We believe that creating a positive, inclusive environment is fundamental to our success and we are dedicated to supporting the development of all employees through equal opportunities in training, promotions, and career progression.

Open Door Policy

At PRS Household Services, we value open, honest, and transparent communication. We encourage all employees to discuss any questions or concerns they may have with their Line Manager or relevant team leader. The Open-Door Policy ensures that every employee has access to management and can approach them directly for guidance or to address any work-related issues. We believe that fostering a culture of openness helps to resolve issues before they become problems and strengthens the trust and collaboration within our teams.

Job Descriptions and Expectations

Upon commencement of employment, each employee will be provided with a clear Job Description outlining the roles, responsibilities, and expectations for their position. This document serves as a guide to help employees understand their key duties, performance standards, and how their role contributes to the overall goals of PRS Household Services.

Employees should also be aware that their job description may evolve over time to reflect changing business needs or personal growth within the company. Regular performance reviews (see Performance Management section) will help clarify any changes in expectations and provide an opportunity for employees to discuss their career progression and development goals.

Probationary Period

New employees at PRS Household Services will undergo a probationary period, typically lasting three to six months. During this time, both the employee and the company will have the opportunity to assess mutual fit. The probationary period provides employees with a chance to demonstrate their skills and abilities, while also ensuring that they are well-supported and trained. The company reserves the right to extend the probationary period, if necessary, with notice. Employees retain their statutory rights during probation. Progress will be reviewed regularly with your Line Manager.

At the end of the probationary period, a performance review will take place to assess whether the employee's role will become permanent. If the probation period is not successfully completed, either the employee or the company may decide to terminate the employment relationship, following the appropriate notice period.

Salary and Benefits

PRS Household Services offers competitive compensation packages to attract and retain talented individuals. Salary details, including payment frequency and deductions, will be outlined in your employment contract. As part of our commitment to employee well-being, the company provides a range of benefits that may include:

- Pension Scheme: Employees may be eligible for pension contributions from PRS Household Services.
- Health Insurance: Access to private health insurance may be available, depending on your role and length of service.
- Annual Leave: Employees are entitled to paid holiday leave, with the amount dependent on length of service and employment type (full-time, part-time, or fixed term).
- Sick Leave: PRS Household Services offers paid sick leave in accordance with company policy and statutory entitlements.

All benefits are subject to eligibility criteria, role requirements, and may vary depending on contract type and length of service.

Employee Wellbeing and Assistance

At PRS Household Services, we are committed to supporting the health and wellbeing of our employees. We recognise that personal or work-related challenges can arise from time to time, and we are here to help. As part of our commitment to employee support, we offer access to an independent Employee Assistance Programme (EAP). This confidential service provides professional counselling, advice, and support on a range of issues including mental health, financial concerns, family matters, and work-related stress. The EAP is available to all employees and can be accessed 24/7 at no cost. We encourage all employees to prioritise their wellbeing and to reach out for support when needed.

Training and Development

PRS Household Services is committed to the ongoing professional development of our employees. As part of our onboarding process, all new employees will be required to complete essential online training, including modules on Health & Safety, Company Policies, and Compliance. Specific job-related training will be provided according to your role.

In addition to initial training, employees are encouraged to take part in ongoing professional development, with opportunities for internal and external training courses, seminars, and qualifications. We believe that continuous learning is vital to personal growth and organisational success.

Workplace Health and Safety

PRS Household Services prioritises the health, safety, and well-being of all employees. As part of your induction, you will receive information on our Health and Safety Policy, including guidelines on workplace safety, emergency procedures, and reporting hazards. Employees are expected to:

- Follow all health and safety guidelines
- Report accidents, injuries, or unsafe conditions promptly
- Attend safety briefings and training sessions

Ensuring a safe workplace is everyone's responsibility, and we expect all employees to actively contribute to a safe and secure environment.

Employee Rights and Responsibilities

As an employee of PRS Household Services, you have certain legal rights and responsibilities, which include:

- **Right to a Safe and Respectful Work Environment:** You have the right to work in an environment that is free from harassment, bullying, or discrimination. All offers of employment are subject to verification of the individual's legal right to work in Ireland.
- **Confidentiality:** You are expected to respect the confidentiality of company information, client data, and any sensitive materials you may come into contact with during your employment.
- **Obligation to Follow Company Policies:** Employees are expected to familiarise themselves with the company's policies and procedures, including the Code of Conduct, Anti-Bribery and Corruption policies, and other operational standards. All employees are expected to uphold the company's Code of Conduct, which outlines acceptable workplace behaviour, ethical standards, and professional integrity.

Attendance and Punctuality

Being reliable and punctual is a key part of your role at PRS Household Services. We expect employees to:

- Arrive on time for work, meetings, and other scheduled events.
- Notify their line manager promptly if they are unable to attend work due to illness or other emergencies.
- Adhere to the company's attendance policy, which includes guidelines for requesting time off and reporting absences.

Failure to adhere to attendance expectations may result in disciplinary action as outlined in our Disciplinary Procedures.

For full details on how the company addresses misconduct or employee concerns, please refer to the Disciplinary and Grievance Procedures outlined in Chapters 7 and 8.

Communication and Feedback

At PRS Household Services, we place high importance on open, transparent communication at all levels. As a new employee, you will receive feedback on your performance regularly, and we encourage you to seek feedback proactively. Managers will also conduct performance reviews, which provide a formal opportunity to assess your progress, discuss challenges, and set development goals.

If you ever have concerns, suggestions, or questions about your role or the company, we encourage you to communicate openly with your Line Manager or HR. We are committed to continuous improvement and value employee input.

Chapter 3: General Conditions of Employment

This section covers the general terms of employment at PRS Household Services, applicable to all employees unless otherwise stated in individual contracts or required by law.

Reference & Probationary Period

- **Reference Checks:** Employment is contingent upon accurate information on your application. The company may, at its discretion, request references from previous employers or institutions, and any offer of employment may be withdrawn or terminated if references are unsatisfactory or materially inconsistent with your application.
- **Probationary Period:** All employees undergo a probation period, the duration of which is outlined in the contract. During this time, the company evaluates your fit for the role. Probation periods can be extended if necessary. PRS Household Services is committed to ensuring fair treatment and appropriate communication throughout the entirety of your employment. The company reserves the right to terminate employment during or at the end of probation, with notice, as outlined in your contract.

Job Title

Your job title and role are detailed in your contract, with any changes communicated in writing, and a revised contract issued if needed. From time to time, your responsibilities may evolve in response to business needs, and any such adjustments will be discussed with you in advance. While changes will be made with consideration for your skills and experience, PRS Household Services reserves the right to update roles and responsibilities as necessary to meet operational requirements.

Hours of Work

Working hours are specified in your contract. Flexible hours are encouraged, but adherence to agreed hours is expected.

You may occasionally be required to work outside regular hours (e.g., evenings, weekends, or public holidays), with compensation for overtime in line with Irish law.

Timekeeping

Punctuality is essential. Employees are expected to adhere to agreed working hours, and any lateness or absence must be reported promptly to your Line Manager or HR. Persistent lateness, or unauthorised absences may result in disciplinary action.

Home-to-Work Travel

Employees are responsible for their own travel to and from work unless otherwise agreed in the contract.

Rest Breaks

Rest breaks are unpaid and provided in accordance with the Organisation of Working Time Act 1997, which entitles employees to a 15-minute break after 4.5 hours of work and a 30-minute break after 6 hours of work.

Overtime

Overtime is subject to prior approval and will be compensated in line with the Organisation of Working Time Act 1997. Employees should note that the average working week must not exceed 48 hours over a four-month reference period, unless a longer reference period has been approved in accordance with the Organisation of Working Time Act 1997.

Appearance Policy

At PRS Household Services, all employees are expected to maintain a professional and tidy appearance that reflects positively on the company. This includes wearing the designated company uniform where applicable, keeping it clean and well-maintained, and adhering to any grooming standards set forth to ensure safety, hygiene, and a consistent corporate image. Personal presentation should be appropriate to the work environment and respectful of colleagues and clients. The Appearance Policy helps promote a positive workplace culture and supports our commitment to professionalism.

Uniform Policy

Employees must wear company-provided uniforms during work hours. These should be clean, well-maintained, and in line with the Appearance Policy. Smoking while in uniform is prohibited.

