



ng2 Board Report Quarter 4 2020

Vulcan Street
8th June 2021
4:30PM



AGENDA

Meeting: Board meeting
Location: Vulcan Street

Invitees ng2 Board

Date 8th June 2021

Time 4:30 pm

Please submit any apologies to Joanne Bradley
jbradley@ng2works.com

Telephone: 0141 630 4273

	Agenda	Paper	Lead Officer	
1.	Apologies			
2.	Disclosure of Interest and Attendance	Yes	JD	2
3.	Minutes of Meeting on 9th March 2021	Yes	JD	3
i.	Matters Arising			
4	Approval of new Board Members	Yes	JD	9
	Reports for Approval			
5.	Management Accounts	Yes	BH	10
6.	Risk Register	Yes	DM	15
	Reports for Noting			
7.	Operational Report	Yes	DM	18
8.	ng2 Staffing Report	Yes	DW	64
i.	ng2 Terms and Conditions of Employment Report	Yes	DW	67
ii.	ng2 Terms and Conditions of Employment	Yes	DW	68
iii.	Simplyhealth Usage Report Jan-Mar 21	Yes	DW	90
9.	Health and Safety Report	Yes	DM	97
10.	AOCB			
	Date of Next Meeting – Tuesday 10th August 2021			

'NORTH GLASGOW HOUSING ASSOCIATION LIMITED ng2 BOARD ATTENDANCE 2020-21

	22.09	26.11	09.02. 21							
M Thomson	P	P	P							
I Cross	P	P	P							
J Berrington	A	A	A							
G Satti	P	P	P							
R Porter	P	A	A							
J Devine	P	P	P							
B Hartness	P	P	P							
% Total	86%	71%	71%							

P	-	PRESENT	X	-	ABSENT
A	-	APOLOGIES	A*	-	LEAVE OF ABSENCE GRANTED

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE - 76%



ng2 Board Minutes

Meeting:	ng2 Board meeting	Location:	Microsoft Teams
Date:	Tuesday 9 March 2021	Time:	4:30pm
Attendees:	G Satti Margaret Thomson Isabel Cross	GS MT IC	Chair Vice Chair
Apologies:	Richard Porter Jim Berrington	RP JB	
In Attendance:	John Devine Bob Hartness David McIntyre	JD RH DM	DCEO - Regeneration DCEO - Finance SOS
Minute Taker:	Joanne Bradley	JPB	OS

	Agenda	Action	Date
1.	Apologies		
	J Berrington and R Porter		
2.	Disclosure of Interest and Attendance		
	None		
3.	Minutes of Board Meeting on 1st December 2020		
	There were no comments or matters arising. The previous minutes were adopted as correct:		
	Proposed IC Seconded MT		



	For Approval		
4	Management Accounts		
	<p>RH presented the annual accounts for the reporting period Q3 to end December 2020: -</p> <p>Profit and Loss Account</p> <p>The pandemic has not been as damaging to ng2 as it has been to other business, despite a noticeable reduction in activities due to continued Covid restrictions. Activities have continued to be limited, resulting in a reduction in associated turnover compared to previous years. Expenditure in the period is also down for the period in comparison to previous years due to the limited activities</p> <p>Wage expenditure continued through the period at a somewhat similar level to prior year however this expenditure has offset y the receipt of Government Job Retention Scheme Funding. This is shown in the profit and loss account as £180k "Other" income, which has been Nil for previous years.</p> <p>Overheads have also been down due to aging fleet which has now all but depreciated completely in value. There has also been far less expenditure on training and professional fees than would normally be expected due to the reduction in all activities. Expenditure on PPE has increased in line with necessary safety measures.</p> <p>A Gross Profit of £121k has been made for the year to date (9-month period) in comparison to £87k for the entire year 2019-2020.</p>		



	<p>Balance Sheet</p> <p>Stock and debtors remain high due to stock bought for planned works, such as door entry upgrades, which remain on hold due to the pandemic. Creditors are down as we have only bought items for void works and these are used as they are purchased.</p> <p>The reserves have continued to grow, demonstrating that ng2 continues to do well in a particularly difficult climate for businesses.</p> <p>The Management Accounts were approved</p> <p>Proposed IC Seconded MT</p> <p>Recommendation</p> <p>RH asked the Board to consider returning to making Gift Aid payments to the Association prior to the financial year end so that the benefits can be seen within the current tax year. RH stated that profits and reserves remain at a level where this is viable.</p> <p>The Board agreed that this was recommendation was approved: -</p> <p>Proposer MT Seconder IC</p>		
5	Risk Register		
	<p>The risk register is under review on an ongoing basis and updated as required by RH/DM/JB.</p> <p>BH asked the Board to note that the register had been reviewed and that a new Covid-specific point had been added.</p> <p>At the next review an item will be added for potential risk of "Reduction in turnover and profitability" of which the control measure will be "Seek government assistance if available. Consider other cost reduction measures".</p>	DM/RH	Next Meeting



	<p>GS asked that the date of the review meeting be included in the document going forward, and that a summary of changes be presented to the Board. DM/BH confirmed that this would be implemented for the next paper.</p> <p>Proposed IC Seconded MT</p>	DM/RH	Next meeting
6	Salary Increase		
	<p>BH advised the Board that the ng2 Limited payroll year runs from January to December and proposed a salary increase for all grades of £0.20 per hour in line with the increase to the Glasgow Living Wage. This increase would benefit the lower grades most while maintaining the salary differential. The increase would be backdated to 1 January 2021 for all employees.</p> <p>The Board indicated their approval for salary increase as proposed.</p> <p>Proposed IC Seconded MT</p>		
	For Noting		
7	ng2 Operations Report		
	<p>Chair noted that the quality of photographs were much improved however they demonstrated that a “void” was much more than simply an empty property, based on the photographs showing properties full of previous residents’ possessions which had been abandoned.</p> <p>The Board confirmed that they had read and noted the contents of the report and Appendix 1.</p>		
8	ng2 Staffing Report		
	<p>ng2’s current sickness rate for the period continues to be well below the target of 3%, at 1.65%.</p> <p>██</p> <p>██</p> <p>██</p> <p>The Board noted the contents of the report.</p>		



9	Health and Safety Report		
	<p>Health and Safety continues to be high priority for ng2 and staff are encouraged to report all incidents. No reportable incidents have occurred in the period and no days have been lost due to accidents at work.</p> <p>Electrostatic spraying has continued at the office and vehicles on a 28-day cycle to protect the workforce from Covid 19.</p> <p>The Board confirmed that they had read and noted the contents of the report.</p>		
10	AOCB		
	<p>Vehicles</p> <p>JD informed the Board that following approval of principle at the last meeting to buy vehicles, quotes had been collated for review and that an update would be presented to the Board at the next meeting.</p> <p>Driving At Work Policy</p> <p>This policy has now superseded the ng2 Vehicle User Policy as it was thought that a Group Policy would be more appropriate and that this policy would apply to all employees across the Group. The policy is currently in draft format and completion is expected during Q1 2021/2022</p> <p>CheckIn Process</p> <p>This will now replace the existing annual appraisal system and will be rolled out during Q1 2021/2022 and feedback will be encouraged to ensure the success of the new system. Audits will be carried out every 6 months to ensure continued compliance</p>	<p>JD</p> <p>DW</p>	<p>Next Meeting</p> <p>Q1 2021</p>



	<p>Fly Tipping</p> <p>GS noted the content relating to Fly tipping in the Operations Report and queried if this is really a Glasgow City Council issue. a potential business opportunity in view of the withdrawal of this service by Glasgow City Council. IC agreed that if ng2 are providing this service then they should be paid for it.</p> <p>JD assured the Board that this is a current talking point and that plans may need to be made to budget for approximately £100k of dump charges each year, based on invoices already received for a 1 month period, as the free dumping we have benefited from in previous years may stop.</p> <p>GS suggested that this should perhaps be discussed as a regular agenda item going forward.</p> <p>There being no other competent business, the Chair thanked all for their attendance and closed the meeting.</p>		
11	Date of next meeting		
	Date of next meeting was confirmed as Tuesday 8 th June 2021 at 4.30pm		



ng2 Board Meeting For Noting

To: Board
From: Deputy CEO (Regeneration)

SUBJECT: NEW BOARD MEMBERS

DATE: 03 June 2021

1.	Introduction
	This report seeks approval for appointment of additional Board Members as per previous discussions by the ng Homes Board.
2.	Appointment of New Board Members
	<p>Previous discussions by the Board of ng Homes have resulted in approval in principle for new members to be appointed to the Boards of ng Homes and all subsidiary companies.</p> <p>It was discussed that appointment of additional Members would be advantageous to guarantee achievement of a quorum in the event of Member apologies, and so ensuring that proceedings of all meetings are valid.</p>
3.	Recommendation
	It is recommended that an additional 2 Board Members be appointed.



