



The parties to this contract of employment are:

Employer: Mount Juliet Unlimited Company (ULC) (Registered No: 123830)

Address: Thomastown. Kilkenny, R95 E096

and

Employee: Frazer Dias

Address:

31/07/23

This statement sets out the terms and conditions of your employment, which together with Mount Juliet ULC handbook or references to any additional procedures/policies that form part of the contract constitute your contract of employment with the organisation.

This agreement substitutes for any previous offer or agreement(s), if any, with Mount Juliet ULC or any associated Company(ies). No previous period of employment with this or any other organisation will be treated as continuous employment with this Company. *Issued in accordance with the TERMS OF EMPLOYMENT (INFORMATION) ACT, 1994 - 2014 and the Employment (Miscellaneous Provisions) Act 2018

Position

You will be employed primarily as a Food & Beverage Assistant reporting to Operations Manager - Hunters yard. You will be required to be flexible and to undertake such other work as may be assigned to you from time to time.

Contract

Your date of commencement of employment with the organisation is 31/07/23. This is a casual contract of employment.

Place of Work

Your normal place of work is Mount Juliet ULC. You may be required, from time to time, to work at the employer's other places of business or/and the premises of such subsidiary companies, organisations or customer premises as the organisation may require. You will be given as much notice of any change of place of work as is reasonably practicable.

Duties

Your primary duties are detailed in the attached job description which may be revised at any time. It may be necessary to expand or alter your function as business dictates and you are required to be fully flexible. You may be required to undertake such additional duties as may be assigned to you from time to time

Probationary Period

Your employment will be probationary for the first six months. The probationary period may be extended at the organisation's discretion, but will not, in any case, exceed 11 months. Termination of this agreement within the probationary period shall be at the discretion of the organisation and will reserves the right to terminate your employment without explanation during your probation or any extension thereof. Likewise, where you intend to resign from your employment during your probationary period you will be required to give the Mount Juliet ULC notice of at least one week in writing. Normal disciplinary procedures will not apply during the period of probation or any extension thereof.

Hours of Work and Timekeeping

You are employed on an ad-hoc casual basis with no guarantee of weekly hours. Depending on the needs of the business you may be offered hours per day and per week as determined by the company on a periodic basis but there is no obligation on either party to make or accept such an offer (however where hours have been accepted you will absolutely be expected to attend for work – failure to comply with our absence procedures may result in referral to the disciplinary process). It is not possible to guarantee a number of hours as this will be dictated by business levels. Hours may be over a seven-day period including Sundays, Public Holidays and at unsocial hours if required. A roster will be prepared at least the Saturday in advance of the working week and displayed in a prominent position - where we have to change your working hours to accommodate shifting business needs/cancellations we will endeavour to give you at least 24 hours' notice - please ensure we always have your correct contact details. The maximum working week is 48 hours as stipulated by the Organisation of Working Time Act 1997. Where you are working for another employer, it is your responsibility to advise us (via our Double Employment Form) as there is a statutory obligation on both the employer and employee to ensure your aggregate total does not exceed the maximum of 48 hours averaged as stipulated by the Organisation of Working Time Act 1997, and break periods and the restrictions of any working visas are adhered to. Full disclosure must be made for conflict of interest purpose also (see restrictions and exclusivity below). You should also be aware that if you are uncontactable or unavailable for rostering for an extended period without statutory or otherwise valid/authorised reason we may consider that you have terminated this agreement. The Company reserves the right to change your working hours/days/rostering arrangements as required to best meet the needs of the business and to alter or introduce any time registration system as it deems appropriate at any time

Rest breaks

You are entitled to rest periods as outlined below and you are obligated to take and record rest periods in accordance to business policy. If for any reason you are prevented from getting the required rest period you should immediately advise the General Manager or in their absence your Head of Department in writing, but at latest within one week so that compensatory rest can be arranged. Rest periods are not included in time worked for the calculation of pay and must be taken at management's discretion to facilitate the business, but not at the end of shift.

"Daily Rest Period: You are usually entitled to a rest period of not less than 11 consecutive hours in each period of 24 hours (exemptions may occasionally apply). Rest and intervals at work: You are entitled to a rest period of at least 15 minutes within a four-and-a-half-hour work period and a rest period of at least 30 minutes in a six-hour work period which may include the aforementioned 15-minute rest period. Weekly rest periods: In each period of 7 days you are entitled to a rest period of at least 24 consecutive hours* (* or 2 x 24 hour rest periods in the week following one in which you did not get the above break) Smoking breaks can only be taken at official rest periods in designated smoking area.

Meals

On days rostered to work you are entitled to meals and this allowance has been provided for in your remuneration. A 50-cent canteen charge will be deducted from each biweekly wage payment.

Remuneration

Your rate of pay on commencement will be €11.30 per hour payable biweekly in arrears, every second Thursday. This hourly rate of pay is a flat rate payable for all hours worked, including in excess of regular hours (i.e. no overtime rate is payable), however if you work on a Sunday (defined by the Organisation of Working Time Act 1997 as 12 midnight Saturday to 12 midnight Sunday) you will receive an additional 10% of your base rate for those hours. The initial pay period will be from the date of commencement of your employment to the following Sunday week, thereafter the pay period will be from a Monday to the Sunday of the following week. You will be paid by credit transfer directly to your Bank account. This method/schedule/interval of payment may be altered at the discretion of the Company on giving reasonable notice. A payslip will be supplied each two weeks, currently by email to the personal address you have nominated for communication with the Company on items we think may be of interest to you – as you've nominated this address please note that we will

consider mail delivered to same as received on dispatch so please ensure we are in your safe recipient list and check for mail regularly. You may under Section 23 of the National Minimum Wage Act 2000, have the right to request a written statement of your hourly rate of pay for any pay reference period falling within the last 12 months. Pay reference period is one month. The Company reserves the right to deduct from your gross pay all statutory deductions, any court ordered deductions, any and all monies owed without limitation, for e.g. as a result of unauthorised/unvouched business expenses, overpayments e.g. holiday or sick pay, loans, unauthorised use of Company credit cards, monies or to make good such shortcomings as bad workmanship, breakages or till shortages, misappropriation of funds or abuse or non-return of any company property issued, and by signing these terms you consent to these deductions. Where appropriate, the amount of deduction will be agreed in advance and a reasonable repayment schedule agreed. Pay may also be reduced or suspended as a result of demotion or suspension in accordance with our disciplinary procedures. You are responsible for advising the Company immediately of any error or overpayment in pay.

Annual Leave

The Company leave year runs from the 1st January to 31st December. Any leave taken within a holiday year will be considered to be that year's statutory leave first. Your holiday entitlement is calculated in accordance with the Organisation of Working Time Act 1997-usually 8% of total hours worked to a maximum of four of your normal working weeks. Holidays must be requested from your Line Manager at least 6 weeks in advance

(exceptional circumstances will be considered) on an approved holiday request form. You will be notified in writing when approved - please do not decide without such notification as you may be disappointed. Usually not more than two consecutive weeks and not less than one week's leave can be taken at any one time (occasional single days acceptable) The Company strongly encourages you to annually take two weeks' continuous leave for optimum relaxation benefit. Holidays must be accrued before leave taken. Holidays must be taken to facilitate the business and seasonal requirements of the property (certain times for leave will be restricted) and your particular department and management decision is final. Only in exceptional circumstances, and at the discretion of the General Manager from whom prior approval must be sought, can annual leave be carried forward (to a maximum of three months into the next holiday year - thereafter unused leave will be forfeited. Separate provision applies for certified sick leave). You are strongly encouraged to take your full entitlement within the holiday year and to notify your GM in good time if prevented from doing so. The Company reserves the right to nominate periods of annual leave on giving one month's notice. Upon termination where paid leave exceeds the amount of the entitlement on the date of termination, the employee hereby agrees to the deduction of the excess from any termination pay. If leave is accrued the Company reserves the right to consider allocate such leave against your notice period in full or part lieu of payment

Public Holidays

Employees are entitled to benefit from nine public holidays. Public holiday entitlements will be granted in accordance with the provisions of the Organisation of Working Time Act 1997. You may be required to attend for work on a public holiday.

Bonus, Benefits & Privileges

If you are eligible to participate in any bonus, benefit or privilege scheme as Mount Juliet ULC may implement from time to time, the terms and conditions of such a plan will be determined by Mount Juliet ULC in its absolute discretion (and if insured the terms of that insurance) and such a scheme may be amended or terminated at any time without compensation. All shall cease immediately on termination of service or on notification. The payment of any bonus to you is subject to you being in the employment of Mount Juliet ULC and there being no notice of termination in effect on the date the bonus payment is due.

Retirement

The normal retirement age of the organisation is 65 years.*

Pension

You are entitled to access the organisation's PRSA scheme. For details please contact Accounting Department

Uniforms & Property

Any property supplied to you by Mount Juliet ULC e.g. Uniform, Name Badge, Safety Equipment and any other items such

as mobile phones, laptops etc they remain the property of Mount Juliet ULC and you are required to take good care of these items in accordance with manufacturers' or company issued instructions, to wear them properly and to use them exclusively for the conduct of your duties and to return them on request or on termination of employment prior to payment of final salary. You are personally responsible for all property belonging to or under the supervision of Mount Juliet ULC, its guests, agents or employees including data, money, goods and stock which you may handle, and any uniform, equipment or protective clothing provided for your use. Mount Juliet ULC reserves the right to require you to reimburse Mount Juliet ULC for any loss, abuse or careless damage. Theft is considered gross misconduct and will result in the associated disciplinary action. Mount Juliet ULC reserves the right to deduct an appropriate amount in respect of unreturned, damaged or unauthorised use of items from your final payment. Keys must never be taken off site and/or copied without the permission of the General Manager

Appearance & Behaviour

Mount Juliet ULC is a professional corporate environment and have specific Grooming & Appearance guidelines in place and must be adhered to. These are maintained in the HR Policy Folder

Absence from work

In the event of absence from work you are required to contact your head of department (or in their absence the next level of senior management) with as much notice as possible preferably no less than 4 hours in advance of your scheduled commencement time (a voicemail/email or text is not considered acceptable). A medical certificate must be submitted to the organisation by the end of the third day of absence and weekly thereafter. Please endeavour to make any personal appointments such as doctor/dentist visits outside working hours (unless you have prior agreement to make up the time in lieu), and if late you will be expected to make up the time. A poor record of attendance may lead to disciplinary action up to, and including, dismissal.

At all times the organisation reserves the right to refer an employee to the organisation's nominated medical practitioner for an independent medical assessment. The organisation will not make any payment for any day of illness or unauthorised absence from work that you do not attend for work. You may be entitled to claim social welfare benefit from the Department of Social Protection. You are expected to attend work punctually and fit for work, ready to commence your shift at your rostered times. You will not be paid for time not worked NOR for hours worked in excess of your rostered hours without prior written authorisation from management. While absent from work you are expected to keep in regular (daily initially unless agreed otherwise) contact with Mount Juliet ULC with regard to your likely return to work and to refrain from any activity (including but not limited to work, leisure, travel, sports etc) that is considered inconsistent with your reason for absence unless medically advised in writing. In appropriate circumstances Mount Juliet ULC reserves the right to redirect your business email/communication forums for continuity of business purposes.

Medical Capability

Mount Juliet ULC reserves the right to require you to undergo a medical examination by a doctor or other health professional chosen by Mount Juliet ULC to determine your fitness to work in general or in relation to specific duties at any time. You are required to authorise this health professional to discuss and share their findings with Mount Juliet ULC or its nominee in confidence and, if required, to authorise same to consult with your own medical advisors. If categorised as a night worker, you are entitled to request a paid fitness assessment. It is a condition of continued employment that you remain fit enough to carry out the duties of your role.

Sick Pay

Mount Juliet ULC does not operate a sick pay scheme.

Lay off and Short time

The organisation reserves the right to lay you off from work or reduce your working hours where, through circumstances beyond its control, it is unable to maintain you in employment or maintain you in full-time employment. You will receive as much notice as is reasonably possible prior to such lay off or short time. No payment will be made for any period of layoff. Payment will only be made for hours actually worked during any period of short time.

Notice of Termination



Subject to the probationary clause above, in the event of the termination of your employment you will be entitled to receive one month's notice in writing. Likewise, where you intend to resign from your employment, you will be required to give the organisation two weeks notice in writing. The organisation may, at its discretion, pay you in lieu of notice. Nothing in this contract shall prevent the giving of a lesser period of notice by either party where it is mutually agreed.

In the event of the termination of your employment by reason of gross misconduct on your part, you will not be entitled to receive notice in accordance with this clause. Mount Juliet ULC reserves the right to pay salary in lieu of notice. There is no provision in the terms and conditions of employment to prevent Mount Juliet ULC from terminating your employment without notice or salary in lieu of notice in appropriate circumstances, such as gross misconduct. The right to all or part of the notice period may be waived by mutual consent. On termination of your employment, you must return to Mount Juliet ULC without delay all property, which may have been allocated to you, or anything in your possession belonging to Mount Juliet ULC. All notice must be given in writing to your Head of department or General Manager.

Mount Juliet ULC may in its absolute discretion without breaking the terms of your contract or giving rise to any claim against Mount Juliet ULC for all or part of your notice period:

- Exclude you from the premises
- Require you to carry out specified duties for Mount Juliet ULC or to carry out no duties
- Announce to employees, suppliers and customers that you have been given notice of termination or have resigned (as the case may be)
- Instruct you not to communicate orally or in writing with suppliers, customers, employees, agents or representatives of Mount Juliet ULC
- Remove/suspend your access to email, desktop, databases and communication forums including committees
- For the avoidance of doubt, your duties and obligations under this contract continue to apply during such period, hereinafter referred to as "Garden Leave Period"

However, during the notice period the employee will continue to be required to hold himself or herself available to assist with answering any questions or dealing with other matters relating to the employee's work and the employee will remain an employee of the company.

During the notice period, the company shall continue to pay the employee's salary and contractual benefits. The employee will not be in a position to take up new employment until the employee's period of employment with the company terminates. The employee may also be subject to such other conditions during the notice period as the company considers appropriate.

Other Types of Leave

Appropriate consideration will be given to all requests for compassionate leave in the case of the death of a close relative i.e. Parent, brother, sister, child, spouse or domestic partner. Up to three continuous working days' paid leave may be granted. Requests for such leave must be submitted to your head of department. Please note this is not a statutory entitlement and is entirely at the discretion of Mount Juliet ULC.

Statutory leave such as Maternity, Paternity, Parental, Force Majeure, Adoptive, Carers Leave etc is covered in the Employee Handbook.

Right of Search

Regardless of rank or status, Mount Juliet ULC reserves the right to search your person, your clothing, your belongings including bags, lunchboxes, toolboxes etc, your workspace, your locker (if applicable) and your vehicle on, entering or leaving the premises. You have the right to request a working colleague to be present during a personal search. Anyone found in possession of anything other than their personal property or non-cooperation in regard to a search will be subject to disciplinary action up to and including summary dismissal and possibly prosecution.

Please do not bring to work any items of value as Mount Juliet ULC will not accept responsibility for same.

Data Protection

Mount Juliet ULC may from time to time collect and retain personal data including sensitive personal data about you from which you may be identified. For full details of how your personal data may be processed please see our employee privacy policy. By signing this contract, you hereby consent to the collection and retention of such personal data and to the disclosure and/or transfer of such personal data, including the transfer of personal data to any Associated Company, which may be located outside the European Economic Area (EEA). In your role you, and those you supervise, are required to be familiar with and fully compliant with our policies and procedures around Data Protection Regulations.

By signing this agreement Mount Juliet ULC reserve, the right to contact you on the personal details provide, in relation to your contract of employment and other information that may be relevant to your employment with the company.

Confidentiality

The confidential nature of your work requires that you never disclose any information you may acquire about the affairs of the company or any of its suppliers/customers. The records and forms you work with are the property of the company and must not be shown or given to outsiders without official approval. Failure to comply with these requirements may result in disciplinary action, up to and including dismissal. You may not reproduce, copy or remove from the premises without proper advance authorisation any image or information (hard copy, digital or otherwise) belonging to Mount Juliet ULC or which comes into your possession through association with Mount Juliet ULC.

Restriction and Exclusivity

To avoid conflict of interest, during the term of this agreement you should neither directly or indirectly undertake any unauthorised work or activity (paid or otherwise) either privately or for any other person, firm or company or acquire any interest in any other undertaking without the previous written consent of the General Manager. You must not make unauthorised recommendations to clients for services other than Mount Juliet ULCs. You must not use facilities, data, services or property of Mount Juliet ULC for any purpose other than your authorised duties without the prior written consent of the General Manager. For a period of 6 months from the termination of this agreement you shall not approach, solicit or accept custom in competition with Mount Juliet ULC. You shall not before or after the termination of employment, solicit or attempt to solicit any person to break any contract of employment or contractual service with Mount Juliet ULC.

You are required to devote your full-time attention and abilities to your authorised duties during working hours and to act at all times in the best interests of Mount Juliet ULC.

Acceptance of Gifts

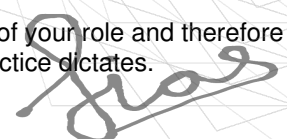
You may not without prior advance authorisation solicit or accept any gift and/or favour from any customer or supplier of Mount Juliet ULC, or any prospective customer or supplier.

Health and Safety

The organisation attaches the highest regard to the safety health and welfare of its employees. The organisation policy in this regard is set out in the organisation's Safety Statement, which includes specific employee duties under the Safety Health and Welfare at Work Act 2005 and related legislation. Employees are expected to familiarise themselves with this policy and observe the provisions set out in the Safety Statement, including their specific obligations concerning their own safety, health and welfare and that of their fellow employees. You have a duty at work to take reasonable care for the Health and Safety of yourself and of other persons who may be affected by your acts or omissions. You also have a duty to co-operate with Mount Juliet ULC in complying with any statutory duty, training or requirements concerning Health and Safety at work and have regard for same. You must, particularly but not exclusively if a food handler, report all illness of any nature to your Head of Department or the next Senior Manager when it occurs as some illnesses present a health and safety risk for yourself and others. You must also report to your Head of Department or, if you prefer in confidence, to HR or the GM, the development of any allergies or the taking of any medication. The Safety Statement is available to all Employees for consultative purposes please ensure you are familiar with it, especially as it applies to your department and cooperate fully with Mount Juliet ULC in its execution.

Accreditation

It is a condition of continued employment that you remain qualified to carry out the duties of your role and therefore you must maintain any accreditation required of your role currently or hereafter required as best practice dictates.



Suitability

It is a condition of continued employment that you must satisfy any specific requirements necessary for you to execute the duties of your particular role, e.g. retain clean driving licence, no criminal conviction etc. and that you undertake without compensation any additional training required as your duties develops.

Alcohol & Drugs

To be in possession of or under the influence of alcohol or drugs on the premises is strictly forbidden, as is the distribution or sale of same, and may be considered gross misconduct subject to disciplinary action up to and including dismissal. Mount Juliet ULC has the right to send you home (without pay for loss of hours) if it is apparent that you are under the influence of an intoxicant (alcohol, drugs or prescribed/otc medication that impairs your ability to work) or if you have an accident. In such an instance Mount Juliet ULC has the right to request you to attend for "With-Cause" drug testing. Employees in high risk areas may be asked to randomly attend for drug testing without cause.

All tests will be conducted under medical supervision and you are required to sign a consent form for testing as a condition of your continued employment.

Equal Opportunities

Mount Juliet ULC is committed to providing equal opportunities for all its Employees. Please consult the Handbook for our full Equal Opportunities Policy.

Alterations to Employment Terms

Mount Juliet ULC reserves the right to make reasonable variations to your terms and conditions of employment from time to time, either on a collective or individual basis. Such alterations will be notified to you in writing and will take effect with your acceptance or acquiescence.

Confidentiality

Every effort is taken by Mount Juliet ULC to ensure that clients' affairs are treated with absolute confidentiality and you should note the following provisions in particular: You will be expected to keep all information concerning the organisation, its customers, third parties, and any other connected organisation with whom you are involved as an employee of this organisation, absolutely confidential. Any deliberate breach of confidence will be regarded as a matter justifying summary dismissal. This requirement for confidentiality extends beyond your period of employment. You will deliver to the organisation, on termination of your employment, or at any time it may so request, all documents, notes, records, manuals, programmes or any other materials or property belonging to the organisation or any organisation within Mount Juliet ULC or relating to customers and/or third parties, which you may then possess or have under your control. You may not, without the organisation's consent, keep copies of same. You may not remove from the organisation's premises at any time, without proper advance authorisation, any document or other property which belongs to the organisation or contains or refers to any confidential information relating to the organisation, its customers, third parties or any organisation within Mount Juliet ULC. You will return to the organisation, prior to termination of your employment, any documents or other organisation property that subsequently comes into your possession or procurement in the future. You will be expected to devote your entire working time and attention to the organisation's affairs and therefore you may not, without the prior written consent of the Mount Juliet ULC, be involved in any outside business or enterprise.