Notice Period

The notice period for termination of employment is subject to statutory minimums as outlined in the Minimum Notice and Terms of Employment Acts 1973–2005 and is based on length of service, ranging from 1 to 8 weeks, as specified in your contract. Immediate termination can occur in cases of serious misconduct.

Work Flexibility

While employees are expected to remain flexible in relation to duties, department, or location, any significant changes will be communicated in advance and, where appropriate, discussed with the employee.

Legal Requirements & Policies

PRS Household Services complies with Irish Employment Law, including the Employment Equality Acts 1998–2015, Health and Safety regulations, and Data Protection policies. PRS Household Services is committed to protecting your personal data in compliance with the General Data Protection Regulation (GDPR). Employee information will be handled confidentially and used only for legitimate business and legal purposes. Employees must adhere to the company's Disciplinary and Grievance Procedures.

Company Vehicle Guidelines

Company vehicles may be fitted with GPS tracking systems for operational and safety purposes. Any data collected will be handled in accordance with GDPR and used only for legitimate business purposes. Employees provided with company vehicles must follow these specific terms:

Eligibility and Insurance

Employees must be legally authorised to drive in the country of operation, 20 years or older, hold a full, clean driving license, and be registered under the company's insurance policy before driving a company vehicle.

Driving Rules

Employees must complete the Driver Training Induction for authorisation to operate any company vehicle, ensuring they are fully aware of safe driving practices and company requirements. Compliance with all road traffic laws is mandatory at all times. Additionally, employees are required to accurately record fuel expenses and use fuel cards exclusively for legitimate company-related purposes.

General Use & Maintenance

Vehicles must be kept clean, tidy, and regularly inspected for damage. Any issues should be reported to the Operations Manager or HR.

Smoking and Personal Conduct

Smoking in company vehicles is prohibited. Employees are expected to drive responsibly and maintain a professional image on the road.

Accidents & Vehicle Damage

Any accidents must be reported immediately. Employees are responsible for damage to company vehicles beyond normal wear and tear.

Fines & Charges

Employees are responsible for any fines or penalties incurred while using a company vehicle. These must be settled personally.

Disciplinary Action

Violations of the Company Vehicle Policy may result in disciplinary actions, including warnings, suspension of vehicle privileges, or termination of employment.

Chapter 4: Pay & Expenses

This chapter outlines the company's remuneration policy, salary payment processes, expense reimbursement procedures, and relevant legal considerations.

Remuneration Policy

PRS Household Services aims to ensure fair and competitive compensation based on your abilities, experience, and performance, in line with market standards and Irish employment law.

Payment of Wages

Salary reviews may be conducted annually and are based on performance, market conditions, and company policy. All salary and remuneration details are strictly confidential. Employees are expected to respect the privacy of their own and their colleagues' compensation information and refrain from discussing or disclosing such details within or outside the organisation.

- **Salary Payment:** Wages are paid monthly, with the net salary deposited into your bank account on the 10th of each month or nearest working date if it falls on a weekend or a Bank holiday. Deductions include PAYE (tax), PRSI (social insurance), USC (Universal Social Charge), and any other agreed-upon deductions.
- **Pay Slips:** A pay slip is provided each month, showing:
 - Gross salary (before deductions),
 - Deductions (taxes, contributions),
 - Net pay (amount deposited in your bank account).
- **Deductions:** The company may make salary deductions for overpayments, unreturned property, or any amounts owed, as per the Payment of Wages Act 1991. All deductions from your salary, other than statutory deductions, require your prior consent.
- **Termination of Employment:** Any amounts owed to the company will be deducted from your final salary upon leaving. Employment details will also be reported to the Revenue Commissioners for tax and social insurance purposes. Final salary will be paid in accordance with the Payment of Wages Act 1991.

Pay Queries

If you have concerns about your pay or deductions, you should contact your Line Manager or HR for clarification and resolution.

Personal Retirement Savings Account (PRSA)

- **Eligibility:** Employees can opt to participate in a Personal Retirement Savings Account (PRSA), a flexible pension plan.
- **Contributions:** You can contribute a portion of your salary to your PRSA, which is deducted directly from your pay.
- **PRSA Provider:** Contributions are managed by a provider (bank, building society, or insurance company).
- **Regulation:** PRSAs are regulated by the Pensions Authority and the Revenue Commissioners. Contributions will appear on your pay slip.

For further PRSA details or changes, contact the HR department or Accounting Administrator.

Expenses

- Approval Process: Business-related expenses must be pre-approved by your Line Manager or supervisor before being incurred.
- Reimbursement: Approved expenses will be reimbursed once receipts and relevant documentation are submitted to the Finance Department.
- PRS Household Services adheres to the Organisation of Working Time Act 1997, ensuring employees are fairly compensated for work-related expenses. Please note only legitimate business expenses in line with company policy will be reimbursed.

Other Legal Considerations

- Payment of Wages Act 1991: This Act protects employees from unlawful wage deductions. Employees can challenge unlawful deductions in court.
- Organisation of Working Time Act 1997: PRS Household Services complies with this Act, which governs working hours, overtime, rest periods, and annual leave entitlements, ensuring fair compensation for all.

Chapter 5: Holidays & Leave

This chapter covers your annual holiday entitlements, leave policies, and public holiday benefits.

Annual Holidays

Holiday Entitlement: Your statutory annual leave entitlement is outlined in your Contract of Employment and is separate from the 10 public holidays provided under Irish law. Employees may be required to reserve 3–4 days of annual leave for the Christmas/New Year period, based on operational needs. Annual leave continues to accrue during periods of statutory leave such as maternity, adoptive, and parental leave, as required by Irish legislation

Holiday Request Process

- **Requesting Time Off:** To request holiday time, you must complete a Holiday Request Form and get approval from your Line Manager before making any plans. This ensures business needs are met.
- **First Three Months:** Generally, holiday requests are not granted during the first three months of employment. However, pre-arranged holidays made before joining will be honoured but may be paid based on applicable entitlement.
- **Approval:** Holiday timing is subject to approval, considering business needs and staffing levels. In some departments, only one employee in the same role may take leave at a time. Peak periods like Christmas may have restrictions.

Holiday Carry-Over and Payment:

- **Use It or Lose It:** Annual leave should be taken within the leave year where possible. However, unused leave may be carried forward for up to 3 months after the end of the leave year, in accordance with the Organisation of Working Time Act 1997, unless otherwise agreed with your Line Manager.
- **Public Holiday During Annual Leave:** Employees who are required to work on a public holiday, and who would normally be scheduled to work that day are entitled to receive an additional day's pay, calculated based on their normal daily earnings, to be taken before the end of the calendar year. This is typically determined using the average daily pay over the 13 weeks prior to the public holiday. Entitlements are provided in accordance with the Organisation of Working Time Act 1997.
- **Leaving the Company:** If you leave after fulfilling your contractual obligations, you are entitled to payment for unused holidays. If you have taken more holidays than your entitlement, the excess will be deducted from your final salary.

Unpaid Leave

In exceptional circumstances, unpaid leave may be granted at the company's discretion, subject to operational requirements and only after all paid leave entitlements have been used.

Part-Time Employees

Part-time employees receive holiday entitlements on a pro-rata basis—8% of hours worked in the leave year, up to a maximum of 4 weeks.

Public Holidays Entitlement

- Full-time Employees: Immediate entitlement to public holiday benefits.
- Part-time Employees: Entitled if they've worked at least 40 hours in the 5 weeks leading up to the public holiday.

Public Holiday Benefits

If eligible, you can choose one of the following:

1. A paid day off on the public holiday,
2. An additional day of annual leave,
3. An additional day's pay.

Alternatively, you may take a paid day off within a month of the public holiday.

Public Holiday Work

If you work on a public holiday:

- Additional Pay: You are entitled to an additional day's pay.
- If Not Normally Working: If you don't usually work on the public holiday, you are entitled to one-fifth of your weekly pay.

Statutory Public Holidays in Ireland:

1. New Year's Day (1 January)
2. St. Brigid's Day (1 February)
3. St. Patrick's Day (17 March)
4. Easter Monday (varies each year)
5. First Monday in May
6. First Monday in June
7. First Monday in August
8. Last Monday in October
9. Christmas Day (25 December)
10. St. Stephen's Day (26 December)

Chapter 6: Sickness Procedures

At our company, we are deeply committed to supporting the well-being of our employees, especially during times of illness. We understand that health challenges can arise unexpectedly, and we prioritise creating a supportive environment where employees feel comfortable and cared for.