Board Meeting

For Approval

To: Board
From: DCEO - Finance

**SUBJECT: MANAGEMENT ACCOUNTS – YEAR TO
31ST MARCH 2021**

DATE: 6th June 2021

1.	Introduction
	<p>This report is detailing the financial results for the year to 31st March 2021. This period has not been like any other we have seen before. COVID led to multiple lockdowns which have prevented many staff from working and the company unable to charge out their services. This was balanced by government measures such as the Job Retention Scheme which provided 80% of monthly salary costs up to a maximum level of £2,500 per employee.</p>
2.	Risk and other issues
	<p>The management accounts are reviewed on a regular basis by the management team, Audit Committee and Board, ensuring close monitoring of financial position of the organisation. This is a key element of budgetary control and monitoring</p> <p>There are no applicable effects on sustainability or equality and diversity issues.</p>
3.	Commentary on results for the period
	<p>The income from activities in the period to 31st March 2021 amounts to £2.49m (2020 - £3.43m) with £391k (2020 - £1.04m) of direct costs and £1.71m (2020 - £1.8m) of wages leading to a £392k (2020 - £593k gross profit) gross profit before other income. This period with furlough we have the Job Retention Scheme which has provided £211k of other income (2020 Nil). So the overall gross profit is just about the same.</p> <p>Overheads totalled £430k (2020 - £493k). The main elements being motor expenses, management charges, uniforms, rent and vehicle depreciation. Motor expenses and professional fees reduced significantly against the 2020 period. After the overheads a £174k (2020 - £82k) net profit was made in the period. A £50k gift aid payment was made prior to the year end. Further payments will be considered as we have up to nine months after the year end to decide to do such.</p>

	<p>The balance sheet position continues to improve with increased reserves. The cash balance decreased with £41k more funds being paid out of the company than paid in. This was mostly due to more debtors and less creditors as supplier's balances were reduced. Reserves now total £809k (2020 - £686k)</p>
4.	Recommendation
	<p>Board members are asked to recommend approval of the management accounts of ng2 for the year to 31st March 2021. A report of this will be put to the Board of the Association.</p>

Year to 31/03/20	NG 2 Profit and Loss - period to	31-Mar-21			
£		Sales £	Materials £	Wages £	Gross Profit £
122,771	Cleaning	421,359	59,694	242,113	119,552
7,809	Power washing	0	0	0	0
74,455	Joinery	419,279	228,114	174,949	16,216
43,503	Electrical	43,621	27,662	31,237	(15,277)
31,885	Other sales	215,710	114	224,418	(8,822)
42,675	Back court cleaning	121,512		68,288	53,224
191,538	Garden maintenance	738,828	48,185	523,845	166,797
(74,147)	Management	0		65,605	(65,605)
69,921	Concierge	268,918		189,926	78,992
55,470	Hit squad	190,063	9,263	120,339	60,461
9,429	Painters	75,410	18,007	70,521	(13,118)
575,309		2,494,699	391,038	1,711,240	392,420
-	Other income	211,540	-	-	211,540
575,309		2,706,239	391,038	1,711,240	603,960
Overheads					
50,000	Management charges			60,000	
25,395	Rent and rates			24,623	
217,184	Motor expenses			204,755	
4,000	Telephone and IT support			4,000	
3,818	Printing, stationery, and advertising			2,816	
22,677	Professional fees			5,437	
2,452	Container hire			2,875	
27,444	Uniforms, safety equipment and repairs			24,890	
15,562	Training			10,810	
4,000	Insurance			4,000	
116,369	Vehicle and plant depreciation			82,817	
-	Gain/Loss on sale of fixed assets			-	
230	Bank charges			196	
3,899	General expenses			3,049	
493,030					430,268
559	Loan interest				-
81,720	Net profit				173,692
16,231	Corporation tax/Gift aid				50,000
65,490					123,692

31/03/20	NG 2 Balance sheet at	31/03/2021			
£			£	£	£
220,779	Fixed assets				138,567
	Current assets				
548,244	Stock and Debtors			708,706	
99,829	Bank and cash			58,925	
<u>648,073</u>				767,631	
	Current Liabilities				
110,003	Trade Creditors	42,548			
-	NGHA inter Company account	-			
<u>73,076</u>	Other creditors	<u>54,182</u>			
<u>183,079</u>				<u>96,730</u>	
<u>464,994</u>					<u>670,901</u>
<u>685,773</u>					<u>809,468</u>
100	Share capital				100
685,673	Profit and Loss account				809,365
<u>685,773</u>					<u>809,465</u>

31/03/20	NG2	31/03/2021
£	CASHFLOW	£
	OPERATING ACTIVITIES	ACTUAL
65,490	Surplus for year	123,692
-	Interest Received	-
559	Loan Interest Paid	-
66,049	Operating surplus excluding int & tax	123,692
116,369	Depreciation - vehicles and plant	82,817
(239,096)	Decrease/(Increase)in Debtors	(160,462)
-	Decrease/(Increase)in stock	-
(34,302)	(Decrease)/Increase in Creditors	(86,349)
(90,980)	Net Cash In/(Out)flow From Operating Activities	(40,302)
	RETURNS ON INVESTMENTS AND SERVICING OF FINANCE	
-	Interest Received	-
(559)	Less: Interest Paid	-
(559)	Net Cash In/(Out)flow from Returns on Investments and Servicing of Finance	-
-	Corporation Tax Paid	-
	INVESTING ACTIVITIES	
(39,537)	Acquisition of Other Fixed Assets	(605)
-	Investment in Activities	-
(39,537)	Net Cash In/(Out)flow From Investing Activities	(605)
(131,076)		(40,906)
	FINANCING	
-	Loans Received	-
(25,661)	Less: Loans Repaid	-
-	Issue of Share Capital	-
(25,661)	Net cash In/(out)flow From Financing	-
(156,737)	Increase/(Decrease) in Cash and Cash Equivalents	(40,906)
(156,737)	Movement in Cash & Bank	(40,906)
(156,737)	Increase/(Decrease) in Cash and Cash Equivalents	(40,906)

Risk Register : (Operational)

Operational Risk Area/ Hazard	Potential Risk Ng2	Potential impact - ng group parent	Risk Level: 1(very low) to 5(very high)			Who is responsible?	Control/ action	Monitoring / Review Procedure	Residual Risk
			i) How Likely?	ii) Severity?	Score i) x ii)				
ng2									
Lack of clear plan and objectives with parent company sign-up	Short-termism and inability to forward plan the business with confidence	Adverse impact on ngh maintenance + procurement programme planning	3	4	12	Board Operational directors Ng2 Management team	ng2/ng2 jointly agreed annual development programme put in place setting out specific proposed works areas/ contracts to be undertaken by ng2, + rationale for same, + contingency plans with 6 monthly review	Regular operational performance Progress meetings with client Reports to ng2 Board.	2 x2 =4
Financial and other targets unrealistic	Adverse impact on ng2 delivery and destabilising impact on workforce planning	Deterioration in service/ quality from ng2, need to source alternative contractors at higher cost	3	4	12	Board Operational directors Management team	Annual plans provide basis for firmer, medium term financial planning. Quarterly management accounts review	Regular operational and financial performance Reports to ng2 Board.	2 x3 =6
Financial losses incurred	Financial viability of ng2 threatened	Potential financial liabilities for ng2 as wholly-owned subsidiary	3	5	15	Board Operational directors Management team	Annual plans as above will reduce risk. ng2 financial regulations in place; Quarterly financial reports provided by ngh Director of Finance.	Regular management accounts and operational reports to ng2 Board.	2 x3 =6
Failure to deliver value for money	Loss of business from main customer ng homes	Failure to meet regulatory guidance on group structures, and higher costs. Requirement to wind-up ng2 if moving business away from subsidiary	3	5	15	Operational directors Management team	Jointly agreed ngh/ng2 clear definition of value for money + transparent basis for costing. Clear ngh client work specifications. External advice + evaluation on cost competitiveness	Reports to Board Internal audit External reviews	2 x 4 =8
Deficiencies in service	Loss of customer (ngh) confidence/ loss of business	Detrimental impact on tenants/ stock maintenance/ ngh reputation	3	5	15	Operational directors Management team Staff	Service Level Agreement setting out clear ngh client standards, costs and contractor/ client contract management arrangements. Review and update all service level agreements with the parent company.	Reports to ng2 Board.	2 x3 =6
Departure of Director/key staff	Loss of management expertise, with potential negative impact on the business	Increased risk for parent due to destabilisation/ loss of management expertise within subsidiary.	2	4	8	Board Operational directors	Workforce planning and succession planning in place so that there is a level of expertise within group to ensure business continuity/ ensure interim management for ng2 Effective recruitment process to ensure suitably qualified and experienced replacement.	Staff training Flexibility in staff group and knowing others roles.	2 x2 =4

Risk Register : (Operational)