Intellectual Property

Any data, document, image or concept you create while in the employ of the Company remains the intellectual property of the Company and should not be discussed, copied, shared, deleted or in any way interfered without the authorisation of the Company.

For the purpose of this Clause, Intellectual Property means all Intellectual Property Rights of whatever nature, including but not limited to :-Copyright (present and future), patents, trademarks, concept, procedure, development or improvement in process or procedure, data, design, formula, model, plans, drawings, documentation, database, computer program or software, confidential information and trade secrets.

All rights or forms of protection, idea, method, information or know how which is made, discovered, created or generate by you whether alone or with others and whether or not in the course of your employment which relates to or affects the

business of the Company of any Group Company, etc. You must immediately disclose to the Company full details of any intellectual property. You must never infringe or violate the IP rights of the company or any other party. If the rights in the Intellectual Property belong to the Company or are capable of doing so you will act as Trustee for the Company in relation to them.

If requested by the Company whether during your employment or when your employment with the Company ceases, you will at the expense of the Company do everything necessary (including executing documents) or assist a party nominated by the Company to

- Protect all current and future rights in the Intellectual Property (by applying the letters patent or other appropriate form of protection) in Ireland or any other part of the world
- Vest transfer or assign such protection or right as the case may be to the Company or its nominee with full title guarantee and the right to sue for past infringement and recover damages, and
- Provide all reasonable assistance as the Company may require obtaining, maintain or enforce rights to the IP

You hereby irrevocably and unconditionally waive in favour of the Company the moral rights conferred on you by the Copyright and Related Rights Acts 2000 to 2007 in respect of any IP Right in which the Copyright is vested in the Company under this Clause or otherwise

Severance

In the event that any condition contained in this agreement is held to be void in whole or in part for any reason, such unenforceability will not affect the enforceability of the remaining conditions contained in this letter and such void conditions will be deemed to be severable.

Governing Law

Your employment shall at all times and in all respects be governed by the Laws of Ireland and the Courts of Ireland shall have the exclusive jurisdiction in relation to all matters therein. Your employment will automatically cease if you are no longer eligible to live and work in Ireland.

Policies

This statement sets out the terms and conditions of your employment, which together with any relevant document and/or collective agreement, such as company handbook constitute your contract of employment with the organisation. Employees are required to familiarise themselves and observe the organisation's policies and procedures. They form part of your contract of employment. You must read and comply with the policies, procedures & guidelines of Mount Juliet ULC as outlined in the Employee Handbook and as they are updated from time to time and you will be bound by all amendments notified to you in writing and will take effect with your acceptance or acquiescence

In particular the Dignity in the Workplace Policy (Harassment & Bullying Prevention) and the Electronic Communication Systems Use Policy breaches of these Policies (amongst others) are considered Gross Misconduct and may be subject to summary dismissal under Mount Juliet ULC Disciplinary Procedure summarised in this document but printed in full in the handbook. It is our hope that all our Employees will not encounter any problems at work however if an issue arises, please consult Mount Juliet ULC Grievance Procedure summarised below.

Grievance Procedure

From time to time, grievances caused by misunderstanding, disagreement or general dissatisfaction may occur among staff or between the organisation and its employees. Full recognition is given to the significance of personal grievances and it is our policy at Mount Juliet ULC that all grievances will be dealt without undue delay and resolved at the earliest possible stage. Details of our grievance procedure are contained in the HR Policy Folder on the Common Drive and should be read fully as it forms part of your contract of employment.

Disciplinary Procedure

The organisation looks forward to a productive employment relationship and will support you in the performance of your role. However, the organisation retains the right to discipline you, up to and including dismissal, following due procedure, on

grounds of:

- capability
- competence
- qualifications
- conduct
- legal reasons
- redundancy
- some other substantial reason

Certain breaches of organisational rules and of established custom and practice may also render you liable to dismissal. All dismissals will be carried out in accordance with the provisions of the organisation disciplinary procedure contained in The HR Policy Folder.

Changes to Conditions of Employment

The organisation reserves the right to make reasonable changes to your terms and conditions of employment. Any such changes will be notified to you before the date of the proposed change and will take effect with your acceptance or acquiescence.

Finally, we hope you will continue to be a longstanding, valued member of our team and we look forward to your contribution to date. Your working time is considered a valuable resource of the company and you are expected to use it exclusively and diligently for the benefit of the company. It is impossible to cover every eventuality in this document so we trust you will show loyalty, commitment and integrity in your dealings with the company.

This offer is made subject to the receipt of signed acceptance within seven days from this date.

Acceptance

Please confirm your acceptance by signing below and returning this copy of the contract within 7 working days.

We look forward to you joining us.



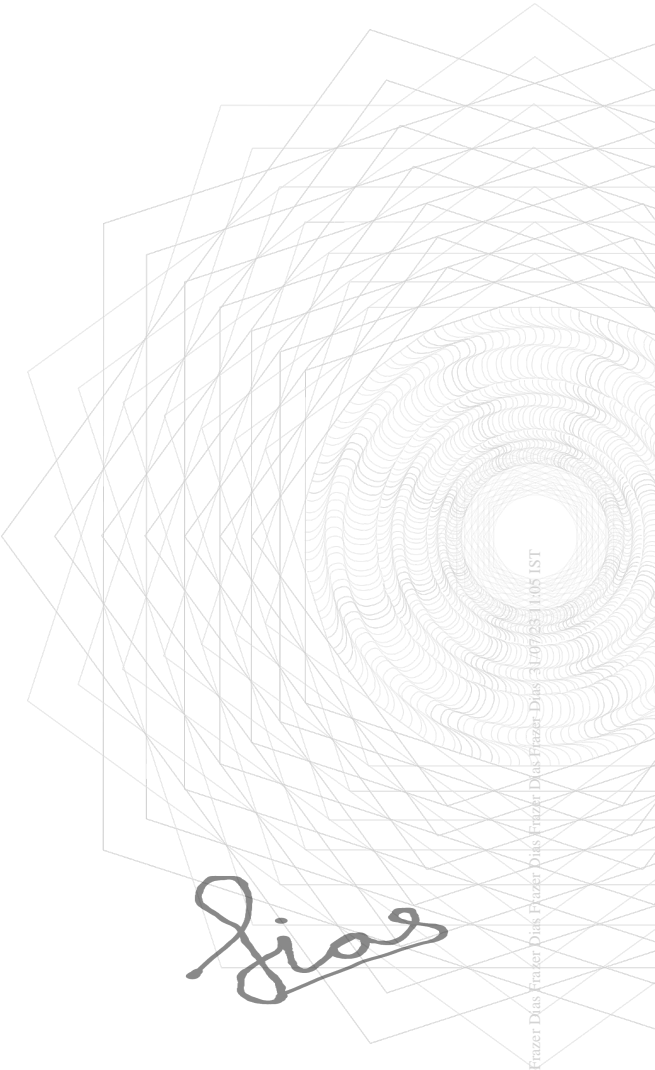
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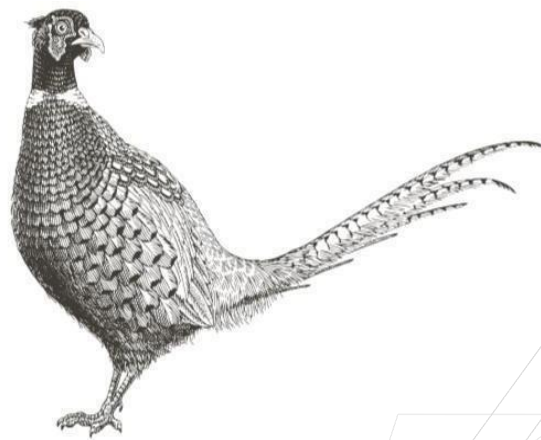
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Dias

Employee Handbook

MOUNT JULIET ESTATE



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**t/a Mount Juliet Estate ULC, Thomastown, Co Kilkenny
Registered in Ireland Co. No. 123830**

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Employee Handbook

Section 1 – Introduction

- 1.1 Introduction from the General Manager
- 1.2 About your Handbook
- 1.3 Mission Statement and Core Values
- 1.4 Property Information

Section 2 – You and Your Future

- 2.1 How You Make it Happen
- 2.2 Induction to the Company
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- 2.6 Transfers within the Group and Promotions

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- 3.2 Guest Care
- 3.3 Guest Complaint Handling
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- 3.5 Guest Facilities
- 3.6 Guest Privacy
- 3.7 Know the Property
- 3.8 Recognition of Celebrities and Autographs

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- 4.2 Ad-Hoc Benefits
- 4.3 Company Sick Pay Scheme
- 4.4 Leisure & Spa Club Facilities
- 4.5 Car Parking
- 4.6 Cycle to Work Scheme
- 4.7 Social Club
- 4.8 Uniforms
- 4.9 Meals
- 4.10 Food and Beverage Discounts
- 4.11 Employee Recognition
- 4.12 Golf and Golf Retail
- 4.13 Equestrian
- 4.14 Fishing
- 4.15 Archery

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- 5.1 Alcohol and Drug Policy
- 5.2 Armed Raid and Cash Security Procedure
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- 5.4 Cash Handling Procedure
- 5.5 CCTV & Recording Policy
- 5.6 Clean Desk Policy
- 5.7 Conservation and Environmental Policy



5.8 Dignity in the Workplace Policy – Bullying & Harassment Prevention Policy

- 5.9 Disciplinary Procedure
- 5.10 Grievance Procedure
- 5.11 Electronic Communications Systems Policy
- 5.12 Equal Opportunities Policy
- 5.13 Fire Emergency and Evacuation Procedure
- 5.14 Food Safety & Hygiene Procedure
- 5.15 Health & Safety Policy
- 5.16 Lost Property Procedure
- 5.17 Open Door Policy
- 5.18 Personal Presentation Policy
- 5.19 Policy in Relation to Theft
- 5.20 Responsible Service of Alcohol
- 5.21 Safe Work Practice Policy
- 5.22 Security Awareness Policy
- 5.23 Smoke-Free Workplace Policy
- 5.24 Stock & Goods Removal Policy
- 5.25 Spa Policy
- 5.26 Travelling on Business Policy
- 5.27 Vehicle Policy
- 5.28 VDU Policy
- 5.29 Working Alone
- 5.30 Working Outside
- 5.31 Working With Children, Young People and Vulnerable Persons Policy
- 5.32 Whistleblowing Policy

Section 6 – Attendance and Leave

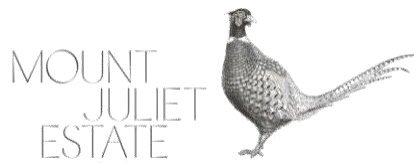
- 6.1 Absence from Work
- 6.2 Adoptive Leave
- 6.3 Annual Leave
- 6.4 Carer's Leave
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- 6.6 Force Majeure Leave
- 6.7 Hours of Work and Break Times
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Conduct Outside of Work

- 7.2 Confidentiality
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- 7.27 Work Permit



1. INTRODUCTION AND WELCOME

1.1 WELCOME LETTER FROM THE GENERAL MANAGER

Dear Colleague

Welcome to our Team!

It is my great pleasure to welcome you as an employee to Mount Juliet Estate, Autograph Collection. In joining us you become part of an elite team of professionals working closely together in order for our Estate to become the best. We have many competitors and our success depends on you ensuring that our guests receive the highest possible standards of service - whatever your role front or back of house, you have an important part to play in that success. From the moment a guest contacts the estate, to the moment the guest leaves, we must strive to give them the personal and individual attention that they will remember. Most of our guests' interaction will be with the Employees such as you. To them, you are Mount Juliet Estate; to them you can make the difference with your welcome, your smile, and your skills. There are many unique things about Mount Juliet Estate which sets us apart from other estates/resorts. It is those things and the unique experiences we deliver to our Customers which will maintain and grow our reputation nationally and internationally.

As a new Employee you will be given thorough training in the duties you will be required to carry out and an induction into the framework in which we do so. In conjunction with this training, it is with great pleasure that I introduce you to our organisation through this handbook which will guide you through the policies and procedures that ensure the smooth running of the business. The policies in this handbook are not contractually binding on the Company as we may need to change them from time to time depending on the needs of the business. Please take your time to read this document carefully and if there are any points you do not understand, please discuss them with your immediate Supervisor/Head of Department. If you have any questions which are not covered in this handbook, please feel free to ask your Manager or HR for assistance. We also welcome your ideas and suggestions at any time to improve our product and service.

I hope you will be extremely proud working at Mount Juliet Estate and wish you the very best success in your career development. I look forward to working with you for many years to come.

Mark Dunne
General Manager



1.2 About Your Handbook:

The information outlined in this Handbook is provided for all members of the team. Please use this Handbook as a general information reference and guide to the practices, policies and procedures currently in force here at Mount Juliet Estate that you are expected to be aware of and abide by. As this Handbook, along with your Contract of Employment and Job Description, is a very important document you should take the time to study the content.

From time to time, it may become necessary to amend or modify some of the information provided. Any amendments will supersede previous policy and will be communicated to you in a timely fashion.

Where we refer to the Company, we mean Mount Juliet Estate trading as Mount Juliet Estate, Thomastown, Co Kilkenny, and when we refer to the law we mean law as applicable in Ireland from time to time.

You may also refer to your Departmental Supervisor, Line Manager or General Manager with any queries you may have during your time with us.

1.3 Mission Statement and Our Core Values:

OUR MISSION STATEMENT

"An understated historical family estate, set in a unique and memorable place of natural beauty located a few minutes from medieval Kilkenny. Offering a unique blend of resort experiences."

OUR CORE VALUES

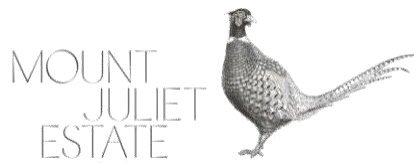
We are dedicated, we are professional, we are committed, we are hardworking, we are flexible, we are the best of the best, we are proud to deliver a quality product, in a unique, quality environment and we strive to offer each and every guest a magical experience with a warm welcome.

1.4 Property Information

Property Name	Mount Juliet Estate
Full Address	Thomastown, Co Kilkenny
Telephone No.	056 7773000
Website	www.mountjulie.ie
Directors	
General Manager	Mark Dunne

Property Info

This walled estate on the banks of the River Nore, is home to one of Ireland's most unique luxury hotels. Blending old world style from its' beautiful manor style hotel and charming and unique self-catering lodges with every modern amenity including a Michelin starred restaurant, a Jack Nicklaus designed golf course, award winning Spa and, for the lovers of outdoor life, equestrian, fishing and archery to name but a few of the activities on offer, there is something to appeal to the most discerning of visitors and as a team we are proud to work together to share and form a part of the Mount Juliet Estate vision.



2. YOU AND YOUR FUTURE

2.1 How You Make it Happen

Your Company

To a certain extent, the future of the Company is in your hands. If Mount Juliet Estate is to operate successfully and preserve job security and stability for the future, each Employee needs to be committed, adaptable and flexible. We will provide every support to enable you to adjust to and benefit from these changes.

Your Colleagues

In an average working week, you will probably spend more time with your colleagues than you will with your family or friends. It is therefore imperative to your job satisfaction that you interact well with the people you work alongside, are answerable to or responsible for.

Your Role

Always remember that you – and all of your colleagues – are here to serve the guests! The guests pay your wages and safeguard the Company's future – they are not an inconvenience, but the reason for you being here. If you do not work directly with the public, you provide a support service to someone who does. Behave as if you are solely responsible for projecting the image of the Company because it is you the guests will remember – if you excel, we all benefit; if you fail, we all fail.

In terms of guest satisfaction our motto is everything is possible and nothing is too much trouble!

2.2 Induction to the Company

We appreciate how daunting the first few weeks of work can be so two programs have been designed to introduce you to your new surroundings – a departmental orientation for your first day at work and a more comprehensive policy program which will take place during your first few weeks with us. By helping you to understand the Company, its ethos and your working conditions, we believe you will gain confidence in your new role.

2.3 Probationary Periods and Job Chats

Your first few weeks of employment are a particularly crucial time, which allows us both a chance to assess if we meet each other's expectations; therefore every new Employee's contract includes a minimum probation period of six months. Throughout this period your performance, attendance, skills, presentation and general progress and suitability will be evaluated. If you are having difficulties meeting the Company's expectations, re-training, advice and assistance may be provided. Naturally, if you are absent during your probation period your probation will be extended accordingly. At the end of six months your probation may be extended for a further six months (up to twelve months in total) - you should consider your probation so extended until such time as you are notified in writing otherwise.

During your probationary period and any extension thereof normal disciplinary procedures do not apply and the Company reserves the right at its sole discretion to terminate employment without explanation.

2.4 Performance Reviews/Assessments

Performance Reviews are designed to evaluate your progress and assist you in fulfilling your job responsibilities and provide advice and direction. Having successfully completed your probation period, Performance Reviews or Appraisals will take place at least every twelve months. However, continual informal Assessments will be ongoing throughout your employment. These Assessments



will form the basis of establishing and assisting in prioritizing Training & Development needs for the individual, department and the organization. You should participate fully and openly for your maximum benefit.

2.5 Training & Development Opportunities

The Company is committed to the development of each Employee who works for it and will, within the normal constraints of the business of the Company, encourage all enthusiastic employees to develop their skills, experiences and qualifications. If you feel a particular training course or qualification may be of benefit to your position, please talk to us about it.

Please also note that certain roles require ongoing training and renewed certification to be capable of exercising the duties of the position, which is a condition of employment.

2.6 Transfers within the Property and Promotions

It is the policy of Mount Juliet Estate to encourage and promote the development and advancement of each Employee wherever possible. Therefore, based upon the person's qualifications, skills and performance, preference will, where possible, be given to current Employees whenever recruiting for available positions, however, Management reserves full discretion to select Employees from outside where it is deemed appropriate. Please observe the Notice Board for details of employment opportunities and if you are interested in transferring to another Department, please speak with your Line Manager.

3. GUEST SERVICE

3.1 Appearance

First impressions count, particularly in the service industry, and the way you present yourself greatly influences the guest's perception of your professionalism and that of the Company. It is therefore essential that you appear well-groomed, fresh, alert and attentive. Appearance goes beyond dress and grooming to encompass attitude, behavior and

body language. So, good posture, a pleasant smile and direct eye contact are equally essential. Please see the Company's Personal Presentation Policy (Section 5.18 of Handbook) for more details.

3.2 Guest Care

Each and every one of the team needs to know that they are respected and recognized as having a valuable contribution to make to their everyday work. The Company recognizes that each individual has a role to play in the fulfilment of our Mission Statement.

There are many opportunities to delight our guests on a daily basis,

for example:- □ Greet them with your eyes and a genuine smile;

- Speak to the guest when they first enter or approach your area, or even when you pass them on the corridor - a simple "Good Morning/Afternoon/Evening" makes a difference;
- Always speak English unless you are conversing with a guest in their chosen language;
- Remember that even when you are not directly conversing with a guest you can be observed and overheard so keep your language and conversational topics appropriate to the work environment at all times - profanity is not allowed;
- If you are on the phone/otherwise occupied and cannot immediately talk to a guest, acknowledge them in a way that indicates you are aware of them waiting and apologise for the delay when you can;
- Use the word "Welcome" when speaking with the guests, e.g. "You are very welcome";
- Use a guest's name when you know it, never refer to room numbers;
- Really listen to what the guest is saying;
- Be friendly but not over-familiar with the guest;
- Be a sales person: knowledge of your product will help you sell it and up sell if appropriate, "Can I make you a dinner reservation?" etc ;
- Observe the situation, anticipate an occasion to assist the guest, help with luggage, find a high chair and suggest a refill when clearing;
- Smile when you answer the telephone, it really can be heard by the caller, and we aim to answer the phone within three rings with the appropriate SOP greeting;
- Attention paid to small details can make all the difference to the guest's overall experience; □ Thank the guest for choosing Mount Juliet Estate - they have a choice!