Employee Absence Reporting Procedure

- **Advance Notice:** Employees must inform their Line Manager before 9:00 AM on the first day of absence if they are unable to come to work.
- **Communication:** If you are unable to notify your Line Manager personally, you or a representative on your behalf should inform them of your absence via phone, email, or text message by 9:00 AM on the first day of absence.
- **Details to Provide:** When reporting an absence, employees should provide details of the nature of their illness. While respecting privacy, employees are encouraged to indicate when they expect to return to work if possible.
- **Failure to Notify:** Failure to notify the Line Manager in accordance with the established reporting procedure, or to provide a valid explanation for an absence, may result in the absence being deemed unauthorised and could lead to HR involvement or formal action.

Medical Certificates

- **Required After 3 Days:** A Medical Certificate from an appropriate doctor is required if the employee is absent for 3 or more consecutive days. This certificate should be submitted to HR or your Line Manager upon your return to work and on a weekly basis thereafter if the absence continues. All medical certificates and health-related data will be handled confidentially and in compliance with GDPR.
- **Medical Examination:** The company reserves the right to request that an employee undergo a medical examination by a practitioner of its choice, at the company's discretion, to verify fitness to return to work or to assess ongoing illness.

Sick Pay (Statutory Sick Pay under the Sick Leave Act 2022)

- **Eligibility:** Employees become eligible for statutory sick pay after 13 weeks of continuous service with the company, including during probation.
- **Payable Sick Days:** Statutory Sick Pay entitlements are being phased in under the Sick Leave Act 2022, increasing annually:
 - 2023: 3 days
 - 2024: 5 days
 - 2025: 5 days
- These days are considered business days unless otherwise stated.
- **Payment Calculation:** Statutory sick pay is calculated at 70% of your normal daily rate, up to a maximum payment of €110.00 per day.
- **Note:** Any payments from Social Welfare may be deducted from the statutory sick pay entitlement.
- **Medical Certificate:** To qualify for sick pay, a Medical Certificate from an Irish doctor confirming that the employee is unfit to work is required.

Summary of Sick Leave Policy

- Statutory sick pay begins after 13 weeks' service.
- A medical certificate is required for absences of 3 days or more. To qualify for Statutory Sick Pay under the Sick Leave Act 2022, employees must submit a medical certificate from a registered medical practitioner confirming they are unfit to work. Certification is required from the first day of absence and must cover each day for which statutory sick pay is claimed.
- All absences must be reported before 9:00 AM.
- Long-term illness may require medical review.
- Illness-related information is confidential and handled under GDPR.

Social Welfare Acts

- The Social Welfare Acts provide various benefits to employees, including Illness Benefit, which may be applicable in cases of illness or injury.
- Illness Benefit:
 - Employees who are unable to work due to illness may be eligible to receive Illness Benefit from the Department of Social Protection, subject to a waiting period.
 - The company requires that employees apply for Illness Benefit if absent for a prolonged period. If the employee is eligible for Social Welfare benefits, they must refund any sick pay received from the employer during this period.
- Sick Leave Payment: If statutory sick pay is not being claimed (e.g., for absences shorter than the qualifying period), the employee is still required to submit medical certificates for the duration of their absence, as per the Sick Leave Act 2022. If the company provides discretionary sick pay beyond the statutory entitlement, any Illness Benefit received from Social Welfare must be refunded to the employer for that period.

Health and Safety at Work Act 2005 (Relevant to Absences Due to Injury):

- Workplace Injuries: In accordance with the Safety, Health, and Welfare at Work Act 2005, if an employee is absent due to a workplace injury or accident, the company may require the employee to undergo a medical assessment to confirm they are fit to return to work. All injuries occurring at work should be logged in an Accident Report Form and sent to the appropriate manager.
- Reporting: Employees must report any workplace injuries or accidents promptly, following the company's health and safety protocols. This ensures compliance with legal requirements and safeguards the health and safety of all employees.

Employment Equality Acts 1998–2015 (Relevant to Discrimination and Disability)

- Non-Discrimination: Under the Employment Equality Acts 1998–2015, employees are protected from discrimination due to illness or disability, including short-term illness. If an employee has a long-term or recurring illness, they may be protected under the Disability Discrimination provisions. The company is committed to ensuring that it meets its obligations under this legislation when managing sick leave.
- Reasonable Accommodation: The company will make reasonable accommodations for employees who are absent due to long-term illness or disability, such as adjusting working hours, modifying duties, or providing additional support where necessary.

Chapter 7: Grievance Procedures

Grievance Procedure

At PRS Household Services, we are committed to resolving employee concerns fairly, respectfully, and in a timely manner. Where possible, employees are encouraged to address workplace concerns through informal discussion. If this does not lead to a resolution, a structured formal procedure is in place, aligned with the Code of Practice on Grievance and Disciplinary Procedures (SI No. 146/2000).

Informal Stage

Employees should initially raise concerns verbally with their Line Manager. Most issues can be resolved through open discussion. If clarity is needed, brief written notes may be shared by either party.

Formal Stage 1

If the matter remains unresolved, the employee should submit the grievance in writing to their Line Manager. The Line Manager will meet with the employee and issue a written response within 5 working days, where reasonably practicable.

Formal Stage 2

If dissatisfied, the employee may escalate the grievance in writing to a member of the senior Leadership team. A meeting will be held, and a written response will be provided within 5 working days.

Appeal Stage (Final Stage)

If the grievance remains unresolved, the employee may appeal to the HR Manager, or a designated senior leader not previously involved. A meeting will be held and a decision issued within 10 working days, where practicable.

Employees have the right to be accompanied by a colleague or union representative at all formal grievance meetings. We are committed to handling all grievances with sensitivity and confidentiality, and we will ensure that employees can raise concerns without fear of disadvantage or negative consequences. Records will be kept securely in line with data protection policies.

Chapter 8: Disciplinary Procedures

At PRS Household Services, we are committed to supporting all employees in maintaining high standards of conduct, attendance, and performance. Our disciplinary procedures are designed to be fair, transparent, and consistent, with the goal of encouraging improvement and development rather than punitive action. These procedures apply to all employees and are in place to ensure that any issues are addressed constructively and with respect for the individual.

Purpose of the Disciplinary Procedure

The goal of this procedure is simple: to help employees understand expectations, correct any issues, and ensure fair treatment throughout the process. Whether it's a momentary lapse in performance or a serious breach of conduct, we're committed to handling each situation thoughtfully, in line with Irish employment law, and with the objective of resolving the matter constructively.

Our Principles

- **Fairness & Transparency:** Every step of the disciplinary process is designed to be transparent, with fair treatment at the heart of it.
- **Consistency:** We apply consistent standards across the organisation, so everyone is treated equally, no matter their role.
- **Right to Representation:** You have the right to have a colleague or union representative accompany you to any formal disciplinary meetings—because your voice matters.
- **Confidentiality:** We treat all disciplinary matters with the utmost confidentiality, ensuring that only those who need to know are involved.
- **Non-Retaliation:** We encourage open communication and expect that no employee will face retaliation for raising concerns or participating in this process.
- **Legal Compliance:** Our process is fully compliant with Irish employment law, including the Unfair Dismissals Acts 1977-2015 and the Employment Equality Acts 1998-2015, ensuring that your rights are fully protected.

Informal Resolution (Stage 1)

Many issues can be resolved quickly through open communication. We encourage employees and managers to resolve minor concerns informally, before they turn into bigger problems.

- **What Happens:** If an issue arises, your Line Manager will have a candid conversation with you to discuss the concern, clarify expectations, and explore ways to resolve it. The goal is to clear up misunderstandings or minor performance issues early on. Representation is not typically required at this informal stage, as these are preliminary discussions aimed at resolving concerns quickly and constructively.
- **Outcome:** If the issue is resolved informally, no formal record is made, and no disciplinary action is necessary. However, if the issue persists or is more serious, we'll move to a formal process.