Operational Risk Area/ Hazard	Potential Risk Ng2	Potential impact - ng group parent	Risk Level: 1 (very low) to 5 (very high)			Who is responsible?	Control/ action	Monitoring / Review Procedure	Residual Risk
			i) How Likely?	ii) Severity?	Score i) x ii)				
Seasonality	Staff downtime costs incurred, or use of temporary labour with potential negative impact on service quality	Reduced quality with detrimental impact on tenants/ stock maintenance/ ngh reputation	2	4	8	Operational directors Management team Staff	Develop workforce plan and plan/train workforce so that staff can work flexibly across range of tasks/seasons	Workforce planning Flexibility in staff group Training programme	2 x 2 = 4
Breach of procurement rules	Breach of group policy, potential liability	Breach of group policy, potential liability, reputational damage	3	4	12	Operational directors Management team	Procurement Regulations to be applied for ng2; ng group Procurement Strategy to be put in place; in-house procurement compliance expertise function for ng2 Internal audit of ng2 procurement to provide assurance/ identify action	Reports to ng2 Board Internal audit	2 x 3 = 6
Breach of governance or financial rules	Breach of ng group Regulatory Standards, loss of ngh client confidence	Breach of ng group Regulatory Standards, risk of regulatory action, reputational damage, potential breach of financial covenants	3	5	15	Board Operational directors Management team	ng2 Financial Regulations in place; full suite of group governance policies in place. Financial controls implemented by ngh Director of Finance.	Reports to ng2 Board Internal audit	2 x 3 = 6
Breach of health and safety	Danger to tenants/ other customers/ staff/ general public	Danger to tenants/ other customers/ staff/ general public. Potential ng homes exposure to financial liability. Potential exposure of ngh staff to criminal action	3	4	12	Operational directors Management team Staff	Staff training programmes implemented. Regular H&S audit. Review of current risk assessments and method statements (RAMS) to ensure complies with current legislation. Explore requirement for any new RAMS as a result of operations review	Reports to ng2 Board External H&S audits	2 x 3 = 6
Low staff morale	High staff turnover + high staff sickness absence; increased costs; deterioration in quality; loss of ngh client confidence	Detrimental impact on value for money, tenants, stock maintenance and ngh reputation	3	4	12	Operational directors Management team Staff	Appropriate ng2 managerial structure in place; staff training programmes; staff surveys undertaken; Appropriate terms of employment. Upgraded employment package to include non contributory health plan (Simplyhealth plan provides a cash payment for dental, optical, acupuncture, etc for treatment received)	Reports to ng2 Board HR reports Staff appraisals Staff surveys	2 x 3 = 6

Risk Register : (Operational)

Operational Risk Area/ Hazard	Potential Risk Ng2	Potential impact - ng group parent	Risk Level: 1 (very low) to 5 (very high)			Who is responsible?	Control/ action	Monitoring / Review Procedure	Residual Risk
			i) How Likely?	ii) Severity?	Score i) x ii)				
National Pandemic e.g. (COVID 19).	Potential Lock Down – Closure of Business (Part or Complete).	Adverse impact on ngh maintenance & procurement programme planning.	4	4	16	Board Operational directors.	ngh/ng2 jointly to review their existing Pandemic Plan (Contingency Plan), apply a review / overhaul of the same – taking the Noted Risk / Concerns into consideration & where possible & practicable agree on Process / Procedures that can safeguard on the same with an ongoing review.	Regular operational performance.	2 x2 =4
						Ng2 Management team.			
	High Level/s of Staff Absence (Sickness, Self-Isolating, Possible Death in Service).	Staffing / Operative Limitation/s.				Staff & Operative Feedback.		Progress meetings with client.	
	Forced Control/s – Such as Social Distancing and / or Restriction of Movement and / or Access.	Additional Staffing Costs.	4	4		Board Operational directors.	ngh/ng2 jointly to review their existing Pandemic Plan (Contingency Plan), apply a review / overhaul of the same – taking the Noted Risk / Concerns into consideration & where possible & practicable agree on Process / Procedures that can safeguard on the same with an ongoing review. ng2 to look at tapping into any Government aid that may be available.	Reports to ng2 Board.	2 x2 =4
	Additional Cost to Apply Control, PPE, Welfare (Cleanliness), Travel (Social Distancing) etc.	Task / Works Limitations.				Ng2 Management team.			
	Potential Shortage of PPE, Materials, Equipment & Sub Contractor Partners.	Additional Travel Time / Costs.				Staff & Operative Feedback.			
		Increased Costs.							
		Work Interruption / Delays							

Risk Scoring for how likely and how severe:

- 1 Very Low
- 2 Low
- 3 Medium
- 4 High
- 5 Very High

Updated 5 March 2021
By D. McIntyre



Board Meeting

To: ng2 Board
From: Deputy CEO (Regeneration)

SUBJECT: **ng2 OPERATIONS REPORT**
JANUARY – MARCH 2021

DATE 29th APRIL 2021

	Introduction
	<p>This report provides an update on ng2's areas of business operations for Quarter 4 of financial year 2020-2021.</p> <p>Quarter 1 saw a significant reduction in ng2 operations due to the Covid-19 lockdown. Staff returned to work, as previously reported in Quarter 2, when operations resumed. This report will provide details of services delivered during the reporting period, in compliance with existing safety protocols and health and safety measures, in addition to those implemented specifically in response to the Covid-19 pandemic.</p> <p>The health and wellbeing of our employees remains our highest priority and so ng2 Limited is constantly monitoring the development of the situation around the Covid-19 pandemic and is following applicable Government guidance to contain the spread.</p>
1.	Strategy
	<p><u>Business Planning and Growth for 2021/22</u></p> <p>ng2 future growth will be aligned to ng homes recent stock condition survey and planned investment programme for 2021/22.</p> <p>Projects identified for 21/22 include: -</p> <ul style="list-style-type: none"> - Garden and Estate Maintenance - Common Close Door Entry Upgrade - Void Property Maintenance - Metal Fencing – Painting

	<ul style="list-style-type: none"> - Timber Fencing – Replacement - LED Lighting Upgrade - Carron Estate - Balcony Works <p>The landscape maintenance contract continues to be ng2's largest contract for 2020/21, and having been consolidated over the period 2018/20, the focus for this contract remains quality and service delivery.</p> <p>Void remedial works continue to be a major part of our day to day works over the year with an average of 500 voids being completed and returned to ng homes per annum. During the current financial year, 781 voids have been received with 745 having been processed and returned to the Association.</p> <p>We will continue to update the board on the development of any additional contracts and business opportunities identified during each reporting period.</p> <p><u>Vanguard Update</u></p> <p>This remains on hold and a further update will be provided in the Q1 report for 2021.</p>
2	<p>Covid-19 Response</p> <p>The health and wellbeing of our employees remains our highest priority and so ng2 Limited is constantly monitoring the development of the situation around the Covid-19 pandemic and is following applicable Government guidance to contain the spread.</p> <p>Signing in Safely -</p> <p>Staff are only permitted into the office one-at-a-time in order to sign in / out. All non-office-based staff and visitors must wear a face covering at all times when in the office to comply with current guidelines. The awning remains in place to provide shelter for staff queuing on the main walkway to enter the office. Social distancing markers also remain in place to ensure compliance with social distancing measures.</p> <p>Office Safety</p> <p>Electrostatic spraying continues at all ng2 premises every Saturday Morning.</p> <p>Contactless hand sanitising stations have been installed throughout the office.</p> <p>Desks which would not allow for a 2-metre distance between staff have either been moved or taped off.</p> <p>Glass screens have been installed between all desks</p>

Non-walking zones have been set up and clearly marked throughout the offices to ensure there is always a 2-metre distance between staff.

A new procedure has been put in place for anyone visiting any of the offices, to ensure the safety of all staff. Masks must be worn by anyone visiting and by staff when they are moving around the common areas of the offices.

Masks and hand sanitiser are available to anyone visiting the offices

One Way System – A one-way system has been set up at the exterior of the office to cut down on traffic to and from the office and to help staff and visitors always maintain social distancing.

Vehicle Safety – Where possible, a two-person limit has been put in place for all company vehicles. Where more than one operative must be in a vehicle, face coverings must always be worn. Staff must clean and sanitise their own vehicles at the end of each working day.

Regular Meeting – Regular meetings are taking place with staff to remind them of their individual responsibilities in addition to the organisation's duty of care as an employer.

