

WORKPLACE POLICIES

This policy ensures compliance refers to the act of adhering to a rule. Workplace policy promotes consistency, fairness, best practise and set expectations.

Code of Conduct:

- Appropriate and inappropriate manners of dress
- Confidentiality about company activities or projects
- Interpersonal relationships and behaviours
- Intoxication on the job
- The use of communication devices or social media during work hours
- For those working in Taylor Rose, adherence to all policies and procedures operated by Taylor Rose so as not to breach our consultancy agreement – all policies and procedures available on Taylor Rose platform

Equal of Opportunity:

- An anti-discrimination policy that prevents employers from mistreating employees or job candidates based on age, culture, ethnicity, gender, religion or other personal attributes
- Promoting fair treatment to all staff members

Security:

- This relates to physical safety of staff member within the office
- Outlines procedures for entering and exiting the workplace
- Intrinna Sri Lanka requires a fingerprint scanner to enter the office
- Intrinna UK requires ringing the bell and another staff member allowing access to the office and an electronic sign in book on Teams

Cybersecurity:

- The protection of the company's networks and digital property
- Ensuring staff members have password strength and password changing
- Being able to identify illegitimate emails and attachments

Leave of Absence:

- Relating to an extended period away from work
- There are two categories of leave being paid and unpaid
- **Parental:** Maternity or Paternity
- **Medical**
- **Bereavement**

Harassment:

- This policy addresses both harassers and harassed
- Disciplinary action and suggesting avenues for recourse, respectively will be done

Social Media:

- This policy is in place to minimise the risks to our business through use of social media
- Personal use of social media is never permitted during working hours or by means of our computers, networks and other IT resources and communications systems only on breaks

- You must avoid making any social media communications that could damage our business interests or reputation, even indirectly
- You must not use social media to defame or disparage us, our staff or any third party; to harass, bully or unlawfully discriminate against staff or third parties; to make false or misleading statements; or to impersonate colleagues or third parties
- Breach of this policy may result in disciplinary action up to and including dismissal

Non-Negotiation:

- ICL and Completion sheets need to be constantly updated

OFFICE POLICIES:

Dress Code:

- Dress code is smart work attire
- Casual dress is not permitted unless told otherwise
- Dress down on Fridays is acceptable – this excludes no shorts or no flipflops

Breaks:

- Staff members are entitled to an hour break
- This break can only be taken after the first hour of work (15:30) (UK 10:00) - subject to change on UK daylight hours as appropriate
- We do encourage that staff members take their break between 17:00 – 20:00 (UK 12 noon to 3pm) - subject to change on UK daylight hours as appropriate
- Ensuring that during the busier periods you are accessible to both staff members and clients

Office Attendance:

- Ensuring that staff members at Intrinna Sri Lanka are using the fingerprint scanner system to enter and leave the office
- Intrinna UK Team members to log in on the electronic book on Teams
- Please ensure you sign in and sign-out to record your attendance
- The first hour of each day you must be at your desk from the timings or either 13:30 or 14:30

Teams:

- You must ensure that you are available especially as we are a remote run company, unless you have a prebooked meeting you should ensure that you respond to messages and meeting requests in a timely manner, where appropriate your camera must be used
- Please use a team's status responsibly and ensure that it is marked when you are not in a meeting
- Communication is an important part of our business, please respond to clients and team members as soon as possible

Personal Mobile Phone Usage:

- You can use your mobile phone outside of the operations area, other than for your authentication for Citrix
- All personal use, please use the designated common areas
- Mobile phones need to be either silent or vibrate during working hours
- Not using phones during meetings
- There should be no use of mobile phone during work hours for personal use other than for emergency subject to the above

Office Hours:

- Intrinna UK – The office hours are 9:00 – 17:00
- Intrinna Sri Lanka – Office hours alternate in accordance with the British Summer Time from the timings of 13:30 – 21:30 and 14:30 – 22:30 in the winter period

Transport:

- Transport is arranged for staff members in Sri Lanka for returning home from work
- The option is given to either accept the transport agreement or the transport allowance
- If you are wanting to change your transport option, please email the administrative team

CONFIDENTIAL POLICY:

- Employees will unavoidably receive and handle personal and private information about clients and our company. Therefore, needing to ensure that this information is wellprotected
- Confidential and proprietary information is secret, valuable and easily replicated
- Employees will need to sign a confidential statement to confirm their understanding of the policy

Disciplinary Consequences:

- Employees who fail to abide by the policy will face disciplinary and or other legal action as permitted by the appropriate law, the safeguarding of the policies are of paramount importance at all times
- Warnings could be given for any unintentional breach of this policy depending on its frequency and seriousness
- Termination to anyone who wilfully or regularly breach the confidential guidelines in accordance with the applicable procedures

Employees need to ensure that:

- Secure confidential information at all times
- Remove confidential documents when no longer needed
- Make sure you only view confidential information on secure devices
- Only disclose information to other employees when necessary or authorised

Employees should not:

- Use confidential information for any personal benefit or profit
- Disclose confidential information to anyone outside of the company
- Replicate confidential documents and files and store them on insecure devices

LEAVE POLICY:

Annual Leave:

- Holiday requests must first be emailed over to the appointed person within **Sri Lanka** and HR Manager for **UK**
- For annual leave of **five working days** or more, you must give no less than 4 weeks' notice
- Please do not book flights or incur expenditure until your leave is approved
- Approval of leave will have to be reviewed and communicated within 48 hours
- Before taking your annual leave, you will need to ensure that you are aware who will be monitoring/dealing with your matters whilst absent ensuring there is no clash on dates and cover is available. Your request for annual leave should include this information for approval
- Only a limited number of people will be allowed to take annual leave at a certain time and due to business needs, leave requests might not be approved
- Leave in December is not permitted and at the sole discretion of the Directors, we operated within the UK property market and this is a key time along with also being a reduced working month
- We encourage all staff to utilise their annual leave entitlement within the year, no more than 3 days will be permitted to be carried forward (if otherwise it will be at the sole discretion of the Director)
- Leave year starts from 1st January to 31st December
- Three mandatory leaves for the Christmas period are booked, which will be deducted from your annual leave entitlement
- The day before taking your annual leave you need to ensure your Out of Office is set and emails are forwarded to the designated person during the leave with the correct and agreed message
- The following can be applied: "Currently out of the office on annual leave, please contact in my absence who will be taking over my matters. Otherwise, I will reply on my return date of ..."
- Please ensure that you have prepared a handover note - any completions should have been communicated to the person allocated to covering your work

Causal Leave: (Intrinna SL)

- Causal leave is for ill health, private business or other reasonable causes **ONLY**
- You will be entitled to up to 5 days of causal leave during the first calendar year of your employment
- Thereafter up to 7 working days per calendar year
- Causal leave may be taken in the calendar year in which you become entitled to it, and **ONLY** with written prior approval of the Company
- Casual leave accrues each month you work during any calendar year

ATTENDANCE POLICY:

Sickness:

- Please Telephone your appointed supervisor when you are unable to work due to sickness – WhatsApp messages and texts are not acceptable
- After telephoning, you would need to log in and put your out of office on with who will be taking over your work
- If you do not have a laptop and work from a P.C. your password needs to be available to IT manager to complete this
- The following can be applied: “Currently out of the office due to sickness, please contact in my absence for anything urgent. Otherwise, I will reply on my return”
- Sickness days will be taken from your causal leave, if you have a prolonged illness then this will be discussed with your supervisor
- When returning to work a Return to Work meeting will commence
- COVID – please inform the management team as soon as you have been identified and follow COVID protocols
- Please advise if you have any appointments scheduled for the day

Lateness:

- You need to ensure you’re clocking in and out via the digital finger scanner system everyday
- If you are aware you’re going to be late into the office, please telephone appointed person or team lead and let them know as soon as possible
- Please state the reasoning for your lateness and provide a realistic time that you will be arriving at the office.
- If you have any urgent matters on the day of your lateness that you would not be able to attend, please state the matter and who can take over in your absence

Important

LATENESS TO THE OFFICE - PLEASE READ

AS CONFIRMED IN OUR MEETING YESTERDAY (07/12/2023)

DUE TO THE VOLUME OF PEOPLE ARRIVING LATE TO THE OFFICE, WE WILL NOW BE ADAPTING THE FOLLOWING

ONCE LATE MORE THAN 3 TIMES AUTOMATIC NOTE TO YOU TO CONFIRM IT IS ON RECORD
IF YOU ARE LATE AGAIN AFTER THIS AUTOMATIC DISCIPLINARY MEETING
WE DO NOTE THAT THERE ARE ALWAYS REASONS FOR BEING LATE BUT A CONTINUING PATTERN OF LATENESS IS NOT ACCEPTABLE - AS SUCH IF YOU ARE GOING TO BE LATE FOR A PERIOD OF TIME THEN PLEASE REQUEST A MEETING WITH VARUNI AND ROSIE TO DISCUSS THIS.

DISCIPLINARY AND TERMINATION ACTIONS

- If you face any disciplinary actions the process will include you firstly receiving an email making you aware of the issues followed by a meeting with the management team
- This will then be documented on your file as either a verbal or written warning depending on the circumstances
- These warnings will stay on your file for a total of 6 months, and you will receive a further email with the meeting outcome information
- If you face another disciplinary action within those 6 months of receiving your first one, you will attend the same process and receive a final written warning.
- Within your final written warning meeting – if the outcome is not met after a period of time which is given to you to improve, your contract will be terminated
- If you're on probation two prior notices will be given if your performance is unsatisfactory and contract will be terminated. In the event of your performance being satisfactory, this will be communicated in writing with your probation being extended for a further period of 3 months – also stated in your contract
- Based on the outcome of the disciplinary meeting could face termination of contract
- Disciplinary meetings will commence if any rules or regulations are not met

GRIEVANCE PROCEDURE

Most grievances can be resolved quickly and informally through discussions with one of the management team. This procedure applies to all employees regardless of length of employment. This procedure does not form part of any employee's contract of employment. It may be amended at any time and we may depart from it depending on the circumstances of any case.

Written Grievance: this should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved to investigate

Meeting: A meeting will be arranged, normally as soon as possible from receiving the grievance letter. You may bring a companion to the grievance meeting if you make a reasonable request in advance and tell us the name of your chosen companion. We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened. We will write to you, usually within one week of the last grievance meeting, to confirm our decision and notify you of any further action that we intend to take to resolve the grievance.

Appeals: If the grievance has not been resolved to your satisfaction you may appeal in writing to the administrative team, stating your full grounds of appeal, within one week of the date on which the decision was sent or given to you. We will hold an appeal meeting, normally within two weeks of receiving the appeal. This will be dealt with a manager who has not previously been involved in the case. You will have a right to bring a companion. The final decision will be confirmed in writing, within one week of the appeal hearing. There is no further right of appeal.

ZERO TOLERANCE COMPLAINTS POLICY

There will be a zero tolerance for complaints. The aim is to keep our complaints at minimum where Client complaints are monitored, evaluated and logged by Consultant Client Relations Co-Ordinator. They will identify and address shortcomings or failings in our standard of service; regular analysis is carried out by them, to identify training needs, or process improvement requirements etc. Such feedback is essential to help continually gauge client perceptions of our service

- If a complaint is made against you a meeting will be held regarding the reasonings for the complaint
- Depending on the outcome of the meeting, disciplinary action will be put into place

SEE IT, FIX IT, RAISE IT POLICY

Any matters you come across needs to be addressed. Some can be resolved by you and others need to be escalated. However, none should be ignored.