Formal Disciplinary Procedure (Stage 2)

If informal resolution doesn't work, or if the issue is more serious, we'll proceed with a formal disciplinary process. This process ensures that the issue is addressed properly and gives everyone a fair chance to present their side.

- Step 1: Investigation
 - We'll start by gathering the facts. This may involve speaking with the employee, other witnesses, and reviewing any relevant documents.
 - The employee will be notified in writing about the investigation and given a chance to respond.
 - In certain cases, the employee may be suspended on full pay during the investigation, in line with fair procedures and contractual terms.
 - Legal Reference: The Industrial Relations Act 1990 and the Employment Equality Acts 1998-2015 ensure that investigations are carried out fairly and without bias.
- Step 2: Disciplinary Hearing
 - Once the investigation is complete, we'll arrange a formal hearing. You'll receive a written summary of the allegations, the evidence we've gathered, and the potential consequences of the hearing.
 - The hearing will be scheduled with reasonable notice (at least 3 working days), and you'll have the right to be accompanied by a colleague or union representative for support.
 - The hearing is an opportunity for you to explain your side, provide additional evidence, or give mitigating circumstances.
- Step 3: Decision
 - After the hearing, the disciplinary panel (typically a senior manager or HR representative) will review everything carefully and make a decision.
 - You'll receive the outcome in writing within 5 working days. Where timelines cannot be met for legitimate reasons, the employee will be informed and updated regularly. Possible actions could include:
 - Verbal Warning: For first-time minor issues or a misunderstanding.
 - First Written Warning: For repeat offenses or more serious issues.
 - Second Written Warning: For ongoing issues or a serious breach of policy.
 - Final Written Warning: A final written warning may be issued following serious misconduct short of dismissal, or where previous warnings have not led to improvement.
 - Dismissal: In extreme cases, especially for gross misconduct.

Gross Misconduct and Criminal Offences

Sometimes, behaviour crosses the line into gross misconduct, which is serious enough to justify dismissal. In some cases, the behaviour may also be a criminal offense, and PRS Household Services will fully cooperate with the relevant authorities.

Examples of gross misconduct include:

- Theft or Fraud: Stealing company property, falsifying records, or misappropriating funds.
- Violence or Threats: Physical assault, threatening violence, or aggression in the workplace.
- Substance Abuse: Being under the influence of alcohol or drugs while at work, especially in safety-sensitive roles.
- Harassment or Bullying: Any form of harassment, discrimination, or bullying, as outlined in the Employment Equality Acts 1998-2015.
- Employees are prohibited from using personal or company devices for illegal purposes like access of pornographic or inappropriate websites. Any such activity is considered a violation of company policy and may result in disciplinary action, up to and including termination. Employees are expected to always maintain a professional and respectful work environment.
- Serious Insubordination: Refusing to follow reasonable, lawful instructions from a manager.

- If an employee is convicted of a criminal offence outside of work, the company may consider the implications if it affects their role, duties, or the company's reputation (e.g., theft, fraud, or violence), PRS Household Services reserves the right to take disciplinary action up to and including dismissal, depending on the severity of the offense.
- Endangering Safety: Deliberate breaches of safety protocols or actions that put colleagues at risk.

In these situations, immediate suspension may occur, followed by a full investigation. If gross misconduct is confirmed, dismissal may follow. And if criminal activity is involved, PRS Household Services will involve the authorities as necessary.

Appeal Process

If you disagree with a disciplinary decision, you have the right to appeal.

- **How to Appeal:** Submit a written appeal within 5 working days, outlining the reasons why you disagree with the decision.
- **Appeal Hearing:** An appeal hearing will be arranged with a senior manager or HR representative who wasn't involved in the original decision. This gives you the opportunity to present new evidence or clarify any misunderstandings.
- **Appeal Outcome:** You'll receive the outcome of the appeal in writing within 5 working days. The decision may be:
 - Upheld: The original decision remains in place.
 - Amended: The disciplinary action may be reduced.
 - Overturned: The original decision is reversed.

Monitoring and Record-Keeping

We keep a confidential record of all disciplinary actions. These records are used to help manage employment matters and to ensure consistent treatment of all employees. Verbal and written warnings generally remain on file for 6 months, while final warnings remain active for up to 12 months, unless otherwise stated, as long as there are no further incidents. All disciplinary records are retained securely and managed in accordance with the Data Protection Act 2018.

Support and Training

PRS Household Services is committed to supporting employees and providing the necessary resources to help them succeed. If an issue arises, we'll work with you to identify solutions, which might include additional training, coaching, or mentoring to help you meet company standards and expectations.

Conclusion

At PRS Household Services, we aim to maintain an environment where everyone can perform to the best of their abilities, supported by clear guidelines, constructive feedback, and a fair disciplinary process. We value transparency, fairness, and the opportunity for all employees to improve and succeed. By following these procedures, we ensure that any issues are handled with respect for all parties involved, in compliance with Irish employment law, including the Unfair Dismissals Acts 1977-2015, the Employment Equality Acts 1998-2015, and other relevant legislation. Our goal is not just to resolve issues, but to create a culture of continuous improvement, mutual respect, and growth.

Chapter 9: Safety Procedures

At PRS Household Services, the health, safety, and well-being of our employees, customers, and visitors are at the heart of everything we do. Our commitment to providing a safe, secure, and healthy working environment isn't just about compliance – it's about fostering a culture where everyone feels valued, supported, and confident in the workplace. We understand that a safe environment is the foundation for success, productivity, and peace of mind.

We believe that safety is everyone's responsibility, and by working together, we can create a space where accidents are prevented, health is promoted, and safety is woven into the fabric of our daily operations.

Purpose and Scope

This Health and Safety Policy sets out PRS Household Services's commitment to ensuring, as far as reasonably practicable, that all employees, contractors, and visitors are protected from harm, both physically and mentally, in the workplace. We aim to provide safe systems of work, proper training, and equipment, so everyone can work in a safe and healthy environment. This policy is guided by the provisions of the Safety, Health and Welfare at Work Act 2005 and related regulations.

We also recognise that the health and safety of the general public are equally important, and we take care to minimise any risks associated with our operations that might affect them. Our goal is to provide a work environment where safety is embedded in our organisational culture, with continual improvement and risk management at the core of our approach.

This policy will be reviewed annually or sooner, if necessary, to ensure that it remains relevant and effective in maintaining high standards of safety. All contractors and third-party personnel must adhere to PRS Household Services's Health & Safety standards. Contractor safety inductions and risk assessments will be conducted where appropriate.

Employer's Responsibilities

As the employer, PRS Household Services has a clear responsibility to ensure that health and safety practices meet or exceed legal requirements. PRS Household Services will facilitate the election of a Health & Safety Representative and will consult with them regularly on safety matters, in line with statutory requirements. Our responsibilities include:

- **Providing Safe Premises:** We ensure that the physical work environment, including equipment, tools, and machinery, is safe to use and maintained regularly. This includes ensuring safe access and exit points for all employees.
- **Safe Systems of Work:** We implement safe work practices that protect employees from harm. This includes developing and maintaining clear guidelines on how to carry out tasks safely and efficiently.
- **Training and Development:** We provide comprehensive safety training for all employees, ensuring they are fully equipped to carry out their work safely. This training will cover risk assessments, safe handling of equipment and materials, emergency procedures, and the correct use of personal protective equipment (PPE).
- **Risk Assessments and Preventative Measures:** We continuously identify, assess, and control risks in the workplace. Preventative measures are put in place, and we strive to eliminate any hazards where possible.
- **Pregnant Employees and Vulnerable Workers:** We recognise the need for additional safety measures for vulnerable workers, including pregnant employees, young persons, and those with specific medical needs. Risk assessments will be adapted accordingly.