Covid-19 -Outbreak – [REDACTED]

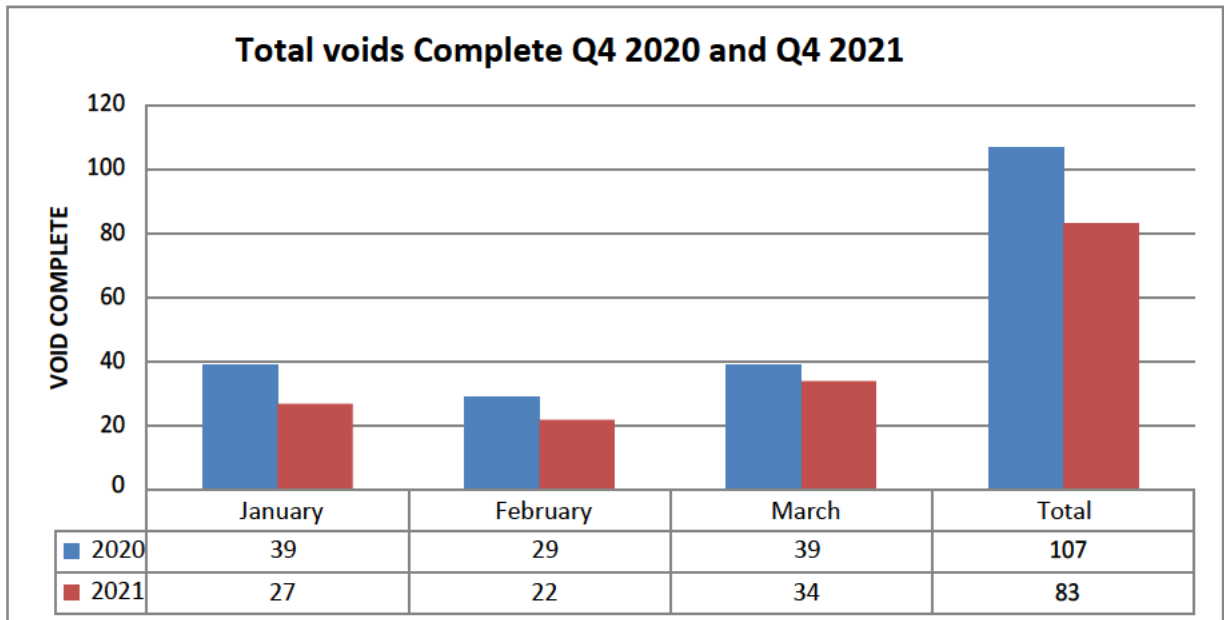
[REDACTED] All precautions necessary to contain the situation were taken in accordance with current guidelines and advice from Human Resources. A further update will be provided to the board at the next meeting.

Guidance for Staff – A flowchart has been produced to provide staff with guidance on what their responsibilities are as an employee if they test positive for Coronavirus. The flowchart is included in Appendix 1.

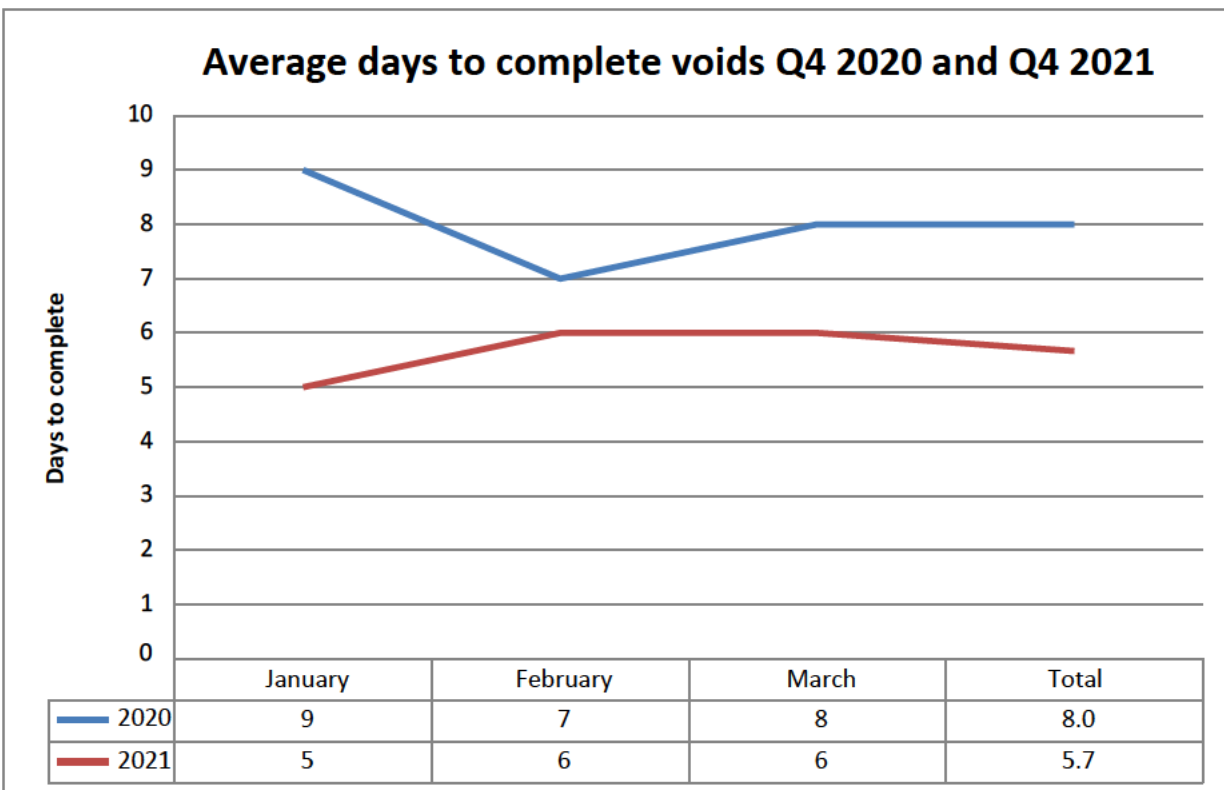
3. Void Monitoring and Management

The Chart below show the total number of voids completed during Q4 2020 and Q4 2021.

The number of voids completed during Q4 2020 was 107 with the comparative figure for 2021 being 83.







The chart below shows the average days to complete voids received in Q4 2020 and the comparative figure for the same period of 2021.



	<p>The chart shows a decrease in days taken to complete voids in 2021 compared to the same period in 2020. This also represents 42% decrease on days taken to complete voids from the previous quarter and takes us under the 6 day target set by ng homes.</p> <p>ng2 continue to thoroughly clean, sanitise and electrostatic spray each void before returning key to ng homes. Tradesmen working within voids practise social distancing at all times.</p> <p>ng2 continue to attend weekly performance and monitoring meetings in which we provide an accurate breakdown of void information. This assists ng homes Neighbourhood Managers to identify any areas of concern and allows discussions to take place to rectify any queries quickly and effectively for the benefit of both parties. Before ng2 tradesmen enter a void, the property is cleared of any of the previous tenant's belongings.</p>
4.	<p>Garden Maintenance</p> <p>This contract comprises the provision of a grounds maintenance service to the Association's properties for a 5-year period commencing March 2017 and involves all aspects of grounds maintenance including both hard and soft landscaping to private / communal gardens as well as open space areas. The contract was complete in November 2020 as per the Service Level Agreement.</p> <p>Winter working programme has now completed with grit bins being regularly replenished and gritting works are taking place in line with weather forecasting, when appropriate. Other seasonal works included litter picking, leaf blowing, dweeding, shrub bed reduction/maintenance as well as back court tidy ups.</p> <p>The team continue to carry out weekly checks on Heras fencing on hire at St Monance Street to rectify minor issues and report damage to the Association.</p> <p>Adverts were placed to recruit Estate Services Operatives in preparation for the commencement of the garden maintenance contract for 2021. Shortlisting was completed and interviews arranged and undertaken. Equipment has been repaired/serviced or purchased as necessary within the reporting period to prevent unnecessary delays to contracted works.</p> <p>We will provide a further update on this in the Q1 report for 2021.</p> <p>See Appendix 1 for photographs of garden maintenance works.</p> <p>Procedures for this contract have been revised and have now been put into practice. The revised document also clarifies the process to be used in relation to residents who pay for factoring services.</p> <p>See Appendix 1 for a full copy of this document.</p>

5.	Environmental Hit Squad
	<p>Existing guidelines continue to prevent Glasgow City Council (GCC) providing a bulk pick-up service. In Q4 of 2019-2020 an average of 6 tons of bulk per week was dumped, compared to 16.5 tons per week during the same reporting period of this year; an increase of 275%. This increase is due to a mix of bulk uplifts and fly tipping which continues to be an issue in the absence of Glasgow City Council bulk uplift service which is also increasing the workload of the Hit Squad.</p> <p>Every void property continues to undergo electrostatic spraying in advance of commencement of works, as well as before all post inspections and the return of properties to the Association for letting purposes. This process is labour intensive and has translated to a 2-day delay in commencing works at each void as well as a slight delay in properties being post inspected.</p> <p>See Appendix 1 for photographs Hit Squad work in the period.</p>
6.	Close Cleaning
	<p>During the reporting period, the operatives have continued to work from the specification, with a focus on sanitising main touch points within the common areas such as door handles, controlled entry face plates and banister / grab handles. Back courts and bin sets are tidied and cleaned by a dedicated team of operatives however the reduction of refuse collections, i.e. each bin now emptied on a 3-week cycle, has meant that this also more labour intensive due to the amount of rubbish within the back courts.</p> <p>Now that Housing Officers are unable to visit the closes on a daily basis, the Close Cleaners and Back Court teams provide daily reports to the Association which has reduced the Health & Safety risks associated with Covid and trip hazards/ vermin caused by excess rubbish.</p> <p>See Appendix 1 for photographs of close cleaning and back court works.</p>
8.	Painting Division
	<p>During Quarter 4 the painting division has mainly been working in void properties. ng2 will be the principle contractor for balcony renewal project of the tenanted properties at Carron Place. All necessary paperwork for this contract has been submitted to the Association however the project has been put on hold due to Covid-19 and the implementation of the Scottish Government's tier system.</p> <p>In addition to the current infection control restrictions, cold weather has continued to prevent commencement of these works as this will cause cracking of the paint. This continues to be reviewed and monitored and a draft programme of works has been produced and awaits approval by Executive Management. A further update will be presented to the Board at Q1 Board meeting.</p> <p>See Appendix 1 for photographs of painting works.</p>