3.3 Guest Complaint Handling

It is through constructive criticism from our guests that we learn how we can continuously improve our product and services. It is vital that our customers feel that their complaints and comments are handled promptly and professionally by people who care. A complaint is an opportunity for you to solve a problem, a challenge to be overcome, a chance for a guest to be won over, and an opportunity to distinguish oneself. A well-handled complaint creates compliments. **LISTEN - Points to assist you to handle complaints successfully**

L =Listen to the guest's complaint without interruption

I =Identify key points

T =Thank the guest for bringing the complaint to your attention

E =Explain what will happen next

N =Now act and next time you meet the guest follow up

If you cannot deal with the complaint yourself, pass it to your Supervisor or Departmental Manager immediately. Even when you have actioned an issue, report it after the fact to your Supervisor or Departmental Manager.

3.4 Guest Confidentiality and Security of Persons and Property

Remember that guests are entrusting us with their personal well-being and the safekeeping of their property. Always be

vigilant and aware of suspicious packages, people or incidents. If you observe anything out of the ordinary that may pose a threat to security immediately report your observation directly to your manager. Do not attempt to deal with a situation yourself. Employees must never convey information to unauthorized sources regarding registered guests or patrons of the facilities. Guest property must be safeguarded at all times and misplaced property delivered immediately to Reception for safekeeping.

3.5 Guest Facilities

Guest facilities of the property, such as toilets, guest elevators, restaurants, bars and lounges are restricted to the exclusive use of guests. Employees should use toilets and service elevators assigned for their use. Employees should avoid all guest areas unless sent there in connection with their jobs. You may not attend functions arranged by guests, or visit or occupy guestrooms without approval from the General Manager. Employees should leave the property immediately at the end of their working shift.

3.6 Guest Privacy

Always respect the privacy of guests when entering a bedroom by knocking on the door and announcing your arrival, even if you think the room is empty. Knock and clearly identify your department, wait for a response, if no response, repeat again until you are sure guests are not present in the room.

3.7 Know the Property

You should become familiar with all services and facilities at the property which you work. You should be able to direct guests properly to all public locations within the property. If you are asked a question you cannot answer, courteously direct the guest to the particular person or department that will be able to provide the required information.



3.8 Recognition of Celebrities and Autographs

From time to time, celebrities may use the facilities of Mount Juliet Estate which can be very exciting. However, all members of the Team must ensure that they remain professional at all times during any such visit. Our strict policy is not to disturb any Guest by requesting autographs, photographs or in any other way compromising their privacy.

4. EMPLOYEE INFORMATION

4.1 Accommodation Rates

From time to time sister hotels may advise us of discounts for staff -any such offers will be posted on the notice board. If you wish to stay at a sister hotel, enquire from your chosen hotel when booking if a staff rate is applicable (this is entirely discretionary and no formal arrangement exists).

- Any such offers will only be applicable to employees who have passed their probationary period;
- If availing of any such offer, you are expected to remember your status as an employee of the Company, even while travelling on private business, and ensure your conduct and, where applicable, that of your travelling companion(s) is appropriate;
- You are fully responsible for settling your account on departure.

Accommodation Discounts for Mount Juliet Estate employees and their Friends and Families currently exist in Tetrarch Capital associated hotels and also there are valuable discounts available to you as a Marriott Bonvoy Member. Please download the Marriott Bonvoy App in the Apple or Google Play Stores. You will need to have registers your EID on MGS to avail of this discount, please contact HR Department for more information

4.2 Ad-Hoc Benefits

From time to time we are approached by retailers or other bodies who may wish to offer discounts or services to employees. It is in your interest to regularly check the staff notice-board for any such offers that arise. The Company does not accept any responsibility for third party offers.

4.3 Company Sick Pay Scheme

Mount Juliet Estate does not operate a sick pay scheme and there should be no expectation of sick pay. You may be entitled to receive Social Welfare Benefit -please enquire from your local Social Welfare Office.

4.4 Leisure & Spa Club Facilities

Currently, employees are eligible to use the leisure facilities at the property on a complimentary basis and can avail of Spa treatments at a discounted rate at suitable times.

This is a privilege and not an entitlement and the Company reserves the right to withdraw or alter this concession at any time without substitution or compensation. Please observe restricted access times.

Employees can use facilities free of charge between 9am – 5pm Monday to Thursday and 9am-3pm on Fridays subject to availability and other guest use and excluding Public Holidays. Guests of employees may use the pool at the same times and will be charged €7 per child under the age of 18yrs and €12 per adult. If you wish to bring guests, please contact the Leisure Centre in advance.



Employees can use the Spa from Monday to Thursdays with a discount of 40% on treatments and on Fridays with a discount of 20%. A 15% discount will apply to products. Contact any member of staff in the Spa for more details.

4.5 Car Parking

A certain number of car parking spaces are provided in allocated areas in the top car park of the Hunters Yard and along the right hand side of the car park facing the helipad at Mount Juliet Estate House for staff. The Company reserves the right to limit or withdraw these spaces if required without substitution or compensation. Staff vehicles, including motor cycles and bicycles, should not be parked or left anywhere other than in the allocated areas.

Staff parking is a privilege and not an entitlement.

Also please remember the Company accepts no responsibility for loss or damage to your vehicle and/or its contents.

4.6 Cycle to Work Scheme

The Company participates in the Government's Cycle to Work Scheme which is open to all permanent (full and part time) employees on completion of probation. Using this scheme you can purchase a new bike and safety equipment for up to €1,000 using monthly deductions from your salary, resulting in significant savings up to 52% of full retail price - please see HR for details.

4.7 Social Club

Social Club run by our employees organizing annual staff events such as Dinner Dances.

4.8 Uniforms

Uniforms provided if applicable.

4.9 Meals

Employees can avail of one Meal per shift.

4.10 Food and Beverage Discounts

Staff members can avail of a 20% discount on food and beverage for up to 4 people in the Clubhouse.

4.11 Employee Recognition

Employee of the month is awarded and is voted for by the HODs. The Employee of the Year prize is presented in January.

4.12 Golf and Golf Retail

Golf is free for employees subject to availability and you can receive 50% discount for up to 4 people on golf rates and 15% discount on shop sales. Please book tee time with golf shop (ext 2601).

4.13 Equestrian

10% discount year round on all treks or *€20 per trek on weekdays during November - February inclusive. Contact Jacques on 056 7773025*

4.14 Fishing

Fishing membership is available for €25 for employees for one year. Contact Des McGrath our Estate Host on 0863833115.



4.15 Archery

Archery is €5 per employee, with the first go free. Contact reception on 1100/1101 for bookings.

Please be advised that these benefits are privileges and not entitlements and we reserve the right to alter or withdraw these arrangements as necessary without compensation or substitution.

POLICIES AND PROCEDURES

5.1 Alcohol and Drug Policy

Possession and/or consumption of alcohol on duty or on Company premises is not permitted at any time, unless prior permission has been received by the General Manager. Failure to comply with this Policy will result in disciplinary action, which may lead to dismissal.

Possession, distribution, sale and/or consumption of illegal drugs on duty or on Company premises is not permitted at any time. Any employee found to be under the influence of or in possession of illegal drugs will be subject to disciplinary action which may result in dismissal.

You must ensure that you are fit for work at all times. Even prescribed or over the counter medication may result in your judgement and ability being impaired. Please consult with your Doctor and speak to your Manager, in strictest confidence, if there is a possibility that your performance under medication may affect your safety or that of others.

Under the Safety, Health & Welfare at Work Act 2005, the Company has the right to send any employee home if it is suspected that you are under the influence of drugs (illegal or otherwise) or alcohol. If you turn up for work under the influence of alcohol or drugs (illegal or otherwise), you will be sent home and you will not receive payment for time not worked.

Testing

Employees in the following circumstances may be subject to alcohol and drug testing:

1. Any employee suspected of being under the influence of intoxicants (alcohol, illegal or prescribed drugs that impair function/judgement) or involved in a work- related accident may be subject to **With-Cause Testing**.

The judgement as to whether With-Cause Testing is required be applied can be based on a number of factors including but not limited to the following:-

Apparent disorientation; unsteadiness; slurring of words; smell of alcohol; admitted or observed taking of drugs or volumes of alcohol which might cause the legal limit for driving to be exceeded; unusual or abnormal behavior.

2. Any employee who is employed under a high risk activity can be subject to **Random Testing**. Random Testing can be carried out even if there is no situation to warrant testing. It is done to ensure the Health and Safety of all employees and Guests in the Company.

Both With Cause Testing and Random Testing will be proportionate and conducted under suitable medical supervision. All employees are required to co-operate fully with such testing as a condition of continued employment with this Company. A consent note must be provided by the employee prior to testing. Failure to co- operate with such testing will result in disciplinary action up to or including dismissal.



Search for Alcohol or Illegal Drugs

Search procedures such as inspections of employees' personal belongings, vehicle, locker, clothing or workspace will be maintained as part of the Company's security measures. All employees will be expected to co-operate as a condition of continued employment. Searches on, entering or leaving company property can be conducted at any time, and this applies to all individuals working in the organization, regardless of rank or status.

Reporting Illegal Activity

It is all our responsibility to ensure a drug-free environment - if you witness or suspect drug activity on the premises you are obligated to advise Management immediately.

The use, purchase, transfer or possession of illegal drugs or drug paraphernalia is illegal under Irish law. The Company, having taken immediate steps in line with corrective action procedures, will report information concerning possession, distribution, or use of any illegal drugs to An Garda Síochána and will turn over to the custody of the Gardaí any such substances found during a search of an individual or their property.

5.2 Armed Raid and Cash Security Procedure

When dealing with cash the following points must be adhered to at all times:-

- Only the minimum amount of cash necessary to service a department should be retained
- All surplus cash should be lodged in the drop safe
- Never count large sums of money in public or open view
- All cash must be kept secure in a locked cash drawer
- Ensure that empty till drawers are left open when not in use

**In the event of an armed raid you must co-operate with the thief
– never put yourself or your colleagues in danger**

REMEMBER C.O.O.P

C=CALM You must keep calm; you must not make him/her more nervous than they are
O =OBEY Do exactly as you are told but do not volunteer information.

O=OBSERVE Is there anything that may identify the thief, e.g. scars, tattoos, shoes, distinctive clothing, earring, etc...?
Did he/she touch anything that could be finger printed?
Use a feature around you or colleague that may be standing beside the thief, to assess the person's height.
If there is more than one robber, concentrate on the one nearest to you.
The scene of the crime must not be disturbed in any way until the Gardai have completed their investigations.

P=PRESERVE - Witnesses must not discuss the accident amongst themselves until they have been interviewed by the Gardai; this is to prevent their evidence becoming confused.



Complying with the above principles minimizes the likelihood of anyone being hurt and increases the chances of the criminal being apprehended.

YOUR OWN PERSONAL SAFETY SHOULD BE YOUR PRIORITY!

5.3 Bomb Threat Strategy and Response Procedure

The following procedure is to be applied in the unlikely event of a telephone bomb warning or threat of some manner being received.

The person who receives the call must:-

Detain the caller on the line for as long as possible, asking the questions outlined below, and record as much information as possible

When the caller hangs up, advise the Duty Manager immediately. The Duty Manager will have specific duties thereafter

It is important that you do not panic and, in order to reduce confusion and assist the appropriate authorities, every effort should be made to record the information as outlined below:-

1. Note the exact time and duration of the call.
2. Note the exact words of the threat – particularly the location of the bomb and when it is going to explode.
3. Ask:
 - Where is the bomb now?
 - What does it look like?
 - When it is going to explode?
 - Who planted it?
 - Why was it planted?
4. Note whether the voice is male or female.
5. Note the accent of the caller.
6. Note whether the caller sounds intoxicated.
7. Note any background noises – traffic, music, voices, etc.
8. Note if the voice is familiar – who?
9. Note the time the caller hung up.
10. Other Comments.

Remember, contact the Duty Manager immediately.

Very Important: Do not touch or move any suspect object or in any way put yourself at risk.

5.4 Cash Handling Procedure

If your role requires you to handle cash, you will be trained in cash handling procedures including how overages and shortages are properly accounted for. You are responsible for accurate cash handling: cash variances will be investigated and any abuse or neglect in cash handling may result in disciplinary action and/or requirement for reimbursement.

5.5 CCTV & Recording Policy

All employees should be aware that CCTV and recording procedures are in operation and are monitored to protect the interests of the Company and there should be no expectation of privacy. Furthermore employees are advised that such recordings may be used in a disciplinary context against them.



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Harassment includes any act or conduct, spoken words, gestures or the production, display or circulation of written words or pictures. This will constitute harassment if the treatment is unwelcome and could reasonably be regarded as offensive, humiliating or intimidating. The behavior must be linked to one of the discriminatory nine grounds.

Examples of harassment include but are not limited to:

- Racist jokes or banter or display of offensive material
- Insulting behavior, language, threats or physical assault
- Deliberate isolation or non-co-operation at work
- Demeaning behavior towards a colleague on the basis of age, disability, sexual orientation, etc -Offensive or insulting communications, e-mails, text messages, etc

Sexual Harassment

Sexual harassment is any form of unwanted verbal, non-verbal, or physical conduct of a sexual nature that is unwelcome and uninvited has a purpose or effect of violating a person's dignity in creating an intimidating, hostile, degrading, humiliating or offensive environment for the person.

To constitute sexual harassment the actions must be unwelcome and could reasonably be regarded as offensive, humiliating or intimidating. The sexual harassment will constitute discrimination if the victim is treated differently because of the rejection of a submission to such actions or where it could be reasonably be anticipated that the victim would be so treated. Examples of sexual harassment include but are not limited to:

- Display (digitally or in hard copy form) or circulation of sexually suggestive or pornographic photographs, cut-outs, paper cuttings, messages etc
- Leering, offensive gestures, etc
- Unwelcome sexual advances or suggestions,
- Unwelcome pressure for dates, social contacts, etc
- Sexual banter, jokes, jibes, remarks or innuendo,
- Uninvited or unwelcome physical touching or contacts such as petting, kissing, touching, groping, etc □ Sexual assault or rape

The following points should be borne in mind by all employees;

- The way a person looks, acts or dresses is never an excuse for sexual harassment
- You do not have to intend to offend or upset somebody for your actions to be considered harassment.
Banter or saying "I didn't mean it" or "I was just messing" is not acceptable
- When another employee says NO, accept that response as meaning, NO
- Pictures of naked or semi-naked people, posters, graffiti, screensavers or e-mails in the work place about sex can be offensive to many people and are therefore not permitted
- Posters, graffiti, screensavers or e-mails or any communication focusing on any of the nine grounds of discrimination can be offensive to others in the workplace and are not permitted
- Jokes which focus on a person's appearance, physical or mental characteristics, body shape, or any other personal matter that may cause annoyance or embarrassment to another person are not permitted. employees are reminded that this type of banter in the workplace may also be unlawful
- We encourage all of our staff to have fun in the workplace and to enjoy their work however, as a rule of thumb, if a joke has the potential to offend any person in the

- Remember that because somebody does not react in a negative fashion to a joke does not mean that they find it acceptable
- Staring or leering at a person in a sexual or other manner can be disturbing to other team members or indeed customers
- Remember that even outside of the workplace bothering or pestering another employee in person or with letters, phone calls or social media postings or interactions etc may be considered to be harassment and may leave you liable to criminal or civil action
- Physical contact such as putting your arm around somebody, patting or touching another at work can be offensive and unacceptable. The rule is - don't do it!
- Remember to respect another person's space. Standing too close to somebody or purposely making contact or brushing against people as you walk past them can be offensive, embarrassing or intimidating and should be avoided
- Keep your language and conversation topics appropriate to the work environment

Bullying is defined as repeated inappropriate behavior, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of behavior described in this definition may be an affront to dignity at work but as a once off incident, is not considered to be bullying.

Types of Bulling:

- Physical - pushing, shoving, etc
- Verbal - name calling, teasing, abusive language etc
- Emotional - making threats, spreading rumors, excluding, etc
- Non Verbal - suggestive, provocative or intimidating gestures
- E-bullying - sending upsetting messages, images or pictures
- Personal Property - damage to property or threats to damage

- An occasional raised voice
- Legitimate and fair criticism of an employee's work or behavior
- Proper and correct monitoring of an employee under published company policy or because of suspected criminal behavior
- An occasional workplace argument
- And change in working practices to suit business needs
- The occasional negotiation of extra workloads to suit business needs

Bullying and harassment can take many forms and may not always be physical or obvious. **What you consider inoffensive may be strongly unacceptable to another individual.**

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What should I do if I feel I am the victim of harassment/bullying?

Many incidents can be dealt with effectively in an informal way. Often the harasser is unaware of the effect of their behavior on others. Simply speaking with the person outlining that their behaviour is unwelcome may be sufficient to rectify the matter. Should that not rectify the situation, we have two procedures for dealing with cases of alleged harassment/bullying, one informal the other formal. No action will be taken without prior consultation or discussion.

INFORMAL PROCESS

Any employee who believes he or she is being bullied should, where possible, indicate directly to the person complained of that the behavior in question is unacceptable. In circumstances where the complainant finds it difficult to approach the person complained of directly, he or she should seek help and advice from their Supervisor/Line Manager, or another colleague.

Where possible, work should continue as normal.

- We will designate a separate person who has had appropriate training and experience and who is familiar with the procedures involved to deal with the complaint on behalf of the organization.
- The complaint may be verbal or written. If verbal, a written note of what is complained about will be taken by the designated person and a copy given to the complainant.
- If the complaint concerns bullying as defined above and includes concrete examples of inappropriate behavior, the person complained against should be presented with the complaint and his/her response established.
- Thereafter a method should be agreed to progress the issue to resolution so that both parties can return to a harmonious working environment without bullying being a factor.
- If the behavior complained of does not concern bullying as defined, an alternative approach will be put in place and a rationale recorded. If there are no concrete examples given, it must be deemed that there is no complaint to be answered by the person complained of as they have no recourse to repudiating an accusation that doesn't give any specifics. Line Managers should be kept informed, as appropriate, about the process.
- To obtain closure after a resolution is found through informal procedures, both parties should be given support and ongoing monitoring, which, if necessary, could include counselling, training or other appropriate interventions or support services.

In many situations, with the co-operation of all parties, the matter can be resolved.

FORMAL PROCESS

Where there is no informal resolution or where it is inappropriate to seek to resolve the problem informally, the case can be pursued in accordance with the following procedure;

- The complainant should make a formal complaint, ideally in written form and signed and dated. The complaint should be confined to precise details of alleged incidents of bullying, including their dates, and names of witnesses, where possible.
The complainant will then be advised of the aims and objectives of the formal process, the procedures and time frame involved, and the possible outcomes. He/she should be assured of support as required throughout the process. He/she should be given a copy of the **Bullying Prevention Policy**.

Information to the person complained against

The person complained against will be notified in writing that an allegation of bullying has been made against him/her.

He or she will be assured of the organization's presumption of his or her innocence of any wrongdoing at this juncture.

He/she will be advised of the aims and objectives of the formal process and procedures and time frame involved and the possible outcomes. He/she will be assured of support as required throughout the process.



A meeting will be organized at which he/she is given a copy of the complaint in full and any relevant documents including the **Bullying Prevention Policy**.

1. Statements made from all parties will be recorded in writing. Copies of the record of their statements can be requested from either party at any time.
2. All parties should continue to work normally, if possible, during the investigation: if this is not possible the Company will determine if alternative arrangements can be made.
3. The investigation will be conducted by a designated member(s) of management. The investigation will be conducted thoroughly, objectively, with sensitivity, and with due respect for the rights of both the complainant and the person complained of.
4. The investigator will meet with the complainant and the person complained of and any witnesses or relevant persons on an individual confidential basis with a view to establishing the facts. Both parties are entitled, if so desired, to be accompanied at these meetings by a work colleague.
5. The investigator will submit their report to the Company. The complainant and the person complained of will be given a copy of the report and given an opportunity to comment, within a set deadline, before the Company decides on any action to take.
6. The Company will decide in the light of the investigator's report and the comments made (if any) if action is to be taken arising from the report. The Company will then, in writing, inform the complainant and the person against whom the complaint was made of the next steps, including the appeal process open to both parties.

Within the formal system, an appeals process exists for both parties. The reason for the appeal should be outlined in writing to management within five working days of receipt of the aforementioned determination from the Company. The appeal should be heard by another party, of at least the same level of seniority as - but preferably more senior than - the original investigator, and focus only on the aspect of the case cited by the appellant as being the subject of the appeal. This appeal may be a written appeal where the decision maker may write to the parties with queries. If required, a hearing may be called. A decision will normally be notified in writing within five working days of the hearing.

Whichever action you choose, you are encouraged to contact one of the following personnel for help or advice, ordinarily within two weeks of the alleged incident, in order to protect the integrity of the investigation by allowing fair recollection of events:

As mentioned, any complaint about bullying/harassment will be treated with gravity, sensitivity and in confidence and there should be no hesitation to raise a genuine concern.