- **Occupational Health Surveillance:** Where necessary, PRS Household Services will provide occupational health monitoring and assessments to ensure employees are not adversely affected by workplace activities.
- **Display Screen Equipment (DSE) / Ergonomics:** PRS Household Services recognises the importance of proper ergonomic practices, particularly for employees who work at desks or use computer equipment for extended periods. To reduce the risk of musculoskeletal disorders, eye strain, and fatigue, we provide guidance on the correct setup of workstations and encourage employees to complete Display Screen Equipment (DSE) assessments. Managers are responsible for supporting staff in maintaining ergonomically sound work environments, and employees are encouraged to report any discomfort or request an assessment where needed. Regular breaks, good posture, and properly adjusted equipment are essential to maintaining good health and comfort at work.
- **Remote Working / Hybrid Safety:** For employees working remotely or on a hybrid basis, PRS Household Services is committed to ensuring that health and safety standards are upheld outside the traditional workplace. We provide resources and guidance to help staff set up safe and practical home workspaces, including advice on equipment, lighting, posture, and ergonomics. Employees are encouraged to carry out a remote working risk assessment. Just like in-office environments, the principles of safe working apply regardless of location.
- **Consultation and Support:** We encourage and maintain open lines of communication with employees regarding health and safety. We consult with safety representatives and provide the necessary resources for safety management across all levels.

We understand that a proactive approach to health and safety can prevent accidents before they happen, and we are committed to creating a culture where safety comes first.

Employee's Responsibilities

Employees play a vital role in ensuring their own safety and the safety of others. At PRS Household Services, we expect every employee to:

- **Work Safely:** Follow all health and safety procedures and instructions carefully, ensuring tasks are performed in a safe and efficient manner.
- **Use PPE:** Use all protective equipment provided (e.g., helmets, gloves, safety shoes) and ensure they are in good working condition.
- **Report Hazards:** Actively look out for hazards in the workplace and report them to management. The sooner potential risks are identified, the sooner they can be dealt with.
- **Cooperate with Safety Initiatives:** Participate in training sessions, fire drills, and other safety-related activities to ensure that you are familiar with safety protocols and emergency procedures.
- **Take Care of Yourself and Others:** Ensure that your actions do not endanger your own health, safety, or the well-being of your colleagues or visitors. Always respect the safety rules and report unsafe practices when observed.

Employees who take a proactive role in maintaining a safe work environment contribute significantly to the overall success of the company's health and safety efforts.

Work-Related Accidents and Incidents

While we strive for a zero-accident workplace, we recognise that accidents may still occur. Our approach to managing work-related accidents is comprehensive and immediate:

- **Reporting Accidents:** It is mandatory for all employees to report any accident or injury—no matter how small—immediately to their supervisor. This allows us to investigate the incident, assess risks, and prevent future occurrences.
- **Accident Investigation:** All accidents, incidents, and near-misses are carefully investigated to identify the cause. We use this information to improve workplace safety and minimize the risk of similar incidents happening again.
- **No Liability Admission:** It's important to note that no liability will be admitted by PRS Household Services or its employees until a full investigation is conducted. This ensures fairness and transparency in the process.
- **Post-Incident Support:** After any incident, the well-being of our employees is our top priority. We offer support such as medical care, counselling services, or assistance with returning to work if needed.

Fire and Emergency Procedures

Ensuring all employees know what to do in an emergency is critical to our safety standards.

- **Fire Safety Training:** All employees must be familiar with emergency exits, assembly points, fire extinguisher locations, first aid facilities, and the identity of trained fire wardens and first aiders. Regular fire drills will be conducted to ensure everyone knows how to act quickly and calmly in case of an emergency.
- **Evacuation Procedures:** Clear evacuation routes are posted in visible areas throughout the workplace. Employees should always know the nearest exit and assembly point in case of fire or any other emergency.
- **Emergency Contacts:** Emergency contact numbers for local fire departments, hospitals, and other services are displayed in prominent areas.

We emphasise that in the event of any emergency, it's important to remain calm, follow the protocols, and ensure that all colleagues are safe.

Smoking Policy

In line with the Public Health (Tobacco) Act 2002, PRS Household Services operates a strict no-smoking policy across all company premises, including vehicles and common areas within buildings. The health and safety of all employees is our priority, and smoking in the workplace is not permitted.

- **Smoking Areas:** Designated smoking areas are provided away from workplace entrances, exits, and other areas where non-smokers are present.
- **Compliance:** Employees found smoking in prohibited areas will face disciplinary action, which may include fines or warnings.
- **No Smoking Breaks:** Smoking breaks are not permitted during working hours. Employees are expected to adhere to this policy and should refrain from smoking while on PRS Household Services business or in uniform.

This policy helps us provide a healthy, smoke-free environment for everyone.

Alcohol and Non-Prescribed Drugs

PRS Household Services has a zero-tolerance policy regarding the use of alcohol and non-prescribed drugs in the workplace. The safety of our employees depends on maintaining a clear head and always making good decisions.

- **Alcohol:** No employee is permitted to bring alcohol onto Company premises or consume it during working hours, except in specific instances where the Company provides alcohol for an authorised event.
- **Non-Prescribed Drugs:** Employees must not bring or use illicit substances or prescription medications not prescribed in their name. If medication is required, employees must consult with their doctor and notify management if the medication could impair their ability to work safely.
- **Drug/Alcohol Testing:** If an employee is suspected of being under the influence of alcohol or drugs while at work, they may be asked to undergo testing and will be subject to disciplinary action if the results are positive. Testing will be conducted in line with PRS Household Services's Substance Misuse Policy (available separately), and in accordance with data protection and employment law. Consent will be obtained prior to any testing.

Mental Health and Well-being

At PRS Household Services, we also recognise that health and safety extend beyond physical safety. We are dedicated to promoting mental health and well-being in the workplace. PRS Household Services provides access to mental health resources, along with optional training for managers and staff to help identify, understand, and support mental well-being in the workplace.

- **Stress Management:** We encourage employees to speak up if they are feeling stressed or overwhelmed. We offer support through employee assistance programs, mental health training, and stress management resources.
- **Work-Life Balance:** We value the importance of a healthy work-life balance and encourage employees to take regular breaks, use their vacation days, and avoid excessive overtime where possible.

By addressing mental well-being alongside physical safety, we create a more holistic approach to employee care.

Chapter 10: Equality & Diversity

At PRS Household Services, we have a zero-tolerance policy for discrimination, bullying, harassment, or any form of disrespectful behavior. We promote a culture where diversity is embraced, and we recognise the value in working with individuals from various backgrounds, experiences, and personal characteristics such as race, religion, sexual orientation, and more.

Disrespect can be shown through words, actions, or attitudes. The company encourages a workplace where dignity, respect, and openness to diversity are reflected in every employee's behaviour and business practices.

Dignity and Respect in the Workplace

At our company, dignity means fostering a sense of self-respect and personal integrity that every employee deserves. We are committed to protecting the dignity of all our employees by creating a safe, respectful work environment free from discrimination, harassment, racism, or any form of disrespectful behaviour. We handle any related complaints with professionalism and efficiency.

This policy applies to all employees, including management, and covers not only the workday on company premises but also work-related events, activities, business trips, and training courses, regardless of location or time.

All employees represent the company in their interactions with clients, customers, and residents, and are expected to always act professionally. Employees must never use their relationship with a client, customer, or resident for personal gain, but instead act in the company's best interests.

Harassment

Harassment, as defined by the Employment Equality Acts (1998-2015), involves unwanted conduct related to any of the nine discriminatory grounds that violates a person's dignity or creates an intimidating, hostile, or offensive environment including but not limited to gender, civil status, family status, sexual orientation, religion, age, disability, race, and membership of the Traveller community.

This can include:

- Physical: Unnecessary touching, assault, threats, or coercion.
- Verbal/Written: Offensive remarks, threats, or inappropriate electronic communication (texts, emails, etc.).
- Non-Verbal: Offensive materials, exclusion, or interference with work.
- Harassment is judged by its impact on the recipient, not the intent of the perpetrator, and can be based on association or perception. Informal resolution is entirely optional and should only be pursued where the employee feels safe and comfortable doing so, it is not recommended in situations where the employee feels unsafe, intimidated, or vulnerable.

Sexual Harassment

Sexual harassment includes any unwelcome conduct of a sexual nature that violates a person's dignity or creates a hostile or offensive environment. It may include unwanted physical contact, sexual advances, or inappropriate comments.

Bullying

Bullying is repeated, inappropriate behaviour that undermines an individual's dignity at work. It may be verbal, physical, or psychological, and is not based on any discriminatory grounds. While an isolated incident may be offensive, it is not considered bullying unless repeated.

Reporting Procedure

Discrimination, harassment, sexual harassment, and bullying are prohibited. Employees may report issues through either an informal or formal procedure. Complaints will be taken seriously, treated confidentially, and investigated promptly. Support is available for any employee involved in or affected by a complaint, including access to our EAP and/or HR guidance throughout the process.