9.	Joinery Division
	<p>During Quarter 4 the joiners have continued to work through the backlog of voids that were delayed due to lockdown, and new voids coming in.</p> <p>It was necessary to continue to employ ■ agency joiners during January and February however since late February ■ agency joiner has been necessary.</p> <p>Joinery jobs logged increased, with 44 jobs received in in the reporting period, compared to 29 in Q3, an increase of 51%. This work has comprised of external repairs only as we remain unable to attend tenanted properties for safety reasons. A full repair service to the association will resume from Q1 now that the appropriate method statements and risk assessments have been put in place and lockdown restrictions have been eased further.</p> <p>See section 3 for a detailed breakdown of voids completed during the Quarter.</p> <p>See Appendix 1 for additional photographs of joinery work and full breakdown of key performance indicators.</p>
10.	Vehicles
	<p>To make sure we are adhering to the Government Covid-19 guidelines, the following measures have been put in place for anyone using a ng2 vehicle:</p> <ul style="list-style-type: none"> - Social distancing where possible - Masks must always be worn while in any ng2 vehicle with more than one person - All vehicles are stocked with sanitising materials - Vehicles are fully sanitised at the beginning and end of each day <p>Operatives have been reminded via regular toolbox talks of their individual responsibilities for the safety of themselves and their colleagues, in addition to our Client, ng homes, and their residents. Operatives have been made aware that they may not car-share for their commute to and from work as this circumvents Government guidelines as well as our own policy and related safety measures.</p> <p>Vehicle trackers remain in place within all vehicles and there have been no reportable incidents within the reporting period.</p> <p>We continue to hire a number of vehicles from ACL however, now that the vehicles have fully depreciated, we plan to supplement our fleet of vehicles in order to reduce the need for hired vans.</p>

12.	Key Performance Indicators			
	Repairs	Number	Target	Target Achieved QTR
	Day to day repairs	147	5 Days	 <p>74% jobs completed within 5-day target 21 day to day jobs (16%) outwith target. 5 emergency jobs (100%) within 2 hour target</p>
	Capital Projects	Number	Target	Target Achieved
	Door Entry	0	N/A	On hold due to Covid-19 restrictions. Further update at the Q1 board meeting
	Void Works	Number	Target	Target Achieved
	On Target	20	6 Days	
	Before Target	23	6 Days	
	Outwith Target	41	6 days	 <p>41 voids fell outside the 6-day target: - 19 (46% of failures) were carried forward from Q3; 13 (32%) were returned late as a result of additional works required</p>
<p>Void targets were severely impacted in the period by annual leave, carrying over of 19 voids at the start of the reporting period, in addition to the delayed return of 13 voids due to the requirement for additional works.</p> <p>A full breakdown and analysis of target success / failure is available in Appendix 1</p>				
13.	Client / Tenant Communication			
	<p>ng2 recognise that client/tenant satisfaction is essential across all services offered to the Association however, due to the pandemic, a temporary hold has been placed on tenant satisfaction surveys. These will be resumed as soon as is practicable. A further update will be provided at the next meeting.</p>			

14.	Governance / Risk / Procurement
	<p>The risk register was reviewed in order to fully encapsulate all associated risks in contract operations.</p> <p>Health and safety remains our highest priority and toolbox talks, and risk assessments are carried out frequently with safe systems of working being put in place and reviewed on an ongoing basis.</p> <p>The risk register (Item 8) has been reviewed in the period to take a national pandemic into account (Covid-19).</p>
15.	Operational Issues
	<p><u>ng2 Overtime</u></p> <p>During this Quarter [REDACTED] have continued to work overtime to recoup time lost during the first lockdown when voids were at an all-time high.</p> <p>All overtime continues to be approved by Depute CEO in advance of any works being carried out.</p> <p><u>Vehicles</u></p> <p>At the last Board meeting approval was sought and gained to purchase new vehicles in order to reduce the need for hired vehicles. We have since placed an order for 7 vehicles which are expected to arrive in April 2021. An update will be provided to the Board on the status of these vehicles at the next Board meeting.</p>
16.	ng2 in the Community
	<p>ng2 continue to provide support in aiding ng homes' regeneration projects in the local community by delivering food and furniture.</p> <p>Abandoned furniture in good condition is taken from void properties to our regeneration unit to be cleaned, checked for safety purposes and donated to local people in need.</p> <p>See Appendix 1 for photographs</p>
	Members are asked to note the content and progress highlighted within this report.



Appendix 1

Operational Report



COVID-19
RESPONSE

Contents

COVID19 RESPONSE.....	3
Office Safety.....	3
Office Cleaning.....	5
Guidance for Staff	6
HIT SQUAD	7
Voids.....	8
Bulk Uplift Service	11
Fly Tipping	13
GARDEN MAINTENANCE	15
Weeding and Back Court.....	15
Snow Clearance / Gritting	17
Heras Fencing Checks	18
Procedures for Landscape and open space maintenance contract (ng2)	19
CLOSE CLEANING.....	22
TRADES.....	26
Joinery	26
Painting	27
KEY PERFORMANCE INDICATORS.....	28
Voids.....	28
Breakdown of voids by type.....	28
Breakdown of Target Failure/Success by type.....	28
Performance Against Target by Category	29
Day to Day Repairs.....	33
Breakdown of Day to Day Repairs by type.....	33
Day to Day Repairs Performance Against Target by Category	34

COVID19 RESPONSE

Office Safety

Social Distancing and other Covid19 safety measures remain in place within, and around, the office to ensure the continued safety of our workforce



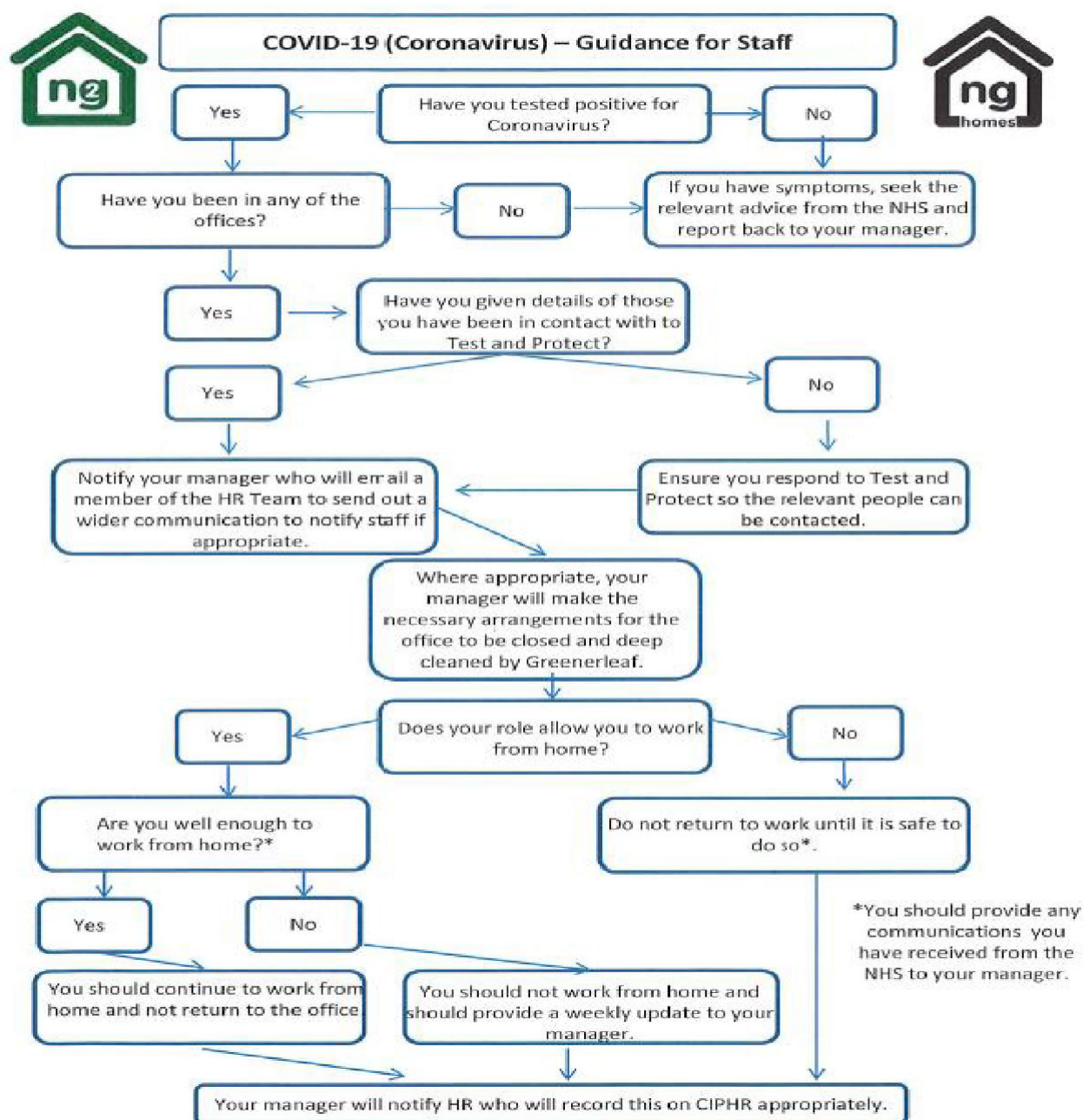
The one-way system has made the required social distancing measures achievable.