As mentioned, Mount Juliet Estate is committed to providing all employees with an environment free from harassment and this extends to our interactions with Guests or Agents. Inappropriate behaviour towards staff will not be tolerated. Harassment is any form of conduct or behaviour/s which is unwarranted,unwelcome, and is intimidating, offensive, hostile or degrading to the recipient.

harassment in the workplace. If it occurs it must be reported immediately to your Manager or the Duty/General Manager. Please follow these guidelines if you feel inappropriate action/contact has occurred, or if you feel uncomfortable, intimidated, offended or threatened:

- Excuse yourself and report to your Manager/Duty Manager immediately
- Never retaliate or respond to offensive, aggressive or derogatory behaviour or language no matter what the provocation - as above, remain calm and polite and walk away to contact your Manager/Duty Manager immediately
- In all such instances, the Manager/Duty Manager must approach the guest/agent immediately but **should never** approach the guest/agent alone
- Appropriate action will be taken as required.

5.9 Disciplinary Procedure

As with any situation when a large group of individuals come together, a certain amount of “rules” are required to ensure that we are all working towards a common goal and to agreed standards of behavior.

In the event of a deviation from these standards, the Company has put in place the following disciplinary procedures to ensure an equitable and consistent response. These Procedures are not contractually binding on the Company. Whilst it is our policy to observe these procedures, strict observance is not appropriate in all cases. Circumstances may warrant that the procedure is abridged or varied and the Company reserves the right to do so at any time.

Wherever possible, the primary purpose of our disciplinary procedures is corrective rather than to seek to punish.

Therefore training, counselling, monitored performance and/or transfer or demotion may be the most appropriate action. The particular circumstances of each investigation will be taken into consideration and it may be necessary to proceed straight to a formal process.

Counselling

When counselling occurs, the Manager informs the employee in question that a particular aspect of their work or conduct requires improvement. While this is not a formal warning, a written confirmation of the conversation will be issued, in the interest of fairness, to confirm that the employee has been appraised of the situation and given the opportunity to improve. Counselling is NOT part of the formal disciplinary procedure.

Formal Disciplinary Procedure

Generally the stages of the disciplinary procedure will be progressive, however we reserve the right depending on the seriousness of the misconduct to progress directly to any stage of the process (or indeed to merge stages).

The Company will investigate each allegation fully and fairly and with an open mind. There is no implication of any wrongdoing by conducting an investigation. Dignity, fairness and, in so far as is possible, confidentiality will be protected along the way (however it is likely that witnesses may need to be interviewed).

The investigation may be carried out by the HOD/Departmental Manager, a Senior Manager or the General Manager as the Company deems fit. A member of the HR Department may be in attendance to take notes at any meeting. Following their preliminary investigations, the Company may decide that it is necessary to hold an investigatory meeting and/or a disciplinary hearing. In such circumstances the following procedure will generally be adhered to:- 1. The Manager will write to the employee notifying them of the allegations against them.

The letter will invite them to a meeting where the allegations will be discussed.

The employee will be informed of their right to be accompanied by a fellow employee representative and to call witnesses.

2. A meeting will be held to discuss the allegations.

At the meeting the Manager should explain the complaint and go through the evidence that has been gathered during the investigations and call witnesses if appropriate.

The employee will be allowed to ask questions, present evidence and call their witnesses if any.

Witnesses can only stay in the meeting for the relevant part of the meeting – not the duration.

The meeting can be adjourned and reconvened if the Company deems it necessary. Following the meeting the Company will decide whether action is justified or not and notify the employee in writing.

3. In all cases of disciplinary action or dismissal, an employee may appeal the decision within five working days of receipt of notification. The appeal should be addressed to the General Manager (or a more Senior Manager/Director where the General Manager was involved in the original process). An appeal hearing will generally be held within five working days of receipt (the employee is entitled to bring fellow employee representation) and the outcome will generally be notified to the employee within a further five working days. This decision is final.

Any employee involved in the investigation and/or disciplinary process in whatsoever capacity; under investigation, witness, representative, record taker etc. should totally respect the confidentiality of the process or sanctions may be taken.

Witnesses should not be approached by the employee under investigation or anyone making representations on their behalf - ample opportunity will be provided at the meeting to put any questions to the witness.

Disciplinary Steps

Stage 1 (Recorded Verbal Warning)

In the case of minor infringements the employee will be called to a meeting with the Departmental Manager (a member of HR may be in attendance for minute taking) and the Manager may issue a verbal warning in writing. Employees will be advised of the reason for the warning, that it constitutes the first step of the disciplinary procedure, the consequences of a repeat or non-improvement or infringement of any other policy, and that they have the right of appeal. A note of Verbal Warning will remain on the employee's personal file but disregarded for disciplinary purposes after a period of six months.

Stage 2 (First Written Warning)

If the infringement is regarded as more serious or where there is a failure to improve or change behavior or infringement of any other policy during the currency of a prior warning, a First Written Warning will be issued. This will give details of the complaint, the improvement or the change of behavior required, the timescale allowed and the right of appeal. A copy of the Written Warning will be kept on the employee's personal file but disregarded for disciplinary purposes after a period of twelve months.

Stage 3 (Final Written Warning)

Where the infringement is sufficiently serious or where there is a failure to improve or change behavior or infringement of any other policy during the currency of a prior warning, a Final Written Warning will be issued. This will give details of the complaint, warn the employee that failure to improve or modify their behavior may lead to dismissal or other sanction, the timescale allowed and the right of appeal. A copy of the Final Written Warning will be kept on the employee's personal file but disregarded for disciplinary purposes after a period of twelve months.



Stage 4 (Dismissal or other Sanction)

If the employee's performance or conduct still fails to improve, if there is infringement of any other policy within the currency of the final written warning conditions or where the allegations are sufficiently serious, the final step might be a transfer, suspension without pay, demotion or dismissal. The decision to dismiss will only be taken by the General Manager (or more Senior Manager/Director where appropriate). The employee will be informed as soon as is reasonably possible of the reasons for the dismissal and a letter confirming this will be issued by the General Manager (or more Senior Manager/Director where appropriate). The letter will also confirm the date on which the contract will end, the appropriate period of notice (or pay in lieu of notice) and the right of appeal and the person to whom an appeal should be directed.

Gross Misconduct

Gross misconduct can be defined as any deliberate act of negligence or failure to act by an employee that is detrimental to the good conduct of the Company's business. It may be of such a serious nature that the Company could not tolerate keeping the employee in employment. For the mutual protection of the Company and its workforce, any employee found guilty of gross misconduct may be summarily dismissed without the need for prior written or verbal warning, and without notice or payment in lieu.

Examples of Gross Misconduct are as follows:

- Falsification and/or misrepresentation of information supplied during the employment process including applications form, references, and medical forms or verbally at interview, etc
- Reporting for work under the influence of or in the possession of alcohol or drugs, sale/distribution or partaking of same whilst on duty or on premises without prior permission (alcohol)
- Fighting, threatening or striking a colleague or customer including "horseplay"
- Gross negligence, e.g. negligence with Company keys, floats, stock etc
- Willful absence from work/duty
- Breaches of Licensing Laws
- Dishonesty, theft or fraud of money, goods, information or property belonging to the Company, its employees, agents, customers, or guests
- Falsification of Company records, including but not limited to any personnel related records, time sheets, stock records, medical certificates, qualifications, expenses, etc
- Refusal to carry out any reasonable instruction from an immediate Supervisor or Management
- Sleeping on duty
- Failure to follow Company procedures including but not limited to cash and handling procedures, stock handling procedures, key security, use of Company vehicles or equipment etc
- Criminal offences whether committed at work or outside the course of employment as deemed appropriate
- Failure to comply with correct attendance procedures, e.g. signing in/out or clocking in/out procedures – now or hereafter to be introduced – or falsely signing/clocking in/out for another employee
- Possession of an offensive weapon on Company property
- Misuse of fire-fighting equipment
- Any flagrant act of unlawful discrimination
- Soliciting or accepting a gift, benefit from a supplier, customer, guest or employee, which could be construed as a corrupt bribe
- Inappropriate, indecent or offensive behavior
- Gambling on the premises



- Behavior which affects the right of a fellow employee to dignity at work or behavior that is in contravention of our Dignity at Work Policy
- Breach of Confidentiality Policy
- Repeated and/or serious discourtesy to a guest, colleague or Supervisor
- Incapability - poor work performance, incompetence, unsuitability and/or lack of application
- Conduct which brings yourself, the Company or any Associate into disrepute in the opinion of the Board
- Breach of the Company's Electronic Communications Policy
- Willful damage to Company/other employee's property
- Misrepresentation or abuse of any Company Policy including but not limited to Parental Leave, Force Majeure, Career's Leave, Compassionate Leave etc
- Interference with or intimidation of a witness in an investigation or disciplinary hearing
- Willful neglect in the discharge of your duties

The above is not intended to be an exhaustive list nor does its order imply significance.

Suspension

An employee may be suspended by a member of management, with pay, pending investigation of an alleged offence. The employee will be informed of the reason for being sent off duty. It is important to note that suspension with pay is not a disciplinary sanction and does not prejudice the outcome of an investigation. If suspended for any reason, your contract of employment will continue but for the duration of the period of suspension you may be asked not to perform any or all of your duties, not to make contact with customers, contacts or colleagues, not to access the Company premises except at the prior request or with the prior written consent of the General Manager. You may also be required to return any company issued phone, laptop or other equipment.

Alternate Sanctions

The Company reserves the right in its absolute discretion to substitute for dismissal and/or suspension the penalty of demotion and/or transfer, and you will be notified of any such decision in writing giving details of any consequential changes to your terms and conditions of employment. In particular the notice will give details of any reduction in salary and/or any loss of benefits and/or privileges consequent upon such a demotion.

Appeal Procedure

In all cases of disciplinary action or dismissal an employee may appeal the decision within five working days of receipt of notification. The appeal should be in writing and addressed to the General Manager (or more Senior Manager/Director where the General Manager was involved in the decision making process), citing the reason why you feel the disciplinary action taken was unfair.

An appeal hearing will generally be held within five working days of receiving the appeal (the employee may have representation) and the outcome will be notified to the employee within a further five working days of this hearing.

Records

It is important that records should be kept during all stages of the disciplinary procedure, the nature of any breach of disciplinary rules or unsatisfactory performance, the defence of the employee, the action taken and the reasons for it. Records should also be kept of any appeal lodged and of its outcome. These records are confidential and will be kept in accordance with the Data Protection



Act 1988.

The employee will be required to read and sign copies of the minutes from any disciplinary hearing/meeting held.

Finally, employees are obliged to co-operate with the Process. Continued frustration of the Process may lead to the Process being concluded without input from the Party concerned. Furthermore unless suspended, normal work should be continued while the investigation is being conducted unless Management have instructed otherwise.

5.10 Grievance Procedure

It is hoped you will enjoy working with us, but there may be occasions when an issue arises that could potentially affect your work performance or your happiness at work. In such an event, it is always better to raise the issue **as quickly as possible**. The following procedure has been devised to ensure fair and consistent treatment for all and, hopefully, the swift and effective resolution of any grievance you might have.

Stage 1

The employee concerned should refer the problem to his/her immediate superior for consideration; in the event of the immediate superior being the second party involved, it shall be referred to the next level of authority as the employee considers appropriate.

Stage 2

Failing a settlement the matter will then be referred to Management. A meeting will often be held with the employee who has brought the grievance. A Manager or the General Manager and a fellow employee, if requested, may be present.

Stage 3

If still unresolved, the matter may be appealed to a more Senior Manager/Director who will carry out a written appeal and notify the parties of his/her decision.

Note:

- i. A statement summarizing the main details of the grievance and the reasons for the failure to agree must be prepared and signed by both parties at stage 2 of the procedure
- ii. The aim will be that any grievance which arises be resolved as quickly as possible. To this end the following time limits are suggested:
 - (a) at immediate superior level, a decision should be issued within five working days
 - (b) at more senior level, a decision should be made known within seven working days

These limits are intended as a guide and should be interpreted by both sides in a reasonable manner. **NB: It is important that while this process is being conducted work should continue in a normal and uninterrupted fashion and unofficial absence or action will not be provoked or condoned.**

5.11 Electronic Communications Systems Policy

Electronic Communication Systems refer to devices that have access to an external e-mail system on Company property and/or access to the Internet via the Company network or external Internet provider, also the use of any computing resources.

Computing resources may only be used for legal purposes and for the purpose of conducting legitimate Company business and may not be used for any of the following purposes or any other

purpose which are illegal, immoral, unethical, dishonest, damaging to the reputation of the Company. Impermissible uses (some of which constitute illegal uses) include, but are not limited to, the following:

- Libel or slander
- Fraud or misrepresentation
- Destruction of or damage to equipment, software, or data belonging to the Company or others
- Disruption of unauthorized monitoring of electronic communications
- Unauthorized transmission of any data or material protected by copyright, trademark, trade secret, patent or other intellectual property rights without proper authorization
- Falsely claiming authorship of another's work
- Use of the Company trademarks, logos, insignia, or copyrights without prior approval
- Violation of computer system security
- Unauthorized use of computer accounts, access codes (including passwords), or networking identification information (including e-mail addresses) assigned to others
- Use of computer communications facilities in ways that unnecessarily impede the computing activities of others (such as randomly initiating interactive electronic communications or e-mail exchanges, overuse of interactive network utilities, and so forth)
- Development or use of unapproved mailing lists
- Use of computing facilities for any private business or purposes unrelated to the mission of the Company
- Use of computing facilities for any private personal purposes eg shopping, downloading apps, streaming movies, publication subscriptions, bill paying, music, browsing or social media interactions etc
- Unauthorized solicitation of favors/ goods/donations/autographs/memorabilia etc
- (even for charitable purpose) from guests, employees or agents
- Participating in on-line gambling, games or chat rooms
- Violation of software license agreements
- Violation of network usage policies and regulations
- Violation of privacy
- To express any political or religious information, views or opinion in contravention our Equal Opportunities policy
- Accessing, posting or sending obscene, pornographic, sexually explicit, or offensive material
- Posting or sending messages that might amount to harassment or bullying and/or contain derogatory, racial content
- Intentional or negligent distribution of computer viruses
- Forbidden participation in chain letters, surveys or pyramid schemes
- Users may not collect responses from mass unsolicited email messages
- Users may not attempt to open, send or transmit any electronic communications using the identity of someone other than themselves for the purposes of deception

Responsibility of Users

All employees who have permission to access the internet on Company facilities may be provided with a login user name and password. This must be kept confidential and not shared with anyone else; any illegal and/or inappropriate use of the computer facilities will be able to be traced to the perpetrator by means of this login information. If requested to do so, the user should assign an obscure individual account password and change it frequently. Attempting to obtain or deliberately using another user's account password is strictly prohibited. If you have reason to believe that any unauthorized person has obtained your individual password, you must change it.

Users are required to take all necessary precautions to prevent unauthorized access to internet/e-mail services. The computer user should be aware of computer viruses and other destructive computer programs, and take steps to avoid being a victim or unwitting distributor of these processes.

If you have a doubt as to the legitimacy of any aspect of internet use, you should discuss this with your Manager to avoid any possible misunderstanding.



Monitoring

All employees with permission to use computer facilities should be aware that with the current systems set up to access the internet, a record is kept of which sites are visited, how often and from which user. Filtering software may be deployed where appropriate to restrict access to certain sites. Emails may be intercepted and read (see waiver of privacy below).

External Networks

Employees who use the Company network, facilities, or computers not owned by the Company shall adhere to this Electronic Communication Systems Policy and all policies and procedures established by the Company.

Lawful Obligations

All users must respect the laws of Ireland and specifically, but not exclusively, be aware of your responsibilities under the following:

- Copyright and Related Rights Acts 2000, 2004 and 2007
- Data Protection Acts 1988 and 2003
- Prohibition of Incitement to Hatred Act, 1989
- Criminal Damage Act, 1991
- Freedom of Information Act, 1997 and 2003
- Child Trafficking and Pornography Act, 1998 and 2004

Notwithstanding any other provisions of the Electronic Communications Systems policy, the Company will cooperate with appropriate law enforcement agencies and other parties involved in investigating claims of illegal or inappropriate activity. The Company reserves the right to monitor, inspect and examine the activity of any individual at any time in respect of this communication method. Breaches of this code of practice may lead to disciplinary action and with more serious breaches, potentially legal proceedings. The Company will not be responsible for any damages you suffer. This includes loss of data resulting from delays, non-deliveries, mis-deliveries, or service interruptions caused by its own negligence or your errors or omissions. Use of any information obtained via the internet is at your own risk.

E-Mail Etiquette

E-mail should be regarded in the same light as letters or memos.

You should not commit anything to e-mail that you would otherwise not wish to put in writing or that you would not wish to become public knowledge. An e-mail may have a much larger recipient audience than intended if circulated without your knowledge and/or permission so bear this in mind.

The e-mail system is to be used for communication directly relating to Company business only and the language used in such correspondence should remain professional if slightly more informal than standard letters (eg no Xs or emoji signoffs!).

Content should be analyzed and checked as much as you would any written document.

An e-mail message may legally bind the Company contractually so ensure proper prior authority has been secured. Always check the contact list carefully, particularly if sending confidential or sensitive information that if sent to the incorrect recipient could cause, at the very least, embarrassment or damage to the Company or its reputation.

Any particularly important or contentious communication which you have received or responded to through email should be kept and a hard copy printed. If possible obtain confirmation that the recipient has read your email.



Pay particular attention when copying or attaching files or documents. Letters, files and other documents attached to E-mails may belong to others and there may be copyright implications in sending or receiving them without permission. All e-mails should carry the standard Company signature and disclaimer.

The usual policies and procedures on unacceptable transmission of indecent, obscene, sexist, racist or any other inappropriate messages apply to e-mail and any other e-communications system apply. If you receive any offensive transmission make your Manager aware immediately - it is important that we trace the origin immediately. Disciplinary action up to and including dismissal will be instigated if this Policy is breached.

Social Media

Social Media is monitored regularly by the Company. Employees are wholly accountable for content published on any social media platform where you are identified (either by yourself or by a third party) as an employee of Mount Juliet Estate or where any connection to the Company is inferred. It is strictly forbidden to publish anything that relates directly to or information that you obtained as a result of your employment with the Company, or that identifies the subject or setting as related to the Company, or that brings the Company, its' employees, customers or agents into disrepute. Please do not encourage or personally post any material that has inappropriate, negative or adverse content or inferences with regard to another employee, customers, your employer, your workplace, suppliers, contractors or any other person associated with the Company as you will be liable to disciplinary action up to and including dismissal, and potentially prosecution and/or civil action.

You are asked to bring to Management's attention any comment or criticism about the Company that you may come across. Remember, only authorized personnel are allowed to officially make statements on behalf of the Company.

Waiver of Privacy Rights

Employees are given computers, internet access and e-mail facilities to assist them in the performance of their duties. Employees should have no expectation of privacy in anything they create, store, send or receive using the Company's company equipment and automatically consent to allow Company authorized personnel access to and review of all materials created, stored, sent or received.

The computer that you may have been provided with, have access to and our internet network is exclusively for business use and the equipment and its contents remain company property. Laptops should not be removed offsite without the express permission of the General Manager.

Please remember that your time at work should be spent exclusively on work related activities.

In the interest of professionalism, please ensure that your screensaver is Company authorized.

We encourage you to use your Electronic Communication System/Internet Access responsibly. Should you have any questions regarding this Policy, please contact your Manager or the General Manager.

5.12 Equal Opportunities Policy

The Company is committed to providing a harmonious, inclusive and fair working environment with real and equal opportunities for all in which no form of intimidation or discrimination is tolerated. We enjoy and take pride in the diversity in our workplace.



All of our policies and procedures are continually monitored to ensure we do not discriminate at any stage against any employee or prospective employee because of gender, civil or family status, sexual orientation, religious belief, age, disability, race or membership of the travelling community.

Recruitment, promotion, transfer or demotion

Discipline or Grievance

Termination of employment

- Promoting equality of opportunity in all of the above areas and preventing any form of direct or indirect discrimination or victimization
- Ensuring the criteria for recruitment, training and promotion are objective and relevant, i.e. relevant skills, qualifications, etc
- Informing all employees/potential employees of their responsibility to promote the maintenance of a nondiscriminatory working environment
- Ensuring the appropriate affirmative action including disciplinary action will be taken to ensure that the above is maintained
- The Company will also keep under review the operation of the Equal Opportunities Policy
- It is EVERYONE'S responsibility to ensure this spirit is carried through in every aspect of our working

5.13 Fire Emergency and Evacuation Procedure

1. Raise the Alarm – sound the alarm by activating the break glass unit at the nearest fire point which can be found in the corridors and on the exit route.