Informal Procedure

If possible, employees may choose to address the issue informally, by directly explaining to the person involved that their behaviour is inappropriate. A designated contact person can assist in this process.

Formal Procedure

If the issue is unresolved or serious, employees can file a formal complaint, which will be investigated fairly. Employees are encouraged to document incidents (dates, details, witnesses) to support their complaint.

Investigation Process

- Stage 1: Submit a written complaint to Management or People Team. The alleged perpetrator will be informed and given a chance to respond.
- Stage 2: Mediation may be offered if both parties agree. If mediation fails, the issue proceeds to the next stage.
- Stage 3: A formal investigation will be conducted promptly and confidentially, with interviews of all parties involved.
- Stage 4: The outcome will be communicated in writing. If substantiated, disciplinary action will follow, up to and including dismissal. If a third party is involved, appropriate steps will be taken to prevent recurrence.
- Stage 5: Employees may appeal disciplinary decisions or report grievances if they feel the process was unfair. Appeals will be reviewed by a senior manager or a HR representative not previously involved in the investigation.

Complaints

If a complaint is found to be malicious or false, the person responsible may face disciplinary action for abusing the policy. Anonymous complaints may be reviewed, although the ability to investigate fully may be limited without full disclosure.

Retaliation or Victimisation

Retaliating against anyone who files a complaint, participates in an investigation, or opposes unlawful conduct will lead to disciplinary action, up to dismissal.

Monitoring

We will monitor this policy to ensure a workplace free from discrimination, harassment, bullying, and sexual harassment, based on the outcomes of complaints and ongoing workplace assessments.

Chapter 11: Whistleblowing Policy

At PRS Household Services, we are unwavering in our commitment to the highest standards of integrity, transparency, and ethical conduct across all our operations. We believe that openness and accountability are critical to fostering trust within our organisation, and we are dedicated to maintaining an environment where concerns can be raised and addressed constructively.

This Whistleblowing Policy is designed to empower our workers to report any suspected wrongdoing or malpractice they may witness, without fear of retaliation. Whether the concern involves illegal activities, unethical practices, or breaches of our internal policies, we encourage individuals to speak up. We are committed to investigating all legitimate concerns thoroughly and professionally, and to taking the appropriate actions where necessary. This policy also complies with the Protected Disclosures (Amendment) Act 2022, which enhances protection for whistleblowers and requires organisations to establish formal reporting channels and timelines for follow-up. Protections now extend to a wider group including board members, job applicants, volunteers, and interns.

Whistleblowing means raising a genuine concern about malpractice or wrongdoing, based on the reasonable belief that the activity is harmful to the organisation, its stakeholders, or the public.

A Whistleblower is any worker who raises such concerns in good faith, with the intention of protecting others, upholding ethical standards, or ensuring legal compliance. The company has appointed a person to receive and manage whistleblowing disclosures. This individual ensures appropriate follow-up and maintains communication with the whistleblower. PRS Household Services accepts anonymous disclosures where feasible. While anonymity may limit the ability to investigate fully, we will take all reasonable steps to assess and act on the information provided.

Scope of the Policy

This policy applies to all workers of PRS Household Services, including employees, contractors, agency staff, trainees, former employees, and job seekers. It provides a safe and effective means for reporting concerns related to wrongdoing, ensuring that individuals can disclose information without fear of retaliation.

Workers are encouraged to raise concerns about matters such as:

- Criminal activity, including fraud, corruption, or theft.
- Miscarriage of justice within the company.
- Failure to comply with legal obligations, including health and safety and data protection laws.
- Health and safety risks that may threaten the well-being of staff, clients, or the public.
- Misuse of company resources or public funds.
- Incompetence or mismanagement by public officials or company leadership.
- Environmental damage or violations of environmental regulations.
- Concealment or destruction of relevant information that pertains to any of the above issues.

This policy complements existing procedures, such as the Grievance and Dignity at Work Policies, which address individual employment-related concerns or interpersonal issues. If an issue pertains to personal employment matters (e.g., pay disputes, job conditions), it should be raised under the Grievance Procedure. Similarly, concerns regarding bullying, harassment, or discrimination should follow the relevant policies in place.

However, if you are unsure of which procedure to follow, we strongly encourage you to raise your concern in the manner that feels most comfortable.

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However, if you are unsure of which procedure to follow, we strongly encourage you to raise your concern in the manner that feels most comfortable.

Key Principles

- Raise concerns, no matter how small: Even if you are unsure of the severity of an issue, we encourage you to speak up. Your concerns may highlight a serious matter that requires attention.
- Act in good faith: The policy is designed to protect individuals who raise concerns with the honest belief that they are exposing wrongdoing. Any malicious, false, or personal allegations will not be tolerated and may lead to disciplinary action.
- Confidentiality: We respect your right to privacy. If you wish to remain anonymous or confidential, we will make every effort to protect your identity.
- Protection from retaliation: PRS Household Services is committed to ensuring that no worker will suffer any form of retaliation or adverse treatment as a result of raising a legitimate concern. This includes protection against dismissal, disciplinary action, harassment, or any form of retaliation.

Protection and Confidentiality

PRS Household Services fully supports and complies with the Protected Disclosures Act 2014 (Ireland), which ensures that workers who raise concerns in good faith are protected from detriment or victimisation. We take all concerns seriously and are committed to safeguarding the welfare of those who speak up.

Confidentiality is central to this policy. We understand that whistleblowers may fear negative consequences or professional repercussions. Therefore, we will make every effort to maintain confidentiality throughout the process, and we will protect the identity of the whistleblower unless disclosure is necessary for an investigation or required by law.

In exceptional cases, such as when the disclosure is critical to a full investigation or legal requirement, we may need to reveal the identity of the whistleblower. If this occurs, the company will discuss this with the individual beforehand and make every effort to protect their identity wherever possible. The company will acknowledge receipt of the disclosure within 7 calendar days and aim to conclude investigations within 3 months, unless exceptional circumstances require more time.

How to Raise a Whistleblowing Concern

1. **Speak to Your Line Manager:** We encourage whistleblowers to first discuss concerns with their line manager, who will be trained to handle such matters. However, if you feel uncomfortable doing so, or if you believe your line manager may be involved in the issue, you may report the concern to a more senior manager or the HR department.
2. **Write It Down:** If you prefer, concerns can be raised in writing. This may help clarify the details of the concern and ensure that no critical points are missed during the investigation.
3. **Independent Third Party:** If necessary, PRS Household Services may appoint an external, independent third party to receive and investigate disclosures, ensuring impartiality.
4. **Full Investigation:** All concerns raised will be thoroughly investigated, with the relevant manager or investigator overseeing the process. We will take all concerns seriously and ensure that appropriate action is taken. The whistleblower will be kept informed about the progress and outcome of the investigation, as much as confidentiality permits.
5. **Right to Accompany:** The whistleblower has the right to be accompanied by a colleague or trade union representative during meetings or interviews related to their disclosure. The companion's role is to provide support, not to speak on behalf of the whistleblower.
6. **Escalation:** If you are not satisfied with how your concern has been handled, you can escalate it to the Chairperson of the Board or the Company Secretary. We are committed to ensuring that all concerns are dealt with fairly and transparently.

Raising Concerns Externally

While we hope that most concerns can be resolved internally, we understand that there may be instances when an external disclosure is necessary. If you feel that your concerns have not been addressed appropriately, or if the matter is too serious to raise internally, you may disclose your concern to:

- **Prescribed Persons:** These are regulatory bodies or authorities specifically designated to handle protected disclosures, such as the Health and Safety Authority (HSA), the Competition and Consumer Protection Commission (CCPC), or the Data Protection Commissioner. A full list of prescribed persons can be found on irishstatutebook.ie.
- **Legal Advisors:** You may choose to seek legal advice from a solicitor, barrister, or trade union representative before making a protected disclosure.
- **Public Disclosure:** In rare circumstances, you may consider disclosing a concern to the public (e.g., through the media). However, this should only be done after seeking legal advice to ensure that the disclosure meets the criteria for protection under the Protected Disclosures Act 2014.

Conditions for External Disclosure:

- The worker must reasonably believe the information disclosed is substantially true.
- The disclosure is not made for personal gain.
- It is reasonable, in all the circumstances, to make the disclosure.