Visual reminders for staff, and safety information for visitors remain in prominent positions within the office.

Guidance for Staff

A flow chart has been produced which documents and clarifies responsibilities and procedures for staff who have undergone Coronavirus testing.



HIT SQUAD

The hit squad continue to disinfect offices and void properties using electrostatic spray guns and dedicated virucidal and bacterial disinfectant.



Void properties are fully cleared and disinfected in advance of tradesmen entering properties to commence works. A second clean is completed upon close of works and before post inspection stage to ensure infection control during the hand back stage.

Voids

All void properties require to be cleared of furniture and personal belongings by the Environmental Hit Squad before Covid19 cleaning can commence.

Voids continue to undergo Covid19-cleans in advance of any works commencing to maintain the safety of our tradesmen.



Before



After

Before



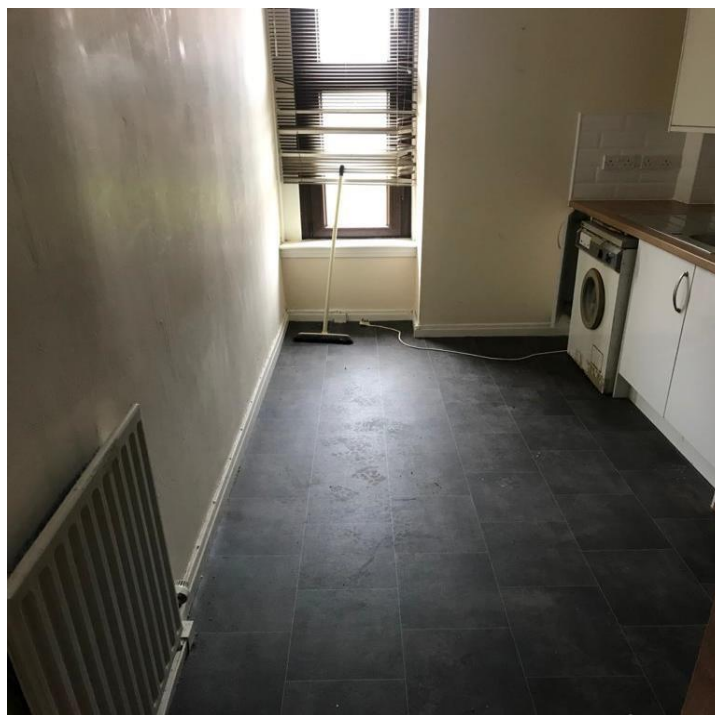
After



Before



After



Bulk Uplift Service

The Environmental Hit Squad continue to collect and dispose of/recycle waste in the absence of the Glasgow City Council service, where instructed by the Association.



Before and After





More bulk uplifts before and after



Fly Tipping

Fly tipping continues to be an issue in the absence of Glasgow City Council's bulk uplift service despite the presence of signs.



Dykemuir Sreet before and after



Mireton Street before and after



Avonspark Crescent before and after



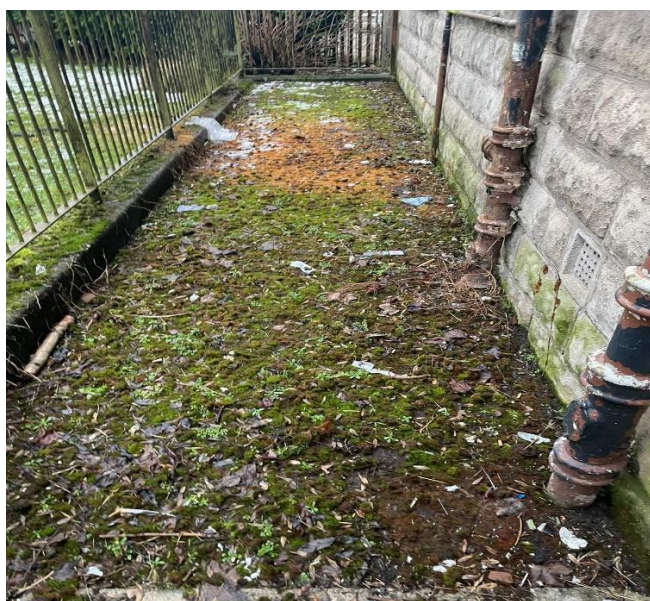
Car park at Barloch/Allander Street before and after.

Biffa have been contacted to remove this bin from the area.

GARDEN MAINTENANCE

The contracted maintenance was completed in early November 2020 despite lockdown and the knock-on effect on service delivery. Weeding and back court maintenance continued during the winter months as well as proactive gritting and snow clearance where weather reports forecast a requirement .

Weeding and Back Court



Before and after weeding



Before and after back court tidy up



Snow Clearance / Gritting



Operatives get rock salt from grit bins to grit vulnerable areas in advance of expected cold weather snaps



Heras Fencing Checks



Operatives continue to undertake weekly checks on Heras Fencing, hired by the Association, at St Monance Street, rectifying minor positioning issues and reporting damage.

Procedures for Landscape and open space maintenance contract (ng2)

ng2 are appointed to carry out the Landscape maintenance and open space contract across all areas.

The service is carried out throughout the year; however, most of the maintenance work is complete between April – October each year.

Services for April – October:

- 14 Grass cuts, this includes strimming and de-littering at each visit.
- 2 hedge cuts
- 2 moss treatments/sprays
- 2 weed kill sprays.
- 6 shrub bed visits (throughout the full year) this works include clearing the beds of any litter, replanting and general tidy up.

All other times:

- Tree maintenance – cut/trim back
- A further hedge cut where required
- Shrub bed visits – there will be 2 teams – a team for open spaces and the offices. Another team for backcourts and gardens.

Grass cutting:

Tenements:

Along with each cut the grassed area will be strimmed at a clean finish provided for the edges.

If the front garden is a tenant of ng homes or is common to the block, this will be cut at the visit.

Litter pick will be carried out for all hard-standing areas at the front and the back of the properties. The bin areas will be brushed out and cleaned.

All rubbish, grass cuttings will be disposed of offsite.

If a backcourt is identified as being bad for dog fouling, ng2 will arrange for this to be cleared and will also advise the housing officer for the area, who will be responsible for contacting the residents within the block.

If any hazardous items are identified i.e. glass or hypodermic needles, then ng2 will arrange for the removal and advise the housing officer.

Both services are rechargeable to ng homes. this is not stated in the sla

Block houses:

If there is an owner within the block their garden will not be cut, only the common drying area will be cut. If there are 2 owners, no service will be provided.

There will be no litter pick service or clearance where bins are stored.

Internal process:

Ng2 will send over the daily works sheets, this will identify what area have been completed or the reasons if they have been missed.

Audits:

Ng2 supervisor will carry out 10-15% audits on a daily basis. This will be spread evenly across the areas.

Audit sheets and pictures will be taken and stored automatically to the block in documotive. Any member of staff can access these once uploaded.

Housing Services:

Housing officers will carry out estate inspections of their areas on a regular basis. Part of the inspection is to check the condition of the garden and open areas. If they identify issues with the service this will be raised to ng2 and to the Housing Manager who will take this to the monthly progress meeting.

If ng2 identify recurring issues with dog fouling this will be passed to the Housing Officer to deal with.

Joint inspections with ng2 can be arranged at any time.

Housing officers will assist in identifying where any winter works are required.

Factoring:

There are 7 tenement blocks that are fully owned. Factoring team will inspect these areas on a regular basis and follow the same process as above for Housing Services.

SUMMARY FOR 21/22

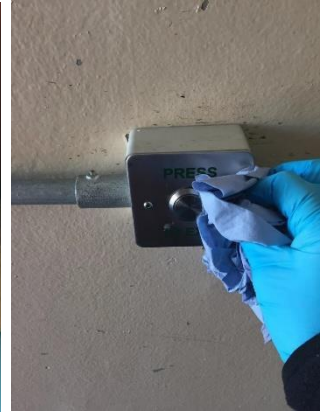
- 14 CUTS, STRIMS AND LITTER PICKS
- 3 HEDGE REDUCTIONS
- 6 SHRUB BED VISITS (throughout the calendar year)
- 2 WEEDKILL SPRAYS
- 2 DEMOSS TREATMENT/SPRAY
- DAILY WORK SHEETS ISSUED TO HOUSING SERVICES AND FACTORING
- DAILY AUDITS CARRIED OUT 10-15%
- MONTHLY PROGRESS MEETINGS NEED TO BE ATTENDED

CLOSE CLEANING

Close cleaning staff continue to follow the Covid-specific cleaning specification. This highlighted the need to clean and sanitise the main touch points within communal areas of multiple dwelling units such as controlled entry control panels, handrails, door handles etc



Operatives thoroughly clean handrails with virucidal disinfectant



Common touch points are disinfected in every close



Before and after close cleaning





Close cleaners continue to work hard to keep the closes as clean as possible but when the temperature dips below freezing they can't use water for safety reasons.