- Always comply with the instructions of the Fire Evacuation Team
- Follow your departmental Evacuation Plan
- If evacuated, ensure that all equipment is left in a safe condition within the time available prior to evacuating, e.g.

Place housekeeping trolleys in bedrooms

- **Do not re-enter the building** or allow anyone else to unless the Fire Brigade has given the all clear

Hazards can be substantially reduced by adhering to good housekeeping procedures – BE AWARE

Keep work areas clean

5.15 Health and Safety Policy

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Management's Responsibility

- To provide and maintain safe and healthy working conditions, taking into account statutory requirements
- To provide training and instruction to enable all employees to perform their work safely and efficiently
- To make available the necessary protective equipment and devices and supervise their use
- To maintain a constant and continuing interest in Health & Safety matters, by involving employees where possible.

Employee's Responsibilities

- To exercise general care for themselves and others
- To work safely and efficiently using only the approved products in approved fashion To refrain from any running or horseplay in the property
- To observe proper procedure for carrying and lifting items per the Safety Statement To use protective equipment provided and to meet statutory obligations
- To assist in the investigation of accidents/incidents with the purpose of preventing their recurrence
- To report immediately to Management or the Safety Representative any dangerous occurrence, unsafe conditions or defects in equipment and/or workspace
- To attend and participate fully in all training provided
- To be fully conversant and compliant with all emergency procedures, including first aid, fire prevention and evacuation
- To be fully conversant with the Company's Safety Statement and cooperate with Management in it's execution
- Not to use any machinery or equipment the use of which requires a safe pass until they hold a valid safe pass

Any action by an employee which endangers the health & safety of another person whilst at work may lead to disciplinary action being taken up to and including dismissal.

All managers/supervisors have special day to day responsibilities to ensure that health and safety arrangements are being applied effectively, and that their regular inspections and audits are carried out to identify possible hazards.

5.16 Lost Property Procedure

Frequently, guests, patrons or visitors to the Company misplace or forget personal items. If such an item is found it is to be taken directly to the lost property area, or given to your supervisor/manager. Never assume that items left behind are intended for the employee. Everything must be handed to Reception and logged following the lost property procedure. Failure to do this may result in disciplinary action.

5.17 Open Door Policy

It is our aim to prevent grievances and misunderstandings arising and we believe in an open door policy, which means you should feel confident and comfortable about approaching any member of our management team with a problem of any sort and be assured of an open, unbiased hearing.

Remember that good communications are essential to the proper functioning of any organization and we want you to be happy at work. Inform us if you feel there is an impediment to performing your duties properly or more productively.

Also if something is happening in your private life that is impacting your ability to work please let us know in confidence.



5.18 Personal Presentation Policy

Your presentation, deportment and attitude demonstrate respect for yourself, your colleagues and guests. We are a conservative, corporate business. Personal grooming is especially important when working in a guest contact area. The following section outlines the **minimum** hygiene, grooming and presentation standards expected of all employees.

Personal Hygiene

Shower or bath daily and use deodorant (showers are provided in the staff changing area, if required)

Maintain clean hands and well-manicured, short nails

Nail polish, where allowed, should be pale or transparent and well maintained

Change shirt and underclothing daily

Scents, if worn, should be discreet

Any cuts/wounds should be covered with a blue waterproof dressing - particularly important for those dealing with food

Wash your hands regularly, particularly after using the toilet and before handling food. Adhere to all food safety regulations

NEVER chew gum or eat/drink while on duty

Use mouthwash and/or mints or spray to ensure fresh breath

Please be mindful after eating strong tasting foods or smoking that your breath and clothes may need freshening

Hair

All hair styles and coloring should be neat, tidy, conservative and of a natural appearance (even if dyed) and hair should be clean and brushed/combed regularly. Hair, if it is longer than shoulder length, should be tied back or put up in an appropriate style (appropriate protective issued headwear must be worn in food preparation areas). Avoid excessive use of styling products

Any hair accessories should be unobtrusive and color coordinated with your uniform

Jewellery

Jewelry should be discreet and confined to a watch, wedding ring and/or one other ring. Food handling staff must comply with current legislative requirements. Earrings should be stud type and confined to one in each ear

Eye-brow, tongue, nose, multiple ear or other forms of visible body piercing are not permitted while on duty. Tattoos or other forms of body decoration must not be visible

Footwear

Socks must be plain design in a color coordinating with your uniform. Shoes must always be polished and in good repair

Where safety shoes have been issued they **MUST** be worn while on duty. In an area where safety shoes are not provided, shoes must be black, leather effect, all in closed shoe and of an appropriate style and height, (i.e. no stilettos, Doc Martens, trainers, sandals or flip flops, etc. Trainers are permissible for Leisure club employees only)

Ladies

Natural make-up should be worn and regularly refreshed

Natural or black non-patterned tights or stockings must be worn at all times by employees wearing skirts. Patterned, seamed tights and pop socks are not appropriate



Gentlemen

Should be clean-shaven, although well-trimmed beards or moustaches are acceptable. If growing a moustache or beard please do so during an absence from work such as holidays, etc. Shirts should be closed to the top button and ties knotted properly and pulled tight.

All employees should refrain from wearing fake tan!

Uniforms – General Guidelines

Where provided, it is Company policy that you wear your full issued uniform in the proper manner at all

times while on duty, (ie ties properly knotted, sleeves down and buttoned, shirts tucked into waistbands etc)

Any safety clothing, footwear, accessories and/or protective equipment issued must be worn at all times in the correct manner

Your uniform/protective equipment/safety footwear etc remains the property of the Company at all times, is exclusively for use in the conduct of your duties and must be returned in good order when you leave the employment of the Company – we may

withhold payment of your wages pending the safe return of all uniform and related items, including name badges, locker keys, etc

Uniforms must not be worn outside working hours or off the premises unless authorized. You will be issued with a name badge, which must be worn at all times on the left side of your uniform. You should not wear any lapel badge/pin other than your name badge or other Company issued/approved item.

You have a direct responsibility to ensure that your particular uniform is clean, presentable, pressed and well maintained.

If you fall within the category of employees who are not supplied with a designated uniform you must wear suitable work attire as appropriate to your position, eg anyone in possible guest contact or who has occasion to pass through front of house should be conservatively dressed in a corporate style. Some examples of inappropriate wear would be transparent materials, denim, jeans or casual trousers unless specifically advised otherwise.

No alternations to any uniform provided by the Company are allowed.

If providing your own uniform it must be of appropriate length (eg knee length skirt/ankle length trousers) and classic style.

It may be considered a disciplinary offence if you do not appear in full, clean uniform with name badge, ready to commence your shift at the allotted time.

5.19 Policy in Relation to Theft

The Company has a common policy with regards to theft and pilferage. The basis of the policy is that theft and pilferage is totally unacceptable and that all misappropriations of monies, articles, goods or valuables belonging to, or in the charge of, the Company, its' guests, agents or employees will be regarded as theft. This applies regardless of position held within the Company. Theft is clearly listed as an example of Gross Misconduct under our Disciplinary Procedure. As a result, all cases of theft will be investigated and disciplinary measures taken up to and including dismissal. Local enforcement authorities may also be involved.

Infringement can result in dismissal or termination of employment and the Company reserves the right to seek reimbursement for their loss.



If you are involved with the serving of alcohol, it is important you make yourself familiar with this policy which will be explained to you at induction.

The following basic Accident Prevention & Hazard Awareness Advice in no way replaces your obligation to read and adhere to the comprehensive Safety Statement located at Reception in both the Hotel and Leisure Centre. Everyone has a part to play in preventing accidents. Most accidents involving employees are entirely preventable – slips and trips are the most common and can be prevented by taking simple positive action.

If you notice a potential hazard/danger report it to your Manager immediately and if you can attempt to safely remove the potential hazard/danger do so, but if not please ensure a yellow warning sign is put in place.

Examples of hazards are wet floors and spillages, broken glass, electrical leads across walkways, etc. **NEVER** attempt to touch an electrical wire or to handle a piece of equipment that you are unfamiliar with, or in any way place yourself in a position of potential danger.

Storerooms should always be kept clean and tidy and ensure items you use regularly are stored at a comfortable height for you to easily access without straining.

A list of trained personnel qualified to deliver First Aid is displayed on the employee notice-board and in the Company Safety Statement located at Reception.

- Use your strong leg muscles when lifting – not your back. Move into a squatting position as near as possible to the item to be lifted after you have decided where you are moving the object to and have checked that the path is clear.
- Check that it is a weight that you can handle without assistance
- Lift with the back as straight as possible, using the legs for the main pushing action as you straighten up
- Avoid twisting movements as you lift and when turning make use of foot movement rather than twisting the body and shifting the feet
- When the object is too heavy or bulky to be moved by one person, check with your Supervisor or Manager for assistance, or call upon a co-worker to help you
- Never lift an object when stretching across a counter, shelf, table or other surfaces. Slide or pull it towards yourself and then lift
- Always be sure that you have a firm grip on the object – wear protective gloves if the object is rough-edged or could cut your hands
- When moving an object from above – as on a high shelf – be sure that it is not too heavy. If authorized to use a ladder, do not do so unaccompanied and position it so that the object may be removed with the arms and the legs bearing the weight of the item. (Always store lighter objects on upper shelves and heavy items on the bottom shelves.)

All accidents, no matter how small, happening to a guest, a colleague or to you, or indeed a near miss, must be properly recorded so please report any accident to the Duty Manager immediately and assist him/her in completing of paperwork and further investigations if necessary

- Get help - only qualified first aiders are to administer treatment
- No drugs to be administered

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- Do not discuss fault or liability
- Make sure you know where first aid boxes and defibrillator(s) are located in your property, if in doubt ask! *Should you suffer an accident during working hours, you may be covered by the Company's Employee Liability insurance policy, but only if the accident was reported at the time of happening! Please note this insurance does not cover theft or damage to your personal belongings.*

Hazards at Work

It is always better to prevent accidents happening and you can help to do this by following these basic rules.

Chemicals

Some cleaning fluids, inflammable liquids or corrosive chemicals may be used in your Department. They will carry a distinctive label which will show them to be hazardous and details of the care to be taken when using them.

- Never use materials that you have not been trained to use
- Always wear protective clothing
- Never mix chemicals together

Electrical Equipment

Electrical faults can be extremely dangerous – apart from causing a serious accident, they could start a fire. Follow these important rules when using equipment:-

- Check if hands are dry before touching a plug or switch
- Check if equipment is unplugged before you clean it
- Never overload sockets
- Check there are no cables running across open spaces

Kitchen Equipment

Many pieces of machinery in the kitchen are dangerous so take great care when you have to use them.

- Never operate equipment unless you have been trained to do so
- Never remove safety guards without switching off machinery first

Kitchen Safety



The kitchen is potentially the most dangerous part of the Hotel, so watch out for any possible hazards not only when you work there but also when you are passing through.

- Always handle knives with the greatest care

- If you spill something on the floor, mop it up, and dry it immediately or get assistance

- Use the yellow warning signs to advise others of a potentially hazardous surface Use proper in/out doors system

- Never run

Housekeeping

There is a slim risk of needle stick injury in housekeeping. To minimize this risk please observe the following - Never put your hand into an area you cannot see, eg behind a cushion, thrust down the back of a couch, under a mattress without checking first and always empty a smaller waste paper bin directly into a larger receptacle (if you see a needle ensure the syringe is disposed into a plastic bin and removed by an authorized source). Please dispose of razors in the same careful manner.

Leisure Centre & Spa

- Never use or allow someone to use equipment without being properly trained or supervised

- Never run or allow horseplay in or around the pool area

- Never perform or receive treatments without proper training, supervision and permission

Gardening & Maintenance Equipment

Many pieces of machinery in this area are dangerous - do not operate them unless you are fully trained to do so

- Never operate equipment unless a safe pass is held Never remove safety guards

- When working at height observe the relevant safety procedures Ensure nothing long or loose is worn that can become entangled in equipment See Working Outside Policy for further details

5.22 Security Awareness Policy

It is essential that everyone takes responsibility for security within the workplace.

- Never open a guest room for anyone; if a guest has lost their room key card refer them to Reception

- Never issue a room key card without positively identifying the guest Do not relate residents' names or room numbers to anyone

- Never leave keys or key cards unattended (floor master, grand master, etc)

- Never take keys off the premises

- Never close a bedroom door behind you, always ensure it is propped open while you are in the room

- Do not leave personal valuables in an unsecured place, in fact, avoid bringing such items to work

- Advise your Departmental Manager, Supervisor, Duty Manager or any member of management of any suspicious packages, characters or circumstances. In general, be vigilant: report but do not approach alone

- Wherever possible we operate a do not work alone policy, but in the event it is unavoidable for you to work unaccompanied for long periods we will implement additional security measures



5.23 Smoke-Free Workplace Policy

It is a Company policy and legal requirement under the Public Health (Tobacco) Acts, 2002 and 2004 that all its workplaces are smoke-free and that all employees have a right to work in a smoke-free environment. Smoking is prohibited in all offices, front and back of house areas, entrances to the property, designated guest smoking areas and within the grounds.

Employees may smoke in the "Designated Employee Smoking Area" only, the location of which will be outlined at induction, and smoking in this designated areas is only permitted at official break periods.

It must be emphasized that smoking in a non-smoking area will be regarded as serious misconduct and subject to disciplinary action up to and including dismissal.

5.24 Stock or Goods Removal Procedures

You must never remove stock or goods from Company property without written permission. It is the responsibility of the Employee who wishes to take out Company property to ensure that he/she has the relevant authorization form completed. On leaving the premises, a copy of this form must be handed to the Duty Manager and a duplicate retained by your department manager.

Any items, whether food scraps, opened bottles of liquor, leftovers, damaged goods, gifts, vouchers, etc are deemed to be Company property and require a signed authorization form.

Any employee removing any property from the Company without an authorization form will be disciplined under the heading Gross Misconduct, the sanctions of which include dismissal.

5.25 Spa Policy

A policy is in place for any Therapist working in the Spa - please ask HR for a copy and this topic will be covered in induction for new employees in this area.

5.26 Travelling on Business Policy

Should you be required to travel on business, please note that all expenses must be pre-authorized and proportionate to a reasonable per diem allowance (if in doubt ask), all claimed expenses (including mileage) must be legitimate and accompanied by valid receipts and every reasonable effort should be made to secure the most cost efficient accommodation, transport and itinerary to maximize value for money for legitimate business purpose. Time spent travelling should not be included as days worked unless agreed. Please remember the usual rules of conduct apply.

5.27 Vehicle Policy

A policy is in place that governs any employee who is requested and authorized to operate an owned, leased or rented vehicle on behalf of the Company - please ask HR for a copy.



5.28 VDU Policy

Every employee who regularly uses a VDU (Visual Display Unit) as a significant part of normal work has a right to opt for an appropriate eye test if they feel their eyes may be affected by looking at a VDU (terms and conditions and exclusions apply) - for full details please consult the HR Department.

5.29 Working Alone Policy

Added security measures are in place for employees who are required to work alone - a mobile security device is available to you which, if depressed, will activate an alarm at Reception. If affected, please request this device which you MUST wear throughout your working alone period for your own protection. Please be mindful to return this device in the prescribed manner or you may face replacement charges and/or disciplinary action - please do not compromise someone else's security by failing to take proper care of this device.

5.30 Working Outside Policy

A policy is in place that governs any Employee who is requested and authorized to work outside - please see HR for a copy.

5.31 Working Safely with Children, Young People & Vulnerable Persons Policy

Garda Vetting

The law makes it an offence for an employee to fail to disclose their guilt of certain criminal offences before taking a job, specifically anyone convicted of a sex offence committed in Ireland or Abroad. Our policy is to vet staff that may have unsupervised access to children or vulnerable persons while carrying out their duties. Garda Vetting Approval is required for all employees involved in these areas - if subsequent to your employment a conviction occurs you are obliged to immediately notify the General Manager in strictest confidence.*

A vulnerable person is defined as a person, other than a child, who is:

Suffering from a disorder of the mind, whether as a result of mental illness or dementia
Has an intellectual disability

Is suffering from a physical impairment

Has a physical disability

Which is of such a nature or degree as to restrict the capacity of the person to guard himself or herself against harm by another person.

You may be asked to assist a vulnerable person which we would expect you to do in a kind, caring and professional manner, respecting at all times the dignity of the person involved, as is customary with any guest. Please ensure a colleague assists you and do not instigate physical contact.

Rules for those Working with Children, Young People & Vulnerable Persons

Mount Juliet Estate is committed to providing child, family friendly and safe workplace practices in order to keep both children and vulnerable persons free from harm. We also protect our employees in terms of operating and working safely in an environment with children and vulnerable persons. The following rules should be adhered to at all times for those employees who work in a family environment where children and/or vulnerable persons are present.

1. There must always be a minimum of two employees in a playroom/crèche/changing room
2. There must always be a minimum of two employees on any outing or trip organized and run by the Company for children
3. Parents should be openly encouraged to assist in supervision on such outings and all children under the age of ten years must be accompanied by an adult on any trip or outing



Mascots/Character Costumes, Etc

There may be instances where employees are required to dress up as a mascot or in a costume that appeals to younger children. In such circumstances the following rules shall apply:

The mascot should be accompanied by at least one other employee at all times

Hugging and contact with children should only take place in public areas and under the supervision of the child's parent/guardian. The same standards apply for vulnerable persons. If you are in any way concerned that a young or vulnerable person is at risk, please let us know immediately.

5.32 Whistleblowing Policy

We are committed to conducting our business with honesty and integrity and we expect our employees to share these standards, however all organizations face the risk of things going wrong from time to time, or of unknowingly harboring illegal or unethical conduct. A culture of openness and accountability is essential to prevent such situations occurring and to address them if they do occur. To this end we have devised this policy - a full version is available, in confidence, from HR.

The aims of this policy are:

- 1 To encourage Staff to report suspected wrongdoing as soon as possible, in the knowledge that their concerns will be taken seriously and investigated as appropriate, and that their confidentiality will be respected.
- 2 To provide Staff with guidance as to how to raise those concerns.
- 3 To reassure Staff that they should be able to raise genuine concerns without fear of reprisals, even if they turn out to be mistaken.

5.33 Social Media Policy

This policy provides guidance for employee use of social media, which should be broadly understood for purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a contemporaneous manner.

PROCEDURES

The following principles apply to professional use of social media on behalf of Mount Juliet Estate as well as personal use of social media when referencing Mount Juliet Estate

- Employees need to know and adhere to the Employee Handbook, and other company policies when using social media in reference to Mount Juliet Estate
- Employees should be aware of the effect their actions may have on their images, as well as Mount Juliet Estate image. The information that employees post or publish may be public information for a long time.
- Employees should be aware that Mount Juliet Estate may observe content and information made available by employees through social media. Employees should use their best judgment in posting material that is neither inappropriate nor harmful to Mount Juliet Estate, its employees, or customers.
- Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libellous, or that can create a hostile work environment.
- Employees are not to publish, post or release any information that is considered confidential or not public. If there are questions about what is considered confidential, employees should check with the Human Resources Department and/or supervisor.

- Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to authorized Mount Juliet Estate spokespersons.
- If employees find encounter a situation while using social media that threatens to become antagonistic, employees should disengage from the dialogue in a polite manner and seek the advice of a head of department
- Employees should get appropriate permission before you refer to or post images of current or former employees, members, vendors or suppliers. Additionally, employees should get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.
- Social media use shouldn't interfere with employee's responsibilities at Mount Juliet Estate. Mount Juliet Estate computer systems are to be used for business purposes only. When using Mount Juliet Estate computer systems, use of social media for business purposes is allowed (ex: Facebook, Twitter, Mount Juliet Estate blogs and LinkedIn), but personal use of social media networks or personal blogging of online content is discouraged and could result in disciplinary action.
- Subject to applicable law, after-hours online activity that violates company policy may subject an employee to disciplinary action or termination.
- If employees publish content after-hours that involves work or subjects associated with Mount Juliet Estate, a disclaimer should be used, such as this: "The postings on this site are my own and may not represent Mount Juliet Estate positions, strategies or opinions."
- It is highly recommended that employees keep Mount Juliet Estate related social media accounts separate from personal accounts, if practical

5.34 Public Health Pandemic Policy

Exposure to a Public Health Pandemic may present a health risk to workers and other persons at a workplace. Employers are advised to follow the latest public health advice and identify and implement suitable control measures to mitigate the risk of Public Health Pandemic in the workplace. These public health measures are communicated to all employees and others at the place of work. Employees should follow the public health official advice and guidance including ensuring good hygiene practices, such as frequent hand washing and respiratory etiquette, to protect against infections and should seek professional healthcare advice if unwell.