False or Malicious Allegations

PRS Household Services expects employees to act responsibly when making a whistleblowing report. Knowingly making false or malicious allegations is a serious matter and may lead to disciplinary action. However, PRS Household Services assures employees that if concerns are raised in good faith, even if the outcome is not as expected, no employee will face punishment or disciplinary action for making a genuine concern.

Monitoring and Record-Keeping

PRS Household Services will maintain accurate records of all concerns raised under this policy for monitoring purposes and to ensure compliance with legal requirements. These records will be handled with the utmost confidentiality and in accordance with applicable data protection laws.

Chapter 12: Client Experience, Rules & Guidelines

At PRS Household Services, delivering an exceptional client experience is at the heart of everything we do. We understand that our clients' satisfaction is not just about providing services, but about creating a positive, lasting impression. Our approach includes:

- **Respect and Professionalism:** Always engage with clients in a courteous, professional manner, ensuring that their needs are met with empathy and understanding.
- **Quality and Efficiency:** Ensure that the services or products we deliver are of the highest quality, and that we respond promptly and efficiently to any client queries or concerns.
- **Sustainability for Clients:** Where feasible, integrate sustainability into our client offerings, to support environmentally conscious business decisions.
- **Continuous Improvement:** Continuously seek feedback from clients and make improvements based on their input to exceed their expectations.
- **Confidentiality and Trust:** Always respect client confidentiality. Never disclose personal or business information obtained through your role and ensure that data is handled in accordance with GDPR and company policy.

Collections and Lotteries

Fundraising activities, including collections, raffles, or selling tickets, must not be conducted on company premises without prior written approval from management.

Mobile Phones

Personal mobile phone use during working hours should be limited to break times unless the phone is required for work purposes. All mobile devices must be kept on silent or discreet mode to avoid disturbing colleagues or clients.

The use of mobile phones must never interfere with work responsibilities, safety protocols, or the quality of service provided. Specifically, employees are prohibited from using mobile phones to watch videos, access any social media platforms or any other non-work-related content while on duty. This restriction is particularly critical for employees in security or safety-sensitive roles, where vigilance and full attention are essential.

Failure to comply with this policy may result in disciplinary action, up to and including termination of employment, depending on the severity and frequency of the violation.

Wastage

- **Minimising Waste:** The company promotes a policy of reducing waste to ensure efficiency. Staff should:
 - Use machines and equipment responsibly.
 - Switch off lights, computers, and heating when not in use.
 - Prevent energy or water waste by closing doors and reporting dripping taps etc.
 - Secure lids and containers after use to prevent spillage or spoilage.
 - Use recycling bins appropriately.

PRS Household Services is committed to promoting sustainability in all aspects of our operations. We understand that our actions today have an impact on the environment tomorrow, and as such, we strive to reduce our ecological footprint.

Chapter 13: Security & Protection

PRS Household Services is committed to ensuring the security of its staff, clients, and assets, while protecting the privacy and confidentiality of information. The following guidelines outline the expectations regarding security and protection within the company.

Use of company property/ equipment

All Company property, including equipment, documents, and intellectual property, remains the sole property of PRS Household Services. These items are provided solely for business purposes and must not be used for personal activities. Unauthorised removal or misuse of company property will be treated as a serious breach of policy and may result in disciplinary action, including termination. While these tools are provided primarily for work-related activities, limited personal use may be allowed under specific conditions, such as not interfering with job performance, productivity, or the security of company systems. Employees must ensure the proper care, maintenance, and security of all company assets in their possession.

Use of Personal Mobile Phones for Photos and Videos

PRS Household Services recognises the convenience and widespread use of personal mobile phones; however, the use of these devices to take photographs or record videos on company premises is strictly regulated to protect the privacy, security, and confidentiality of our operations, staff, clients, and assets.

General Guidelines:

- **Prohibited Areas:** Taking photos or videos is strictly prohibited in secure, restricted, or confidential areas, including but not limited to server rooms, data centres, client meeting rooms, and any location where sensitive information or proprietary processes are handled.
- **Prior Approval:** Employees must obtain explicit prior approval from their line manager or designated Building Manager before taking any photos or videos anywhere on company premises. Unauthorised photography or video recording will be treated as a serious breach of company policy.
- **Respect for Privacy:** Employees must respect the privacy and consent of all individuals when using their personal mobile phones. Taking photos or videos of colleagues, clients, or visitors without their permission is not allowed.
- **Security and Confidentiality:** Any images or recordings made on company premises must not contain confidential information or trade secrets. Sharing or distributing such content externally or on social media without prior authorisation is strictly forbidden and may lead to disciplinary action, including dismissal.
- **Disciplinary Action:** Failure to comply with these rules may result in disciplinary action up to and including termination of employment, and where appropriate, legal action.

Confidential Information

Employees may have access to sensitive or proprietary information during their employment. This information is protected under the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). It is essential that confidential company information, including commercial, financial, and personal data, is never disclosed to unauthorised individuals or parties.

- **Sensitive Information Handling:** Employees must take all reasonable steps to ensure that confidential information is stored securely, both physically and electronically. This includes using passwords, encrypted files, and lockable storage where necessary.
- **Post-Employment Confidentiality:** Confidentiality obligations extend beyond the end of employment. Employees must not discuss or share any company-related or client-related information with third parties after leaving PRS Household Services.

Management of Contractors, Visitors, and Third Parties

- At PRS Household Services, maintaining security and confidentiality extends beyond our employees to all contractors, visitors, and third parties who access our premises or engage with our operations. To safeguard our assets, information, and people, we have established clear protocols to manage these groups effectively:
- Contractors: All contractors must comply with PRS Household Services's security and confidentiality policies. Prior to commencing work, contractors are required to undergo security inductions, including briefings on confidentiality obligations, site access restrictions, and health and safety procedures. Contractors are only granted access to areas necessary for their work and must be supervised where appropriate.
- Visitors: All visitors must be pre-authorised and registered upon arrival at reception. Visitors are required to wear identification badges and must be always escorted by an authorised employee while on company premises. Visitors are made aware of the company's confidentiality and security expectations and must adhere to all site rules.
- Third Parties: Third-party service providers, consultants, and vendors who require access to our premises or systems are subject to confidentiality agreements and security assessments as part of the contracting process. Access permissions are granted strictly on a need-to-know basis, and their activities are monitored to ensure compliance with company standards.
- Confidentiality Obligations: Contractors, visitors, and third parties are reminded that any sensitive or proprietary information they may encounter must not be disclosed or used for any unauthorised purposes. Breaches of confidentiality by these groups will be treated seriously and may lead to contract termination or legal action.

Personal Property

Employees are responsible for the security of their personal belongings. PRS Household Services does not accept liability for any loss, theft, or damage to personal property, including money, clothing, electronics, or other valuables. Personal property should not be left unattended in shared or public areas of the workplace.

Lost Property

If any lost items, such as money or personal property, are found, employees must immediately report them to their line manager. The Gardaí (Irish police) will be notified for high-value items, and the property will be securely stored until returned to its rightful owner or handled in accordance with company procedure.

Data Protection

PRS Household Services adheres to the Data Protection Act 2018 and GDPR to ensure the protection of personal data. All employees must comply with the following:

- Data Access and Use: Personal data should only be accessed by authorised personnel for legitimate business purposes. Any unauthorised access, sharing, or misuse of personal data will result in disciplinary action.
- Data Storage and Disposal: Personal data, whether in electronic or paper form, should be securely stored and destroyed when no longer required. Employees must use company shredders to dispose of paper records and ensure that electronic data is deleted or securely archived.
- Data Breach Reporting: Employees are required to report any suspected data breaches or incidents involving personal data immediately to the Data Protection Officer (DPO) or HR, in compliance with the GDPR notification requirements.

Company Records

Employees responsible for company records must ensure that all records are accurately maintained and securely stored. These records must be available for inspection by authorised personnel during business hours. Employees are not permitted to remove company records from the premises without prior approval from their manager.