Back Court and Bin Sets



Before and after back court and bin set tidy up



TRADES

Joinery



Kitchen units had to be removed and reinstated after this badly rotten floor was replaced.



Painting

Painters have mainly been carrying out work within void properties. These pictures show where wall was made good after the removal of a fire which had been recessed within the wall.



A wall board was installed and then the gaps were taped and filled, and a vent fitted

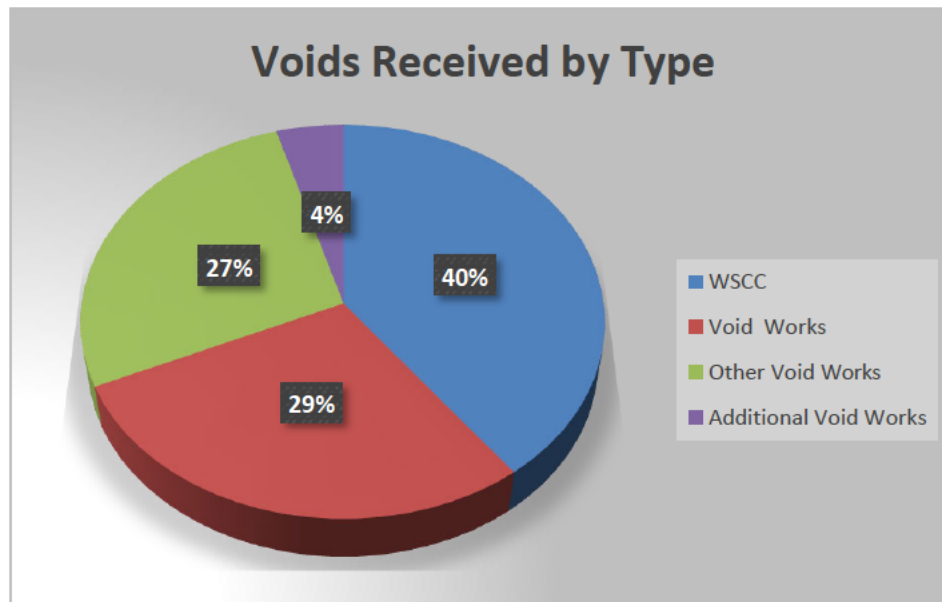


KEY PERFORMANCE INDICATORS

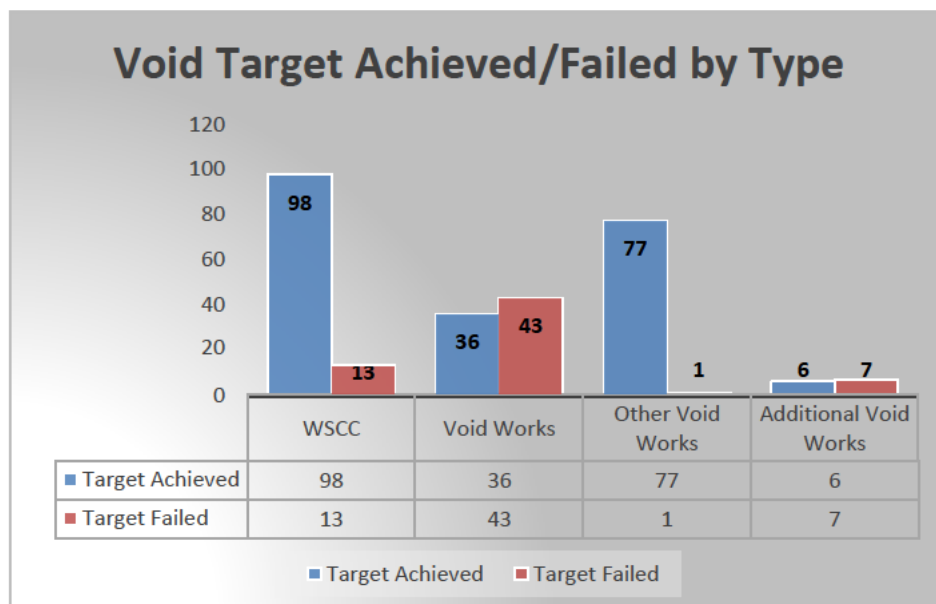
KPIs have been impacted by the implementation of labour-intensive safety measures

Voids

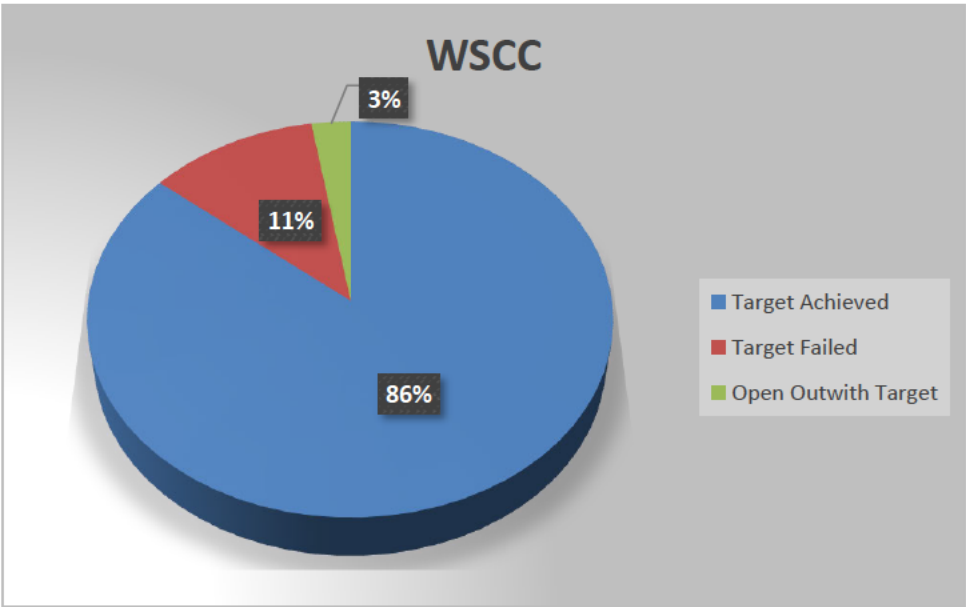
Breakdown of voids by type



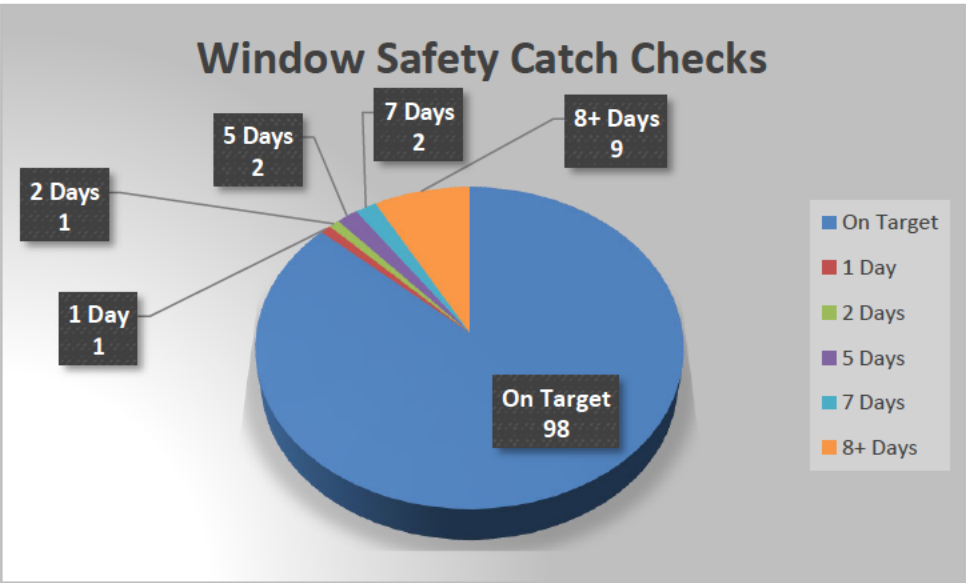
Breakdown of Target Failure/Success by type