6. ATTENDANCE AND LEAVE

6.1 Absence from Work

Unplanned absences always cause extra work for your colleagues and interruptions to guest service so you should only be absent outside authorized leave if you are unwell or genuinely unavoidably detained. In such cases, please advise your immediate Manager or in his/her absence, the Duty Manager, as soon as you become aware that you will be unable to attend work, but in any event no later than four hours in advance of your shift.

It is your responsibility to ensure that an appropriate member of management receives the message or your absence will be considered unauthorized.



You, or the person phoning for you, must provide the following information:-

- The reason for your unplanned absence
- Whether or not you will be seeking medical attention
- When you expect you will be back to work
- A contact telephone number

Voicemails, text messages or emails to a manager or other colleagues are not acceptable as forms of notification.

You must keep in regular contact with your HOD (daily unless agreed otherwise) to advise them of your status.

If absent through illness, when you return to work you must report to your Manager immediately. If absent for 3 or more days you must produce a doctor's* certificate and ensure that it is received by the HR Department no later than the 3rd day of absence, and weekly thereafter if appropriate. If you do not produce a doctor's certificate your absence will be regarded as unauthorised and





disciplinary action may be taken. If a repeated pattern of uncertified or unreasonable/suspicious absence is noted, you may be subject to disciplinary investigation.

If absent for over 7 days you will be required to produce a letter from your doctor to certify your fitness to return to work.

At any stage of employment but particularly likely in the event of long term illness you may, at the Company's discretion, be required to attend a doctor or health professional of the Company's choosing (gender of your choice) to establish your capability to perform your duties and we require you to authorize this person to supply and discuss their findings with us, in confidence.

* All certificates must be provided by a registered medical practitioner, clearly signed, with a name, address and telephone number for verification purposes.

Please do not make personal appointments eg dentist/doctor during your working hours (unless you have prior agreement to make the time up in lieu). Under no circumstances may you leave the property during your shift without prior authorization and without swiping in/out so that in the event of an evacuation you are accounted for.

You will not be paid for absence/time not worked.

6.2 Adoptive Leave

This leave provides time away from work for eligible employees who have adopted a child. The entitlement is 24 weeks of statutory leave and up to a further 16 weeks optional additional leave. Although the Company does not pay you during this leave, Social Welfare may provide benefit for the first 24 weeks of leave, provided you have met the necessary criteria. Contact the HR Department for further details.

6.3 Annual Leave

The holiday year runs from the 1st January to 31st December. Each year Annual Leave must be taken during the appropriate holiday year and may not be carried over into a subsequent holiday year without express permission from the General Manager (to a maximum of three months into next holiday year - thereafter unused leave will be forfeited). Please ensure you avail of your full annual leave entitlement within the holiday year and advise your General Manager if there is any impediment to you doing so.

Annual leave is calculated in accordance with the provisions of the Organization of Working Time Act 1997.

Normally Annual Leave cannot be taken within the first 13 weeks of employment, however, any arrangements agreed at interview stage will be honored but paid Annual Leave will usually not be given until the time has been accrued.

Requests for Annual Leave must be made at least 6 weeks in advance of your departure using an Annual Holiday Request Form and will be granted at the discretion of your Manager.

Please do not make arrangements until your request has been approved as we cannot take responsibility if we cannot accommodate your requirements. Annual Leave must be taken at times that suit the operation of the property and usually in one week block minimums although occasional days may be taken. For optimum relaxation we encourage you to take two weeks 'consecutive leave during the year (normally not more than two weeks can be taken at any one time however individual requests will be considered).

The Company reserves the right to nominate up to 10 days of your annual leave.

When you leave the Company your cumulative leave entitlement will be calculated and you will receive payment in lieu of holidays owed or, at the Company's discretion, we may insist that leave be allocated against notice in lieu of payment. Should you leave the Company owing annual leave, the appropriate deduction will be made from your final wages.

6.4 Career's Leave

The purpose of this leave is to facilitate temporary unpaid leave of not less than 13 weeks and not more than 104 weeks for employees to provide full-time care to a person requiring it, who is deemed a relevant person by a deciding officer from the Department of Social and Family Affairs. The employee must have a minimum of 1 year's continuous service to be eligible, provide the Company with a minimum of 6 weeks' notice to commence Career's Leave and 4 weeks' notice of intention to return. For further information about Career's Leave contact HR.

6.5 Compassionate Leave

If an immediate family member dies, you may request a period of up to three consecutive paid working days' leave immediately following the bereavement - this request should be made to the General Manager. Please note that compassionate leave is NOT a statutory entitlement and should not be assumed or taken for granted.

We recognize that sometimes additional unpaid leave may be required.

The decision regarding any such requests will be entirely at the discretion of the General Manager.

Immediate family members are defined as
your: Spouse

Civil or Domestic Partner
Child or Stepchild or person to whom you are loco parentis
Parent or Step-parent
Grandparent
Brother, Sister, Stepbrother and Stepsister

6.6 Force Majeure Leave

All employees have a limited statutory entitlement to leave with pay for urgent family crisis, owing to an injury or illness to one of the persons listed below where the **unforeseen** presence of the employee is considered indispensable at the place where the family member is :

- Person to whom an employee is a parent or adoptive parent
- Spouse of an employee or domestic partner
- Person of whom the employee is in loco parentis
- Brother or Sister

Parent or Grandparent or person with whom you live in a domestic dependency relationship Force Majeure Leave entitlement is a cumulative maximum of 3 days over a consecutive 12-month period or 5 days in any 36 consecutive months. Absence for part of a day will count as one day of Force Majeure Leave.

An employee must complete an application form as soon as possible, available from HR.

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6.7 Hours of Work and Break Times

Usually your Manager is responsible for your roster which will be prepared at least the Saturday preceding the week in question. While we always endeavor to give at least 24 hours' notice, there will be occasions when you may be asked to change at shorter notice, for e.g. due to last minute bookings or indeed when events are cancelled and your shift will not take place - it is your responsibility to ensure that your Manager and the HR Department has an up to date contact number for you. If you are responsible for your own roster (eg Management) you must ensure your schedule and breaks are in accordance with the Organization of Working Time Act 1997 requirements. We reserve the right to alter rostering arrangements as required. The number of hours you are scheduled to work includes rest breaks, which are unpaid and do not count as part of your hours of work.

For your information, rest breaks are given in accordance with the Organization of Working Time Act 1997 which currently provides for the following breaks*:-

Period Worked	Rest Break
4.5 hours worked	15-minute break
6 hours or more worked	30-minute break including the above break
Within every 24 hours	11 consecutive hours of rest*
Within every 7 days	24 consecutive hours of rest immediately preceded by an 11 hour period of rest
	* or 2 x 24 hour rest periods in the week after the above period break
	not being available due to shifts etc

You are required to take and record your breaks in the manner prescribed by the Company.

Please advise your Manager or the General Manager if you have not received your breaks.

On occasion, and only with suitable advance authorization, you may earn time in lieu for agreed additional hours worked - please ensure that you claim back this time in lieu within four weeks **or it will be forfeited.**

Any special requests for days off to attend events such as weddings, etc should be made giving as much notice as possible and every reasonable effort will be made to facilitate you.

NB: You should not make arrangements to swap shifts with a colleague without prior authorization of Management.

*** Please note, where you do not work exclusively for the Company and we have no way of knowing your external commitments, it is your responsibility to ensure that you are compliant with the work hours restrictions and rest break period requirements of the Organization of Working Time Act 1997. Please see our Double Employment form.**

The Company reserves the right to alter your customary working hours/days as required by business. In such circumstances we will endeavor to give you as much notice as reasonably possible.



6.8 Jury Service Leave

In the event that you are called for Jury Service, please advise your General Manager immediately and submit a copy of all relevant documentation; your release from duties will be arranged (or in exceptional circumstances we may ask for you to be excused). On any day that you attend for Jury Service but if you are not called upon to serve on a jury you must return to work, unless it is a scheduled day off. If you are called to serve on a jury, and you finish a minimum of four hours before the end of your shift you must report back for duty to complete the shift. At the end of Jury Service you must obtain from the Registrar a statement of attendance for Jury Service and provide this to the Company.

6.9 Leaving the Company

If leaving the Company, please be aware that it is essential that you submit a letter of resignation in writing before we can process your final payment.

The Company reserves the right to pay in lieu of the notice period. The Company may also withhold final payment until all Company property (such as name badge, locker key, uniform, etc) has been returned in good order.

You must also return to the Company (at any time on request but without delay on termination of employment) any work related items such as products, notes, documents, books, materials, records or any information or copies thereof, relating to the business which are in your possession or under your control or - if requested - to destroy same and confirm in writing to the Company that you have done so.

You must notify the Company of your intention to leave in line with the following notice periods:

Length of Service	Minimum Notice Period
Up to 13 weeks	1 week
Less than 2 years	4 weeks (Management 2 weeks)
2 years – 10 years	weeks (Management 4 weeks)
5 years – 10 years	4 weeks (Management 6 weeks)
10 years – 15 years	6 weeks
15 years or more	8 weeks

If you leave the Company for any reason, you may be asked to attend an exit interview with a Senior Manager prior to you receiving your final pay cheque. The purpose of this meeting is to discuss constructive and honest views and opinions about our standards and practices.

6.10 Long-Time Illness

An individual should be classed as long-term sick when their absence exceeds 12 weeks or when it becomes clear that their sickness absence is likely to exceed 12 weeks. We may require you to attend a meeting to discuss your absence.

The Company reserves the right to refer you to a Company nominated doctor or other health professional (gender of your choice) for a medical opinion at any stage during your employment and we require you to authorize this person to discuss with us, in confidence, and provide a copy of their findings to the Company. While sympathetic and supportive of any employee dealing with illness, capability to perform the duties of your position is a condition of continued employment.

You may be called to a disciplinary meeting to discuss your capability to perform your role if you are absent for longer than 12 weeks. The company reserves the right to terminate your employment, following a procedure, if you are no longer fit to work.

It is also important to note that conduct during sick leave should be appropriate to this status and you should be doing everything possible to attempt to return to wellness and work as soon as possible and therefore should not be engaging in leisure/travel, other work (paid or unpaid) or any other activity considered at odds with the reason for your absence.

6.11 Maternity Leave

Although the Company does not pay employees any benefit whilst on maternity leave, each pregnant employee is entitled to receive Statutory Maternity Benefit from the State, provided they meet the necessary criteria. Please refer to the HR Department for our comprehensive maternity pack. Currently the provisions of the State Scheme are as follows;

Leave Type	From March 2007
Paid Weeks (through Social Welfare)	26
Unpaid Weeks (optional)	16
Total Weeks	42

Please note, it is essential that you advise your Departmental Manager (in confidence) of your pregnancy within 13 weeks, for your health and safety protection.

6.12 Notifiable Illness

It is a rule that you must report immediately any contagious or infectious diseases. These include but are not limited to human immunodeficiency virus infection, acquired immune deficiency syndrome, hepatitis, typhoid, gastroenteritis, food poisoning, any form of illness resulting in diarrhea or vomiting, any specific conditions such as septic cut or boil, skin diseases and ear and throat infections. If you have been diagnosed with any such illness since appointment you must declare it (due sensitivity and confidentiality will be observed wherever possible). If you have suffered any such gastro upset whilst on holiday, you must report this to your manager on your return. In all such cases, you should obtain clearance from a doctor before recommencing work. The Company may also require you to have a medical check for certain food borne diseases. The above is especially important for staff involved in food handling.

6.13 Parental Leave

The purpose of Parental Leave is to provide parents with the opportunity to spend quality time with their child, at a time which is suitable to their family.

Parental Leave is a statutory entitlement for a period of up to 18 weeks unpaid leave from the workplace, from the child's birth until their eighth birthday, or their sixteenth birthday in the case of child with a disability. To be eligible for Parental Leave you must normally be employed by the Company for a period of at least one year's continuous service (there are arrangements in place if your child is approaching disqualification age). To avail of Parental Leave an employee must give the Company six weeks' notice in writing and obtain written confirmation of the leave. The Company may postpone the leave (twice if due to seasonal variations in business volumes) for up to six months if granting the leave would, in the opinion of the Company, have a substantial adverse effect on its operation.



Entitlements and conditions

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Entitlements and conditions



The leave will commence on the date the relevant parent selects in his/her written notification. It should be noted that paternity leave cannot commence earlier than the expected date of birth or date of placement of the child and cannot commence later than 26 weeks after date of birth or the date of placement of the child.

the same time, only a single

¶ In the case of multiple births, or where two or more children are being adopted at the same time, only a single two week block of paternity leave applies.

¶ Paternity leave must be used to assist in the provision of, care to the child or to provide support to the relevant adoptive parent or mother of the child, as the case may be, or both.

Applying for paternity leave

Mount Juliet Estate must be notified, in writing, by the employee, at least 4 weeks before the employee intends to take the leave. A medical certificate confirming the date of expected date of birth/certificate confirming the expected day of placement must accompany this notice. The request must specify the commencement date of the period of leave.

Early confinement

Where the birth of the child occurs 4 or more weeks prematurely, the employee must notify Mount Juliet Estate, of their intention to commence paternity leave in writing, within 7 days of the birth. In such circumstances, the employee will be deemed to have complied with the notification requirements of the Act.

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

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

Postponement of paternity leave due to illness of the relevant parent

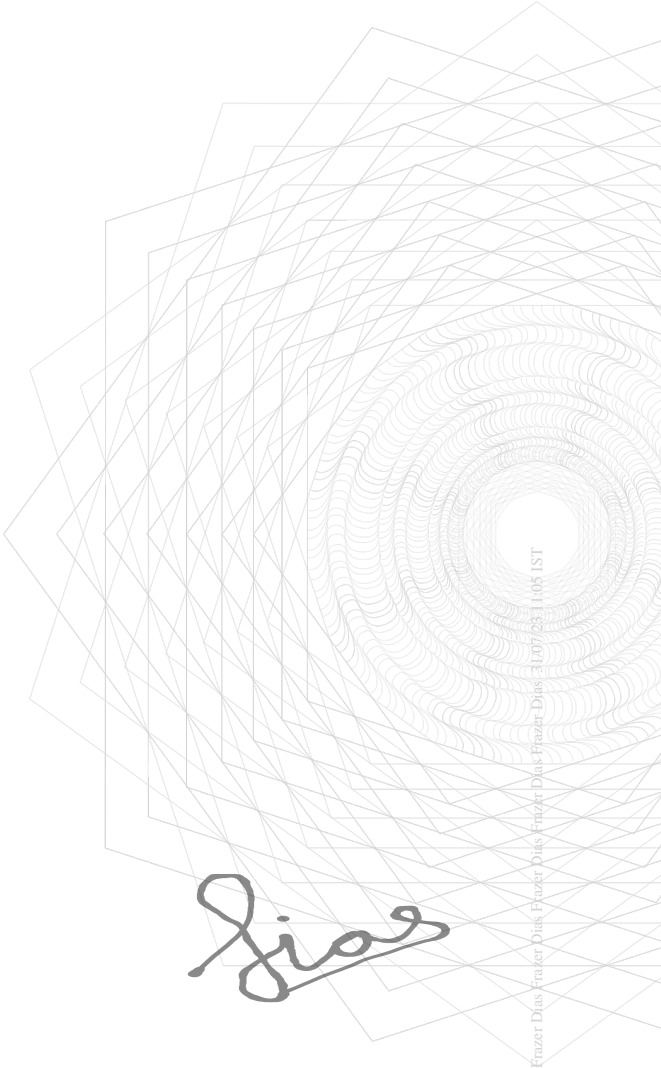
In the event that an employee becomes ill before a period of paternity leave has commenced, the period of leave may be postponed. Notification of a request to postpone the leave due to illness must be received by the organization as soon as possible after becoming ill and must be accompanied by a medical certificate. The employee must follow up in writing confirming the request to postpone the leave as soon as is reasonably practicable but not later than the day on which the postponed leave begins. The leave may be postponed until such time as the relevant parent is no longer sick. The period of postponed leave must commence not later than 7 days after the relevant parent is no longer sick or another date as agreed between the relevant parent and the organization, but must end not later than 28 weeks after the date of birth or day of placement. The employee must notify the company when they intend to take the postponed paternity leave not later than the day the employee commences the leave.

Postponement of paternity leave when the child is hospitalized

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

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

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





Payment during leave

During paternity leave, relevant parents who have the necessary PRSI contributions are entitled to paternity benefit from the Department of Social Protection. Claims should be made on a PB2 form, which are available from the Department of Social Protection.

The relevant parent must have a Public Services Card to apply for Paternity Benefit. If the relevant parent does not already have a Public Services Card, he/she can make an appointment to get one at www.mywelfare.ie. The organization will complete the employers section of the form when it has been completed by the employee.

Transferred paternity leave

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

Annual leave and public holidays

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

Abuse of paternity leave

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

Employment protection

An employee who is absent on paternity leave will be treated as if the employee had not been absent. At the end of the paternity leave, the employee will be entitled to return to their original job under terms and conditions no less favorable than those that would have applied if they had not been absent.

6.14 Public Holidays

Public Holidays are additional to Annual Leave. The Public Holidays in the Republic of Ireland are:

- | | | |
|--------------------------|------------------------|--------------------------|
| • January First | • St Patrick's Day | • Easter Monday |
| • First Monday in May | • First Monday in June | • First Monday in August |
| • Last Monday in October | • Christmas Day | • St Stephen's Day |

Please note, Good Friday and Christmas Eve are NOT Public Holidays.

Employees other than those employed on part-time or casual arrangements have an immediate entitlement to Public Holiday benefits. Part-time and casual employees must have worked at least 40 hours in the 5 weeks ending on the day before the Public Holiday to qualify for the Public Holiday benefit.

In respect of a Public Holiday, an employee is entitled to:

- A paid day off on that day or within a month of the Public Holiday, or
- An extra day's leave, or
- An additional day's pay if you are required or would normally be expected to work the day the Holiday falls or 1/5th of an average week's pay if not

Your Manager will determine which option you are entitled to.

Calculations for casual employees' entitlements are based over the average of the 13 weeks worked before the Public Holiday in accordance with the Organization of Working time Act 1997.

Employees absent from work immediately before the Public Holiday will not be entitled to benefit from the Public Holiday in the following circumstances

- (a) An absence in excess of 26 weeks due to an ordinary illness
- (b) An absence in excess of 52 weeks due to an occupational accident.

6.15 Punctuality

Good timekeeping is essential and it is important that you arrive for your shift appropriately dressed and ready to commence work at your rostered time - lateness puts an unfair burden on your colleagues and consistent poor timekeeping will be subject to disciplinary action. Lateness should be notified to your Departmental Manager or the Duty Manager as soon as possible but in any case you with at least two hours' notice. An explanation for lateness is always required and you should pay back the missing time in lieu or your pay may be "docked" for unworked hours.

6.16 Redundancy

It is recognized that circumstances may arise which leave the Company no alternative but to declare redundancy/ies. Where Employees are made redundant the prime consideration will be to protect the employment of as many people as possible, consistent with maintaining a fully efficient operation. Therefore, selection will be on the basis of retaining key employees required to maintain an efficient operation. Should the need for redundancy/ies arise, appropriate consultation will take place with the employees concerned.

6.17 Retirement

Normal retirement age for both men and woman is the employee's 65th birthday and your contract will automatically terminate on that date (unless at the Company's sole discretion an alternative arrangement is reached in writing prior to that date).

6.18 Time & Attendance Sheets

You are required to clock/sign in before you commence your shift. You are also required to clock/sign out when you start your break and clock/sign back in at the end of your break. At the end of your shift, you are required to sign out when you finish. You must never falsely register and if you fail to clock/sign in or out you must inform your manager or supervisor as soon as possible. Failure to do this may result in your pay being incorrect and continued non-compliance with the attendance recording of start, break or finish times could result in disciplinary action being taken.

Any employee found to have falsely clocked or signed for themselves or another employee will be subject to disciplinary action up to and including dismissal.



6.19 Unpaid Leave

Unpaid leave of absence may be granted in special circumstances and any such decision is solely at the discretion of your General Manager. Each request will be considered on its own merits.

7. GENERAL INFORMATION AND GUIDANCE 7.1

Conduct Outside of Work

Please remember that in any situation where it is recognized that you are an employee of the Company you must be mindful of your responsibility to safeguard the Company's image and reputation, e.g. when attending an external function, when in uniform etc, when identifiable on social media, and the usual expectations of behavior as laid out in your contract and this document apply.