Informations communication technology

Employees are provided with company-issued computers, phones, and other electronic devices to perform their job duties. All devices must be used in accordance with the company's ICT policies. Employees must:

- **Secure Devices:** Always lock computers, phones, and tablets when not in use. Devices must be password-protected to prevent unauthorised access.
- **Use of USB Drives and External Devices:** Employees should only use USB drives or external devices that are approved and scanned for viruses. Unauthorised devices should not be connected to company systems.
- **Email and Internet Usage:** Employees should avoid using email and the internet for non-business purposes during work hours. Unauthorised downloading or accessing of illegal, unethical, or inappropriate materials will result in disciplinary action.

Staff Searches and Security Policy

To maintain a secure environment, PRS Household Services reserves the right to conduct random staff searches of personal belongings, including bags, packages, and other items, both when entering and leaving the premises. Failure to comply with a search request may result in disciplinary action. Searches may also be conducted if there is a reasonable suspicion of misconduct.

- **Refusal to co-operate:** Employees who refuse to co-operate with security measures or who are found in possession of company property or the property of others without authorisation may face immediate disciplinary action, including dismissal and potential legal action.
- **Use of Surveillance:** Employees should be aware that security cameras may be in operation in public and sensitive areas of the workplace for safety and security purposes. These recordings may be reviewed as needed to ensure compliance with company policies.

Access controls and building security

Employees must comply with all access control procedures when entering or leaving the building and must not grant unauthorised individuals access to company premises. This includes:

- **Identification Cards:** Employees must always wear their company-issued identification badges while on the premises.
- **Authorised Access:** Employees should only access areas they are authorised to enter. Unauthorised access to restricted areas may lead to disciplinary action.
- **Visitor Management:** All visitors must be signed in at the reception, and employees should ensure visitors are always escorted throughout the premises.

Security in client premises

When working at client premises, employees must follow all security protocols as outlined by the client. This may include:

- **Adherence to Client Policies:** Employees should familiarise themselves with and follow the client's security and safety protocols.
- **Confidentiality at Client Locations:** Employees must exercise the same level of confidentiality when handling client information as they would when handling company information. No unauthorised discussions or disclosure of sensitive client data is permitted.

Security and Training Awareness

Employees are expected to participate in regular security awareness training, which may include topics such as data protection, physical security, phishing prevention, and emergency response procedures. This training is essential to ensure that employees understand the company's security policies and are equipped to recognise and respond to potential security threats. Employees, contractors, and third parties are encouraged to remain alert to any behaviour or activities that could pose a risk from within the organisation, such as unauthorised access to sensitive information, misuse of company resources, or actions influenced by personal interests that conflict with company duties. Identifying and addressing such risks early helps protect our people, assets, and reputation. All personnel have a responsibility to report any concerns or suspicious conduct through the appropriate channels, knowing that PRS Household Services supports transparency and acts promptly to investigate and resolve potential security issues.

Malicious Software and Cybersecurity

Employees must take appropriate precautions to protect the company's information systems from malware and other cyber threats. This includes, but is not limited to:

- **Virus Protection:** Employees must ensure that all company devices have up-to-date antivirus software installed and running at all times.
- **Suspicious Emails or Links:** Employees should avoid clicking on suspicious links or downloading attachments from unknown sources. Any suspicious emails should be reported to the IT department immediately.
- **Password Management:** Employees should use strong passwords, change them regularly, and never share their passwords with others.

Emergency response and Incident reporting

In the event of a security breach, fire, or other emergency, employees must follow the company's emergency response procedures. All incidents, including theft, unauthorised access, or data breaches, must be reported immediately to management or the designated security officer.

Chapter 14: Leaving Policy

Exit Interviews & Feedback

When an employee decides to leave the company, we value the opportunity to understand their reasons for departure. We offer a confidential exit interview with the Line Manager or HR to gather feedback on their experience working with us. This feedback helps us improve our workplace culture, policies, and employee satisfaction for current and future team members. While optional, exit interviews are an important tool for continuous improvement. Employee feedback is treated with full confidentiality.

Notice Period & Documentation

All employees are required to provide sufficient notice of their intention to leave the company, in accordance with their contract of employment. This ensures a smooth transition for both the employee and the company. The notice period is stated in your contract. Employees must also ensure that all necessary documentation and procedures are completed before leaving. This includes:

- **Resignation Letter:** Employees must submit a formal resignation letter outlining their intention to leave and confirming their last working day.
- **Final Payroll:** Any final adjustments to the payroll (e.g., accrued leave, benefits, or outstanding expenses) must be reviewed and settled before the employee's departure. Final payroll, including outstanding entitlements, will be processed on or before the next regular payroll date following the employee's departure.

Employees are expected to work with their manager or HR to ensure that all documentation is completed and all loose ends are tied up prior to their departure. Following departure, any post-employment queries (e.g., tax documents, references) can be directed to HR.

Return of Company Property

Employees are responsible for returning all company property in their possession upon leaving. This includes, but is not limited to, keys, access cards, badges, equipment (e.g., laptops, phones), documents, training materials, and any other company-issued items. Employees must cooperate in the deactivation of company accounts, passwords, and cloud-based access. Email accounts and digital system access will be disabled upon the employee's final working day, unless otherwise agreed. All company data, files, or intellectual property created or stored during employment must also be returned or deleted, as applicable. Employee records will be retained in accordance with the company's data retention policy and applicable legal requirements following termination of employment. Employees must sign a Termination Form confirming the return of these items and acknowledging that any outstanding payments or adjustments to the final payroll have been addressed.

Knowledge Transfer & Transition

In the event of resignation or termination, employees may be asked to assist in transitioning their responsibilities to a successor or team member. This may include training a replacement, creating handover documentation, or providing other support to ensure a smooth continuation of work. The employee's cooperation during this process is highly valued and helps ensure business continuity. Any work product, designs, data, or intellectual property created during employment remains the property of PRS Household Services unless otherwise stated in writing.

Retirement Policy

Employees are encouraged to plan for retirement well in advance. All employees are obliged to retire prior to their 65th birthday. While we respect individual retirement decisions, the company encourages employees to discuss their retirement plans with HR six months prior to their anticipated retirement date, to ensure proper succession planning and support. PRS Household Services may require retirement prior to the age of 65 in accordance with the retirement age outlined in the employee's contract and subject to objective justification under applicable equality legislation.

Restrictive Covenants

As part of your employment agreement, the following restrictions apply after the termination of employment:

- **Non-Compete Clause:** For 12 months following the termination of your employment, you agree not to engage in competitive activities within a 5-mile radius of the company's business operations.
- **Confidentiality:** Employees must not disclose any confidential company information or trade secrets that could harm the company's market position.
- **Non-Solicitation:** Employees are prohibited from soliciting any current employees or clients of the company for a period of 12 months after leaving.

These restrictions are in place to protect the company's intellectual property, client relationships, and business interests. These clauses will be interpreted and enforced in accordance with applicable employment law and may be subject to legal review or adjustment depending on individual circumstances.

References

Upon request, the company will provide a Statement of Fact outlining the employee's dates of employment, role, and any other factual details requested. This statement will be provided in a timely manner, and employees may request a reference letter from their manager or HR if applicable. Any reference provided will reflect the employee's performance and conduct during their employment.

Note

Any changes in the policy will be notified within 28 days of the change. The revised terms and conditions will be communicated to the employees in the form of a notice.

Conclusion

As you continue your journey with PRS Household Services, remember that the heart of our business lies not only in what we do, but in how we do it. We are committed to open communication, mutual respect, and a shared sense of purpose.

We encourage you to make full use of the resources available to you, collaborate with your colleagues, and bring your unique skills and ideas to our team. Every employee plays a crucial role in our continued success, and we are dedicated to supporting your professional development and wellbeing.

If you have any questions or require clarification on any of the policies outlined in this handbook, please speak to your line manager or a member of the HR team.

Please ensure you familiarise yourself with the content of this handbook. By continuing your employment with PRS Household Services, you acknowledge and accept your responsibility to comply with its policies.

This handbook is subject to periodic review and may be updated. You will be notified of any significant changes, and the most recent version will always be available on the staff portal or from the HR department.

Thank you for being a valued member of PRS Household Services. Together, we are building a workplace where everyone can contribute, grow, and thrive.

Acknowledgment of Receipt and Understanding

I acknowledge that I have received, read, and understood the contents of the Employee Handbook, and I agree to comply with the policies and procedures outlined therein.

Employee Signature

Date

Employer Signature

Date

Employee Handbook

v1.0

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