7.2 Confidentiality

The unauthorized (outside normal execution of your duties) reproduction, supply/transmission, usage or discussion of any confidential or sensitive Company information to any persons either within or outside the organization is absolutely not allowed for any purpose; such information would include but is not limited to guest and supplier details, financial and statistical data, security arrangements and personnel information (of existing or potential candidates) and breach of this policy may constitute gross misconduct. Preservation of this confidentiality extends beyond your working time with the Company.

You are also responsible for safeguarding the confidentiality of any information (hard or soft copy) in your possession - do not leave confidential material unattended and do not, unless authorized, remove same from the Company premises.

It is also important to note that your terms of employment with the Company is a private agreement between you and your employer and you should not discuss or repeat details of same with any of your colleagues.

7.3 Consultation

In the interest of information distribution, involvement and consultation of staff, a number of cross departmental employee representatives will be appointed and invited to attend regular meetings with management where ideas, opinions and collective concerns can be freely exchanged. A list will be placed on the Notice Board - please feel free to contact your internal Employee Representative with any appropriate collective issue you would like to raise through this forum (personal issues should be reserved for direct conversation with a member of management).

7.4 Data Protection

The Company has an obligation to ensure that you and our guests are safeguarded against the possible misuse of personal information held by the Company by strictly controlling its use. Therefore, we rely on all our employees who have access to personal data to ensure that it is:

- o Kept for a valid reason
- o Accurate and up to date
- o Kept confidential

In accordance with the Data Protection Acts, 1998 and 2003, the Company is committed to maintaining confidentiality of personal information collected from you during the hiring process and throughout your employment. Personal records are stored in your personal file and are available to authorized personnel only. This information may also be disclosed outside the Company when the Company is obliged to do so under the law.



7.5 Employee Records

It is important that your employment records are always accurate and up to date, please advise the HR Department immediately if any of the following details change during your employment:

- Name
- Address
- Contact Number
- Next of Kin/Emergency Contact
- Marital Status
- Bank Details
- Working Permit Status
- Medical, eg Illness, Injury, Allergies etc *
- Criminal Conviction *

** In confidence to the General Manager*

Employees who have access to sensitive data are reminded of their duties under the Data Protection Act.

7.6 Health and Welfare Support

We recognize that there are times when you physically and mentally need support. Alcohol, drug abuse, emotional, marital, family, and other related problems affect performance, your health and your quality of life. Help is available for such problems. Anyone who experiences such problems may be unable to function effectively and safely at work, which is why we have support available to you. Employees who need help can voluntarily seek assistance directly from their Departmental Manager or General Manager who will put them in touch with an appropriately qualified third party who can assist. Confidentiality of this service is assured.

7.7 Lockers

Where staff lockers are provided for your use and convenience, these lockers remain the property of the Company.

Perishable items should not be stored in lockers. Valuable items such as jewelry and money, etc should not be stored. The Company is not responsible for any articles that are stored in a locker, which may be damaged, lost or stolen; please also note that personal items are not covered on the Company's insurance policy. The Company reserves the right to open and inspect lockers with or without advance notice - do not use personal locks.

7.8 Medical Examinations

All employees are required to complete a medical questionnaire. The Company reserves the right to require you to attend for examination a Company nominated doctor (gender of your choice) or another health professional to determine your capability to work in general or in relation to specific tasks and requires you to authorize the examiner to discuss and provide a copy of their findings, in confidence, to the Company.

All Company employees engaged to work on "night shifts" i.e. between 12.00am and 6.00am, under the provisions of the

Organization of Working Time Act 1997, are required to undergo a health assessment by a doctor appointed by the Company nominated doctor (gender of your choice) to determine your fitness to carry out night work to which they are assigned; this then becomes an annual requirement whilst in employment, for the purpose of health and safety.



7.9 Notice-Board

There is an employee Notice-Board in the property containing various bulletins of important information including

Company Policies and Procedures Amendments, Employee Rights Information, Career Opportunities, Upcoming Social

Events, Benefits, and other occasional items that may be of interest to you. This is also where the list of your Qualified First Aiders and is posted. Do make a point of regularly checking the Notice Board for any new information; otherwise you may miss something of importance.

No Solicitation

You are not permitted to promote personal opinions or circulate products or literature (hard copy, digital or otherwise) of a non-work related nature on the premises or through contacts accessed through the business. Furthermore, you are not permitted to pester or to attempt to "recruit" your colleagues for any other organization.

7.10 Other Work/Activities

Certain contracts stipulate that you work exclusively for the Company and will therefore not personally operate directly or indirectly or be engaged by any other person, firm or Company or acquire any interest in any other undertaking without the previous written consent of the General Manager.

Where work is permitted, you must notify us of any additional employment or business activities in which you are engaged during your time with us, including the hours involved, for the purpose of complying with the Organization of Working Time Act 1997.

Normally, how you utilise your time outside of work is your business, however, if such activities (paid or unpaid) are considered potentially damaging to the Company's interests, reputation or credibility, or expose you to a conflict of interest, we reserve the right to require you to choose between your employment with us and that of the other employment or activity.

Under no circumstances should you make unauthorized use of the Company's facilities, services, property or premises for any purpose other than your authorized duties without the prior written consent of the General Manager. You must not make unauthorized recommendations to clients for services other than the Company's. You shall not, before or after the termination of employment, solicit or attempt to solicit any person to break any contract of employment, custom or contractual service with the Company. You are required to devote your full time and attention to your authorized duties during working hours and to act at all times in the best interests of the Company.

7.11 Pay

The normal working week will operate from Monday to the Sunday of the following week. Biweekly-paid employees will be paid by direct electronic transfer into their bank/building society accounts on the Thursday of each second week for hours worked in the week ending the previous Sunday.

Pay slips will be distributed on the day of payment (currently by email):- these indicate your gross pay less any deductions which may have been made. Any queries regarding pay discrepancies should initially be directed to your Manager.

You have the right to request a written statement of your hourly rate of pay for any pay reference period falling within the last 12 months.



The Company reserves the right to change the method or schedule of payment with due consultation and notification.

Statutory deductions will be made from your wages/salary such as PAYE, PRSI, Universal Social Charge etc. In addition, deductions may be made from your wages/salary for the following reasons:

- Any overpayments made to you in error
- Deductions required by a court order
- If you are responsible for handling cash, shortages in the cash for which you are responsible
- Stock shortages or unreasonable breakages
- Misuse of company property eg phones etc for personal use

On termination of employment your final pay may be subject to the following:

- Value of any uniforms or any other company property not returned by you
- Costs of cleaning and repair of uniform or company property not returned in good condition
- Value of company issued property such as mobile phones/laptop etc not returned in good condition
- Excess of holiday taken over accrued holiday entitlement
- Outstanding balance of cash/stock shortages/unreasonable breakages for which you were responsible

7.12 Pensions

A Personal Retirement Saving Account or PRSA is a tax efficient way of saving money for retirement, it is completely flexible and easily transferable from one Employer to another. The Company operates a non-contributory pension scheme/PRSA which you will be eligible to join. Further information is available from the HR Department.

7.13 Personal Mail

Employees are not allowed to use the Company as a mailing address. The Company will not accept responsibility for employees' personal mail directed to the Company. However, exceptions can be made for new employees who are from outside of Ireland where this is their first position of employment within this country.

In such circumstances the Company in no way accepts liability for any loss or damage to items received on your behalf.

7.14 Personal Devices

Use of personal mobile telephones, stereos, iPhone/pads or any other electrical devices etc is not permitted while on duty. No earphones are allowed. These items should not be carried on your person during duty and may only be used during break periods. Failure to comply with this rule may result in disciplinary action being taken.

7.15 Personal Property

Please remember that the Company's insurance policy does not cover your personal property and the Company cannot accept liability for any loss or damage to your property. You are encouraged not to bring items of value onto the premises. The provision of a locker does not automatically guarantee privacy or security of personal property.



7.16 Press/Media Relations

In order to avoid any misunderstandings, it is only the General Manager or Directors who may communicate with the press. Any enquiries from the Press/Radio/TV or any other media must be directed to the General Manager or Directors. You must not give any statements verbal or written about any matter concerning the Company, its Guests or employees without prior authorized permission and this extends to all e-communications and social media platforms (see excommunications policy for further details).

7.17 Procedure for New Employees

All new employees must provide bank details within the first week of joining. A new hire form is available from the HR Department to complete which will include banking request details such as IBAN/BIC etc.

A P45 from your most recent employer should also be provided.

You should contact your local Tax Office immediately. You should have your own PPS number to hand and the Company's Registration Number which is 4816345T.

All staff without an Irish PPS Number must go to the Department of Social Protection with 2 forms of photographic ID, proof of accommodation in Ireland and a certificate of employment. It is advisable to contact the Department of Social Protection in advance to confirm if they require any additional information from you.

Once you have obtained the PPS number, you must complete Form 12A, available from the HR Department in order to apply for a Tax Free Certificate.

You will not be permitted to work unless you have a valid PPS Number and provide a copy of your work permit if required. Your employment will terminate immediately if you no longer are eligible to work in Ireland.

It is your responsibility to submit any details to the Revenue Commissioners/Tax Office, which may be relevant to your taxation position, for example if you get married.

7.18 Reduced or Altered Working Hours

The hours of work stated in your contract are basic weekly hours under normal circumstances, however, the Company reserves the right to alter working hours should the need arise for example, should economic, operational or other circumstances prevent the Company providing you with work for your basic hours or requiring you to work different days or hours. In these circumstances, it may be necessary to introduce more flexible working arrangements and/or reduced, short-time or temporary layoff. You will receive as much notice as is reasonably possible prior to such measures being implemented.

You will be paid only in respect of hours actually worked during a period of reduced, short-time or temporary layoff. This will be confirmed to you in writing.

7.19 Responsibility for Company Property

You are personally responsible for all Company property, including monies and stock which you may handle (including such items the Company has responsibility for) and improper handling, breach of procedure and/or negligence may result in disciplinary action. The Company also reserves the right to require you to reimburse it for any loss incurred through any such negligence or noncompliance with procedure including cash shortages, stock loss or spoilage and unacceptable levels of breakages.



7.20 Right of Search

Unless management advises otherwise, you must enter and leave the Company property by your designated staff entrance only. A member of Management or Security Personnel may carry out occasional random checks of your person, clothing, bags, packages, belongings, vehicle etc (with due sensitivity) while on, entering or leaving the premises. Please note that your locker and desk/work area may also be open to search. You have the right to have a working Employee present as a witness during any such search. There is no implication that a person who is searched is regarded with suspicion, this is merely part of the Company security procedures, however, refusal to co-operate with such a search may be regarded as an act of misconduct.

7.21 Right to Manage

The Company reserves the right to determine the product, price and marketing (including franchising, familiarization trips, charity and reduced rate) method of operation, hiring of employees and appropriate supervision of all personnel and all other aspects of the Company's operations.

7.22 Socializing and Fraternizing with Guests

You should always be friendly, courteous and helpful to guests, while never becoming personal or too intrusive.

Socializing and fraternizing with guests is not allowed. If you have family or friends staying you should not visit their room without prior authorization from a manager.

7.23 Taxation

It is your responsibility to ensure tax compliance and to submit any details to the Revenue Commissioners/Tax Office, which may be relevant to your taxation position, for example if you get married etc.

7.24 Telephone Calls

Company telephones (including mobile phones if provided) are strictly for business use and may not be used to make personal calls without the approval of the Department Manager. Employees are requested to refrain from receiving personal calls at work except in cases of emergency.

7.25 Upskilling

You are expected to embrace and undertake without compensation any reasonable change in working practice (such as, but not limited to, arising from advances in technology, regulatory changes or best industry practice) and to attend any training required for same.

7.26 Visiting the Premises Outside of Working Hours

It is not permitted for employees to be on the Company premises while not on duty except at the invitation of management. *(This excludes using Company leisure club & spa facilities - please observe any restriction of access times for employees.)*

If you have reason to visit the premises socially, e.g. attending a wedding, or if you would like to show a friend/family around the property, permission must be sought from the General Manager. Employees who have left employment with the Company are prohibited from visiting the premises at which they worked for six months after termination, unless they have the express permission of the General Manager.



7.27 Work Permit

It is your responsibility to advise the Company immediately if anything occurs to materially affect your right to work in Ireland. The Company can only continue your employment with the proper legal permission to work here.

Finally, we appreciate that this is a lengthy document but in any organization with a large number of employees Policies and Procedures are required to ensure an equitable, efficient and smooth operation. It is important that you fully read and understand what is expected of you! It is impossible to legislate for every eventuality but at all times the Company expects you to act with honesty, loyalty and integrity and with the welfare and reputation of the Company in mind.

Once again, we would like to welcome you to the Company and we wish you every success in your future career with us!

8. ACKNOWLEDGEMENT RECEIPT

I have received, read and understood my copy of the Employee Handbook.

I agree to fully and completely abide by the policies, practices, procedure's codes of conduct and behaviors as outlined in this Handbook. I further acknowledge that from time to time it may be necessary to amend or modify some of the information provided and such modifications will supersede any previous article.

NAME OF EMPLOYEE: (PLEASE PRINT)

DEPARTMENT:

EMPLOYEE SIGNATURE:

DATE:

Note: This Acknowledgement Receipt is to be signed by the Employee, detached from the Handbook and placed on the Employee's file.



Please note the following:

1. Your manager will set your fingerprint up on the Clocking System
2. The Payroll System does not record personal details i.e. fingerprints and is purely a photograph of your hand.
3. The Payroll System will form the bases of wage calculations in conjunction with rosters produced by your Head of Department / Manager.
4. It is your responsibility to register, 5 minutes before the start of your rostered shift and at the end of your rostered shift. Failure to register on or off duty, may delay / prevent payment. As registration, in advance of rostered shift will produce an unnecessary discrepancy, which will require justification and approval from Management, it must be avoided.
5. It is your responsibility to register for the start and finish of your lunch break. It is the responsibility of the employee to ensure that he / she takes the break/s they are entitled to and to notify their manager if a break is not received.
6. The Payroll System works in conjunction with approved rosters and any deviation from an approved roster will require the authorisation of a Manager.





Payroll System Policy and Procedure

Please note the following:

1. Your manager will set your fingerprint up on the Clocking System
2. The Payroll System does not record personal details i.e. fingerprints and is purely a photograph of your hand.
3. The Payroll System will form the bases of wage calculations in conjunction with rosters produced by your Head of Department / Manager.
4. It is your responsibility to register, 5 minutes before the start of your rostered shift and at the end of your rostered shift. Failure to register on or off duty, may delay / prevent payment. As registration, in advance of rostered shift will produce an unnecessary discrepancy, which will require justification and approval from Management, it must be avoided.
5. It is your responsibility to register for the start and finish of your lunch break. It is the responsibility of the employee to ensure that he / she takes the break/s they are entitled to and to notify their manager if a break is not received.
6. The Payroll System works in conjunction with approved rosters and any deviation from an approved roster will require the authorisation of a Manager.
7. The TMS time and attendance system is a photograph of your fingerprint, this is used to record your attendance which will form the bases of wage calculations in conjunction with rosters produced by your Head of Department / Manager.
8. It is your responsibility to register for the start and finish of your lunch break. It is the responsibility of the employee to ensure that he / she takes the break/s they are entitled to and to notify their manager if a break is not received.

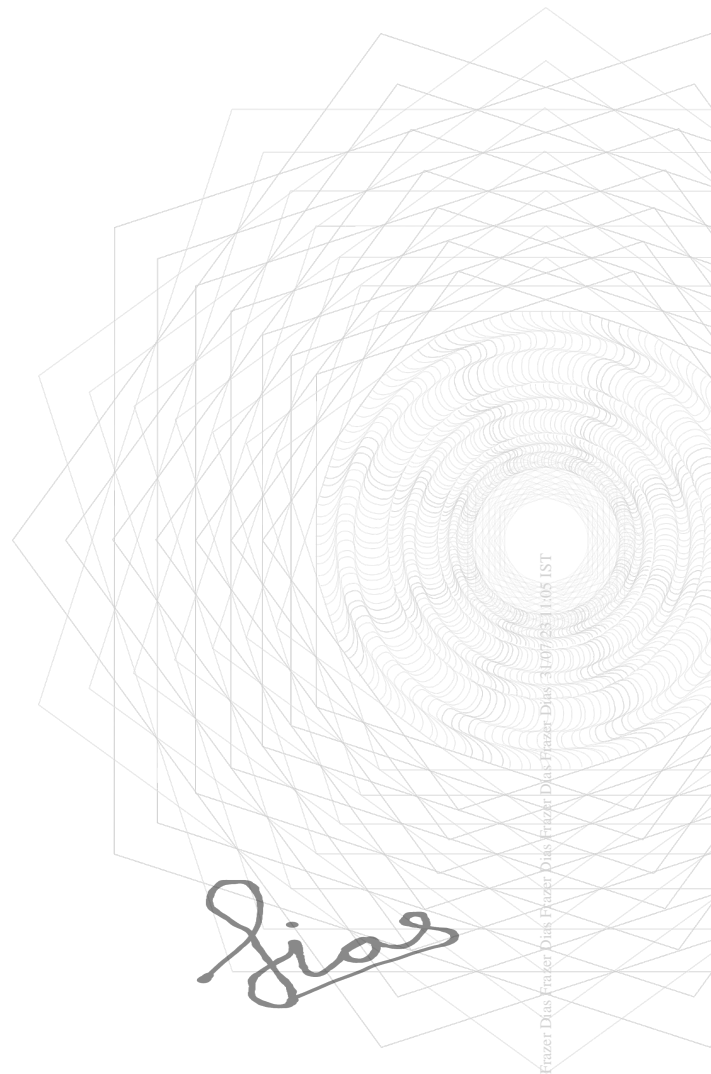
I have received my Payroll System Number, which must be kept confidential and I have read and understood the above points.

Electronic Payslips

Mount Juliet issues payslips by email to employees to either their work or personal email address. The payslip will be password protected for added protection and security.

Please complete the below section and return to the Payroll Dept.

Signature of Agreement in relation to receiving payslip by email





DOUBLE EMPLOYMENT FORM

Prohibition on Exceeding Statutory Maximum Working Hours, Under Section 33 of the Organisation of Working Time Act, 1997

Under Section 33 of the Organisation of Working Time Act, 1997, employers are prohibited from allowing employees to work on any day or during any week where the employee has worked for another employer(s), where the aggregate of the periods worked exceeds that permitted by the legislation. To do so knowingly is an offence under the Act and may render both the employer and the employee liable to prosecution!

To ensure that both the employer and the employee are in compliance with the legal requirements, it is necessary for all employees to provide us with details of any other employment(s) that the employee is engaged in. Employees who are self-employed are not covered by this provision. Also excluded are employees who are working for a relative and are a member of that relative's household and whose place of employment is a private dwelling house or farm in or on which he/she and the relative reside.

Please also note, every employee should check the provisions of their personal contract as some contracts expressly forbid the employee working outside the company. Also, in all cases any work or interest undertaken by an employee either directly or indirectly, either personally or for any other organisation, must be declared in the space below and in the event of a possible conflict of interest we reserve the right to request the employee to terminate involvement with the other party or their continued employment with the company may become untenable*.

You must at all times while working for Mount Juliet Limited, apply yourself wholly and exclusively to your work and act at all times in the interests of the Company. You must never make unauthorised recommendations to a client or use or interfere with Company data, contacts, facilities, property or services without prior written permission. *Please note that should a situation arise where the combined hours worked for Mount Juliet Ltd and the other employment(s) place the company (and the employee) in breach of the legislation then the employee concerned may be requested to change/reduce the hours worked in the other employment(s) in order to prevent such a breach occurring (* having consideration to the fact that a casual employee has no guarantee of hours).*

Grooming and Appearance Policy

Employees have a direct impact on the overall image of our company. In order to maintain uniformity, consistency, and professionalism in our presentation to our guests and fellow employees, Mount Juliet Estate has established standards of appearance. The appearance and grooming guidelines that follow reflect this professional image.

Mount Juliet guests are sophisticated global nomads who cherish beauty in every aspect of their lives. We will cater to their need for sophistication by providing them with an exquisite living environment cared by eloquent, immaculately groomed and attentive staff.

Your posture, gestures and even facial expressions create a feeling of confidence in you, as well to the guest. Communicate in a positive manner with your body. Be energetic and stand straight. This attitude tells our guests that you are ready to help them. Eating, drinking and chewing gum is not permitted in any work area. Such behavior detracts from your appearance and hinders your ability to communicate clearly with guests, and above all, SMILE! We anticipate guest's needs

Employees

All employees must always maintain a professional appearance consistent with the nature of their work, safety and appropriate standards of appearance.

Uniforms – General Guidelines

- Where provided, it is Company policy that you always wear your full issued uniform in the proper manner while on duty, (i.e. ties properly knotted, sleeves down and buttoned, shirts tucked into waistbands etc.).
- Any safety clothing, footwear, accessories and/or protective equipment issued must always be worn in the correct manner
- Your uniform/protective equipment/safety footwear etc. remains the property of the Company at all times, is exclusively for use in the conduct of your duties and must be returned in good order when you leave the employment of the Company – we may withhold payment of your wages pending the safe return of all uniform and related items, including name badges, locker keys, etc.
- Uniforms must not be worn outside working hours or off the premises unless authorized
- You will be issued with a name badge, which must always be worn on the left side of your uniform



- You should not wear any lapel badge/pin other than your name badge or other Company issued/approved item
- You have a direct responsibility to ensure that your uniform is clean, presentable, pressed and well maintained
- No alternations to any uniform provided by the Company are allowed
- If providing your own uniform, it must be of appropriate length (e.g. knee length skirt/ankle length trousers) and classic style
- It may be considered a disciplinary offence if you do not appear in full, clean uniform with name badge, ready to commence your shift at the allotted time

Non-uniformed employees

If you fall within the category of employees who are not supplied with a designated uniform you must wear suitable work attire as appropriate to your position, e.g. anyone in possible guest contact or who has occasion to pass through front of house should be conservatively dressed in a corporate style. Some examples of inappropriate wear would be transparent materials, denim, jeans or casual trousers unless specifically advised otherwise.

You should not wear any lapel badge/pin other than your name badge or other Company issued/approved item

General Guidelines

- Wear pants which are hemmed, finished, and touch the top of the shoe. Belts must be worn when appropriate.
- Wear shirts and tops as authorized. Garments must be worn buttoned and should always be **fully tucked into pants/skirts**. Jackets must be worn buttoned/zipped in all areas of the hotel.
- Always wear appropriate undergarments.
- Wear the nametag on the outermost layer of clothing in an upright, readable position in the left shoulder area. The nametag is the only pin to be worn.
- Wear prescriptive eyeglasses that have a moderate style and colored frame. Extremely dark or mirrored lenses may not be worn unless there is an authorized medical necessity. Sunglasses are acceptable only in outdoor areas where sunshine may impair vision and must be approved by the Department Manager.
- Wear classic gold, silver, or pearl jewelry which is moderate and business-like that does not interfere with work.
- A classic, well-adjusted wristwatch may be worn; one bracelet is permitted except for those worn for medical purposes.
- Wear PPE where required in following advice from Health and Safety Guidelines.



LADIES: YOUR UNIFORM SHOULD ALWAYS BE:

- Clean, pressed, well fitted, and in good repair.
- No missing buttons, tears or rips, no trailing hems.

SHOES:

- Socks must be plain design in a color coordinating with your uniform
- Shoes must always be polished and in good repair
- Where safety shoes have been issued, they **MUST** be worn while on duty. In an area where safety shoes are not provided, shoes must be black, leather effect, all enclosed shoe and of an appropriate style and height, i.e. court shoes must have minimum 1-inch heel.
- No stilettos, Doc Martens, trainers, sandals or flip flops, etc. Trainers are permissible for Leisure club employees only)

TIGHTS:

- Natural or black non-patterned tights or stockings must always be worn by employees wearing skirts.
- Socks are not allowed, only shoe liners not visible.
- Patterned, seamed tights and pop socks are not appropriate

JEWELLERY:

- Must be approved part of your costume
- Must be limited to one ring on each hand.
- Must be limited to one earring, in matched sets, and no larger than 3/4".
- Two-ring wedding sets are acceptable.
- Nose or fingernail earrings are not permitted.
- Food handling staff must comply with current legislative requirements.

HAIR FOR WOMEN:

- Must always be clean and neatly combed away from the face (Bun is preferred option for F&B areas), appropriate protective issued headwear must be worn in food preparation areas) • Must not be extreme or unusual styles.
- Must have natural-looking hair color.
- Wigs and hairpieces must be natural looking.

SCENTS:

- All Employees must use deodorant.
- Employees should choose light perfumes.

MAKE UP:

- Wear foundations and blushes that blend with natural flesh tones.
- Wear only black or brown mascara.



- Wear natural shades of eyeliner and eye shadow.
- Wear lipsticks and glosses in natural colors.
- Trim and brush eyebrows

FINGERNAILS:

- Keep fingernails clean and trimmed.
 - Keep women's fingernails trimmed to no more than 1/2" beyond the fingertip. •
- Keep polish within the range of natural/soft colors or French tip
- Keep fingernails free of designs or ornaments.

TATTOOS:

- No visible tattoos are permitted.

NAME BADGE

- Must be worn when you are working.
- Must be upright, straight, and in a readable position.
- Must be transferred to your coat or jacket as necessary.
- Must not have "stick-on" or attachments.
- Must be replaced at the first sign of wear.
- Must be worn on the left side of your uniform.

REFRESH:

Refresh yourself after each break, use mouthwash: check your uniform and overall appearance.

GENTLEMEN: YOUR UNIFORM SHOULD ALWAYS BE:

- Clean, pressed, well fitted, and in good repair
 - No missing buttons, tears or rips, no trailing hems.
 - Trousers properly fitted and pressed with crease; length must be to the top of the heel. •
- Jacket well pressed, proper sleeve length, buttons closed.
- Belt must match the same color of shoes (black) a classic belt buckle

SHOES:

- Must be clean
- Lace up shoes/slip on
- Must be polished and in good repair
- Must not make noise when walking

SOCKS:

- Must be Black, no skin showing

JEWELRY:

- Must be limited to one ring on each hand
- Nose piercing or earrings are not permitted
- Watch classic, well adjusted.
- Food handling staff must comply with current legislative requirements



GLASSES:

- Classic style to be fitted properly.

HAIR FOR MEN:

- Natural color
- Short cut ear lobe level, appropriate protective issued headwear must be worn in food preparation areas) • Sideburns must be clean, mid ear length.
- Should be clean-shaven, although well-trimmed beards or moustaches are acceptable

SCENTS:

- All employees must use deodorant
- Employees should choose light Cologne

FINGERNAILS:

- Keep fingernails clean and trimmed

TATTOOS:

- No visible tattoos are permitted

NAME BADGE:

- Must be worn when you are working
- Must be upright, straight, and in a readable position
- Must be transferred to your coat or jacket as necessary
- Must not have "stick-on" or attachments
- Must be replaced at first sign of wear.
- Must be worn on the left side of costume.

REFRESH:

Refresh yourself after each break, use mouthwash, and check your uniform and overall appearance. In closing, these standards are **NOT** all inclusive. If, in the opinion of management, you display an unprofessional appearance you will be counselled. Our appearance and dress standards may change as the need arises. It is everyone's responsibility to consistently meet the standards set forth in your specific department(s).

Acknowledgement Declaration:

I have been issued and have read a copy of the Grooming and Appearance Policy for Mount Juliet Estate. I clearly understand all the policies and procedures outlined in this document. I understand that failure to comply with these procedures as outlined in this document may lead to disciplinary action up to and including dismissal



A detailed black and white illustration of a male Ring-necked Pheasant (Phasianus torquatus) in full plumage. The bird is shown in profile, facing left, standing on its two feet. It has a long, slender neck with a prominent white ring around the throat. The body is covered in intricate, dark and light patterned feathers. The tail is exceptionally long and features a series of light-colored, eye-like spots along its length. The head is small with a dark crest and a sharp beak. The entire illustration is set against a plain white background.

Mount Juliet Estate

It is the policy of this Hotel that all employees who have any dealings with cash, cheques, credit cards and all other cash substitutes during the course of their daily duties must sign and adhere to the following policy.

Please note that wilful failure to follow the Company's cash and till handling procedures will result in disciplinary action being taken under the heading of gross misconduct.

Micros Swipe Card

Each individual requiring access to the Micros Till System will be issued with their own personal Micros ID to access and use the till. You must not, under any circumstances, use an ID that is not your own. Failure to adhere to this will result in disciplinary action, up to and including dismissal. Each staff member will be provided with 1 Micros card where applicable. Lost Micros cards incur a €5 replacement fee.

Cash Floats

All cash floats issued to an employee remain the property of the Hotel and the responsibility of you, the employee. The float should be kept in balance at all times. A member of the Accounts department or Management Team can carry out float checks at any time.

In Manor House and Hunter's Yard, there are 2 change floats. The keys for each float must be held at all times by a Manager or Supervisor. Each night, these are to be handed over to the security team by a manager or supervisor. The change floats must be counted at the beginning and end of each day by the Manager or Supervisor with a witness to the count. This must be documented in a Float Change Book.

Sales

All sales must be rung through the appropriate till and payments for the same must be closed to the correct payment method and a receipt given to the customer.

Taking Cash as a Payment

1. All cash received should be in Euro.
2. Check all large notes for counterfeit currency.
3. Place the cash in the cash drawer without delay.
4. Post the cash payment to Micros / Premiere Core Spa / Opera.
5. Receipts must be issued to the customer.

All payments received must be kept in the till cash drawer. At no stage should any Hotel monies be kept on your person or any other employee.

giao

END OF SHIFT

The following forms must be completed in full:-

End of Shift Cash Up Report

- Follow the cash up procedure report for the relevant system – Appendix A.
- Record differences in the correct column. **Differences should be explained.** - COVERS (number of Guests). It is the Supervisor/Managers responsibility to ensure the number of covers per the micros report is correct.

Room Charge Sheet

- All Room Charge dockets must be recorded on this sheet, once completed the room charge dockets are attached to sheet, which is then signed by the Manager / Supervisor who ensures that this matched the system report for the day and given to reception.

Print End of Shift Report from Micros / Premiere Core Spa / Opera

- Supervisor / Manager must sign in using a Managerial Card for Micros. For Premiere Core Spa, it is the employee on duty's responsibility.
- Run and print the Revenue centre detailed report (RVC Financial Report)
- The cashier must count the cash at the till
 - o The Cashier must count the cash and leave aside the full amount of the float; the excess amount should be entered in the cash up report
- Check the cash amount as per read, it should equal the amount recorded by the employee on the cash up report.
- The total of the Room Charge Sheet should equal the total per Micros / Premiere Core Spa.
- To ensure the Credit Cards are balanced, you should print a batch summary report from the Credit Card machine and check the total per this report is the same as Micros / Premiere Core Spa / Opera. - The Manager must click on "All Open Checks" button. There must not be any opening check on the system for that outlet.
- The Cash Up Report must be printed off and signed by the Manager / Supervisor and included in the cash up envelope.

Any cash that is over or short is the employee's responsibility and should be explained clearly to your direct Manager or Senior Manager.

The manager / supervisor must ensure the till is set at the correct outlet as appropriate i.e "The Pre function Bar" is set to "Kendals".

The above procedure MUST be done on EACH TILL in the Outlet.

Cash Up Envelopes

The following should be placed in the Cash Up Envelope:

1. Cash
2. Micros Till Read / Premiere Core Spa End of day reports / Opera Reports
3. Credit Card Batch Report
4. Credit Card Slips
5. Gift Vouchers (Note: These must be redeemed in full – under no circumstance can a paper gift voucher be part redeemed)
6. Document the following on the envelope:
 - a. Outlet
 - b. Date
 - c. Time



d. Cash counted by:

The Cash Envelope should be lodged in the drop safe immediately.

The Drop Safe Register must be completed.

A witness must be present and also sign the Cash Drop Register Book.

Room Charge Sheet

The Room Charge sheet with the signed dockets must be given to Reception. It is the Responsibility of reception to ensure they have a signed docket for each line item on the sheet. Signed Dockets should be attached to guest's Registration Card.

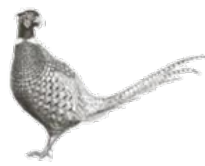
Change for Departments

Change for each department can be obtained from the Finance department from 3pm Tuesday to 3pm Friday. For collecting change, the appropriate amount must be brought to the Finance department by 2 employees if over €500 and a Manager or Supervisor must be represent one of these.

If floats need to be increased for busy weekends, please request the increase from Finance on the Monday prior to the weekend.

I have read and understood the above policy as laid out by the Hotel Management and will accept responsibility for all cash handling I encounter during my daily duties.





Job Title: Food & Beverage Assistant

Responsible to: Food & Beverage Operations Manager/Supervisor

Purpose of Job: To maximise customer satisfaction and sales opportunity through excellent Food and Beverage service within all Food & Beverage outlets.

Main Duties:

Guest Relations

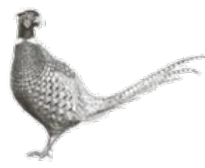
- To have read and readily execute each element of the Mount Juliet Estate Guest Journey relevant to your role.
- To greet guests in a warm, friendly and courteous fashion and tend to them in a professional manner.
- To provide a friendly and courteous service at all times.
- To present guests with menus and to ensure that orders are taken efficiently and served to Company standard.
- To answer the telephone and take reservations per Company standard of performance.
- To handle any guest complaints in a professional and prompt manner, ensuring guest satisfaction is achieved. Management and supervision to be informed at all times.

Teamwork

- To develop a strong working relationship with all colleagues in your department and all other departments.
- To offer assistance to a fellow colleague in the spirit of teamwork.
- To work in other food & beverage outlets as rostered.

Service Standards/set-up procedures

- To have a thorough knowledge and understanding of all standards of performance and delivery within all food & beverage outlets.
- Preparation of food & beverage outlet for breakfast/lunch and dinner as per standard of performance, and for bar opening hours.
- Responsible for replenishment of crockery, cruets, cutlery, condiments i.e. glasses, bar stock etc
- To re set tables for next service, to maintain the bar service areas on an ongoing basis.



- Responsible for stacking the shelves to appropriate levels, observing proper stock rotation and the stocking of glassware.
- To perform general cleaning duties as requested by the manager/supervisor to ensure food & beverage outlet is presented in a clean manner.
- To ensure cleanliness and correct preparation of set-up for the outlet prior to and after service.
- To ensure an efficient service with minimum delay or wastage.
- To ensure dishes leaving the kitchen are according to our standards of presentation.
- To adhere to all Company standards in the Food & beverage outlets.
- To actively participate in all training and personnel exercises designed to improve standards and performance levels.

Menu Knowledge

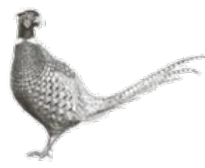
- To always be familiar with the product offering i.e. the menu, specials and ingredients, and beverage offering.
- Always be familiar with the wine list and have knowledge and confidence when opening and serving a bottle of wine.

Cash Handling

- To carry out cash handling procedures in accordance with Company policy.
- Receipts must be issued at the point of sale for every transaction. You are responsible for all transactions under your Micros number.
- Ensure billing is carried out accurately and that payments and signatures are obtained.

General

- Use the opportunity to up sell as appropriate.
- To strictly adhere to opening and closing procedures of the outlet.
- To have thorough knowledge of Company policies and procedure as detailed in the Employee Handbook.
- To be familiar with the licensing laws and excise requirements.
- To wear clean, relevant uniform including safety shoes (if applicable) and name badge at all times.
- To ensure a high standard of personal hygiene and grooming.
- To report on duty punctually.
- To participate in any training & personnel exercises designed to improve your standards and performance.
- To comply with equal opportunities and other Human Resources policies in order to maintain a positive working environment for you and your colleagues.



- To participate in regular performance and personal development reviews.
- To attend and have input in any staff meetings and events.
- To willingly carry out reasonable requests, which could not be the normal day-to-day requirement made by your manager/supervisor.
- To work according to your scheduled roster based on business levels.
- To participate in Cash Handling training (a procedures document will be issued to you to review and sign).
- To embrace and accept the introduction of new technology and the many benefits it brings.

Health & Safety

- To fulfil your obligations under the Health & Safety at Work Act 1989 and any revisions or additional legislation made thereto.
- To ensure that reasonable care is taken for Health & Safety of you, other employees, guests and any other persons on the premises
- To keep work area tidy and safe and report any hazard, accident, loss or damage to management
- To take care of all equipment and to prevent breakages.
- To play an active role in the Daily up- keeping (maintenance) of the dining areas, i.e. Lighting, General Housekeeping and up- keeping of equipment.
- To be aware of trained first-aid personnel on the premises and the location of the first aid box
- To observe all safety rules and procedures, including those laid down in the Health & Safety Statement for your place of work
- To participate in fire and accident/any other safety drills as directed by the Hotel safety officer and/or your Head of Department
- To inform Management immediately in the event that you are personally involved in any accident or incident on the hotel grounds or if you are witness to an accident or incident involving a third party, e.g. colleague, guest or visiting agent

Note:

* The above is not intended to be an exhaustive list and you will be expected to comply with any reasonable requests or duties directed by management.



Job Description

Please sign the following documents

Food Beverage Assistant_2020.pdf

Accepted Document

Accepted

MJ Starter Policies

Please sign the following documents

Employee Handbook

Accepted Document

Accepted

Clock in policy for Alkimii

Accepted Document

Accepted

TMS Payslips combined policy

Accepted Document

Accepted

Double Employment Form

Accepted Document

Accepted

Grooming and Appearance Policy

Accepted Document

Accepted

Cash Handling Policy

Accepted Document

Accepted

Casual Contract

Please sign the following documents

Casual Contract

Accepted Document

Accepted

Medical form

Default Section

Cold

Yes

Accepted

Typhoid

No

Accepted

Influenza

Yes

Accepted

Hepatitis

No

Accepted

Fever

Yes

Accepted

Heart Pain

No

Accepted

Diabetes

No

Accepted

Have you been passed 'fit for work' by a doctor in the last 12 months?

Yes

Accepted

Documentation

Fill in your details

Passport

Document - JPEG_20230731_101822.jpg has been uploaded

Accepted

Driving License

Accepted

Emergency Contact Information

Fill in your details

Emergency Contact Name

Celina Fernandes

Accepted

Emergency Contact Relationship

mother

Accepted

Emergency Contact Mobile Phone

+919403817957

Accepted

Emergency Contact Work Phone

Accepted

Bank Details

Fill in your details

Account

Accepted

Account Name

frazer dias

Accepted

IBAN

IE15REVO99036076632794

Accepted

BIC

REVOIE23

Accepted

Bank Code

Accepted

Starter Form

Fill in your details

First Name

Frazer

Accepted

Surname

Dias

Accepted

Date Of Birth

1999-11-17

Accepted

Nationality

Portuguese

Accepted

Gender

Male

Accepted

PPS/NI Number

Accepted

Address Line 1

Simon treachy hardware Thomastown Kilkenny
Accepted

Address Line 2
Accepted

Country
Republic of Ireland
Accepted

County
Kilkenny
Accepted

Visa Information

History of this pack

31/07/23 09:14 IST Prefilled profile answers by Mary Liam Pinto



31/07/23 09:14 IST Pack sent by Mary Liam Pinto



31/07/23 10:13 IST Pack opened by Frazer Dias



31/07/23 10:15 IST Form 'Starter Form' completed by Frazer Dias



31/07/23 10:17 IST Form 'Bank Details' completed by Frazer Dias



31/07/23 10:17 IST Form 'Emergency Contact Information' completed by Frazer Dias



31/07/23 10:19 IST Form 'Documentation' completed by Frazer Dias



31/07/23 10:19 IST Form 'Medical form' completed by Frazer Dias



31/07/23 10:32 IST Document 'Casual Contract' accepted by Frazer Dias



31/07/23 10:32 IST Form 'Casual Contract' completed by Frazer Dias



31/07/23 11:01 IST Document 'Employee Handbook' accepted by Frazer Dias



31/07/23 11:01 IST Document 'Clock in policy for Alkimii' accepted by Frazer Dias



31/07/23 11:01 IST Document 'TMS Payslips combined policy' accepted by Frazer Dias



31/07/23 11:01 IST Document 'Double Employment Form' accepted by Frazer Dias



31/07/23 11:01 IST Document 'Grooming and Appearance Policy ' accepted by Frazer Dias



31/07/23 11:01 IST Document 'Cash Handling Policy' accepted by Frazer Dias



31/07/23 11:01 IST Form 'MJ Starter Policies' completed by Frazer Dias



31/07/23 11:05 IST Document 'Food____Beverage_Assistant_2020.pdf' accepted by Frazer Dias



31/07/23 11:05 IST Document 'Food____Beverage_Assistant_2020.pdf' accepted by Frazer Dias



31/07/23 11:05 IST Form 'Job Description' completed by Frazer Dias



31/07/23 11:05 IST Pack completed by Frazer Dias



31/07/23 11:09 IST Pack answers opened by Mary Liam Pinto



31/07/23 11:09 IST Pack reviewed by Mary Liam Pinto