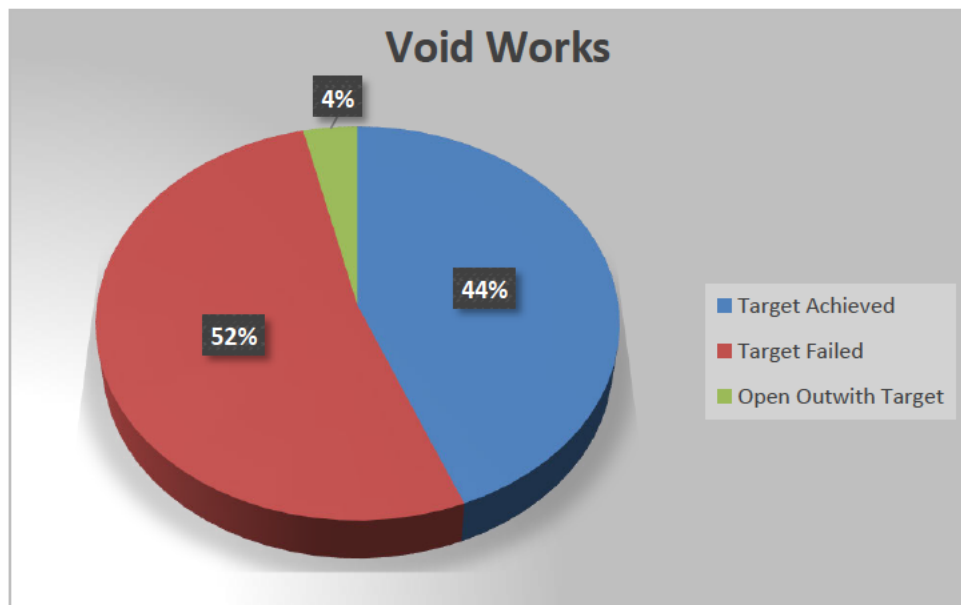


Performance Against Target by Category

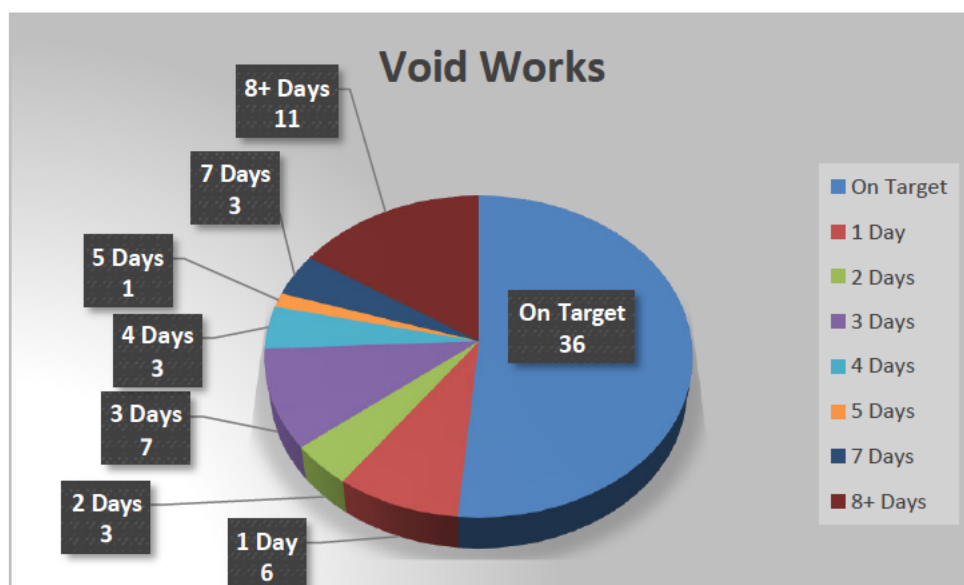


15 window safety catch checks ran over target. This was mainly due to failure of the initial safety check and requirement for remedial works.

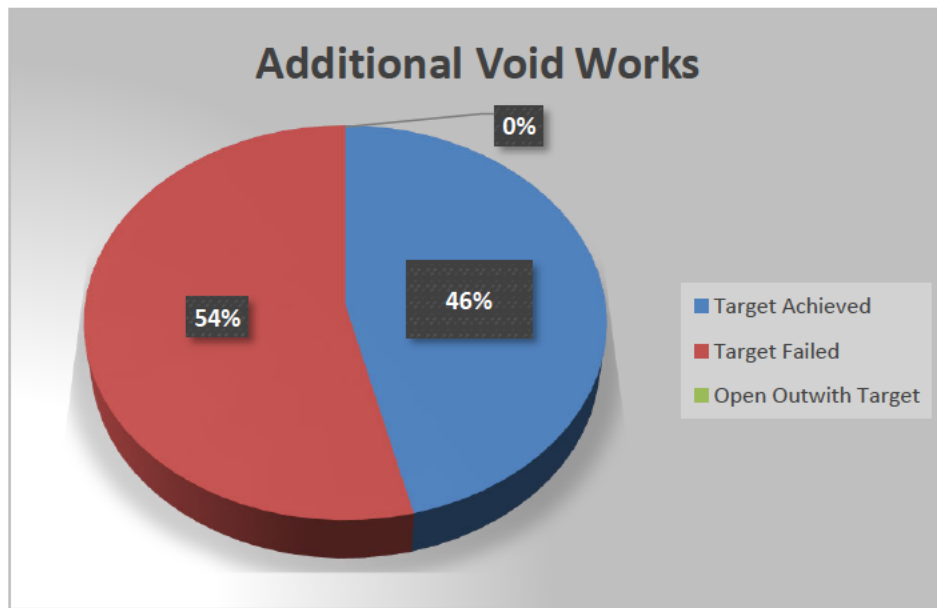




19 void properties were carried forward into Q4 from Q3, which directly impacted the achievability of the 6-day target in addition to new, labour-intensive safety measures. 13 voids were also delayed due to the requirement for additional works.

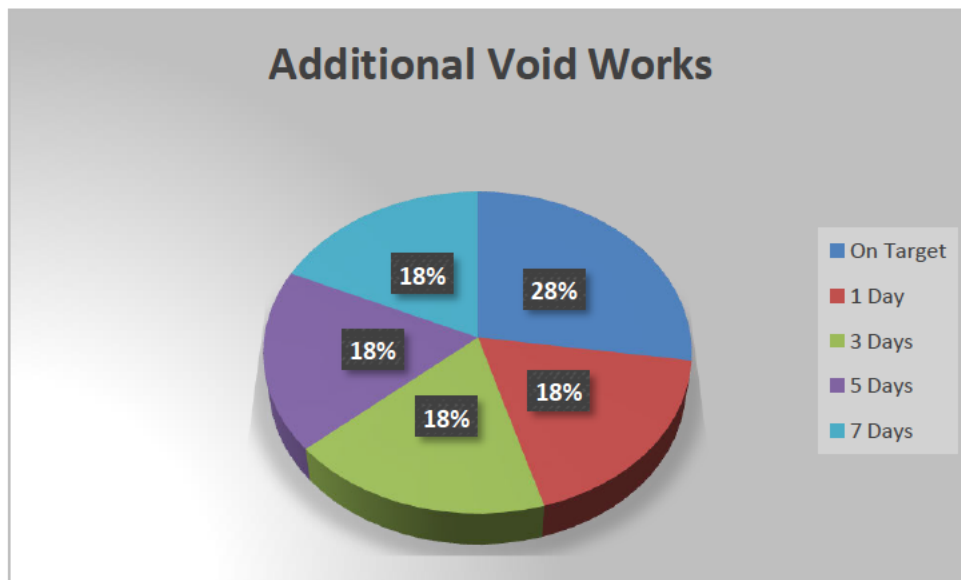


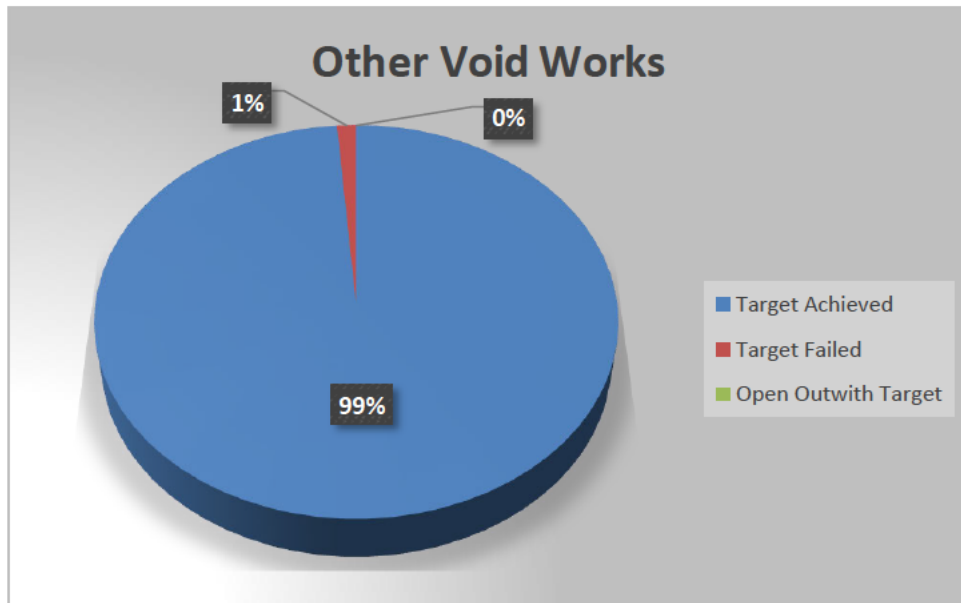
30 (73%) of the 41 voids which were returned outwith the 6-day target, were returned within 7 days of the 6-day target despite the challenges.



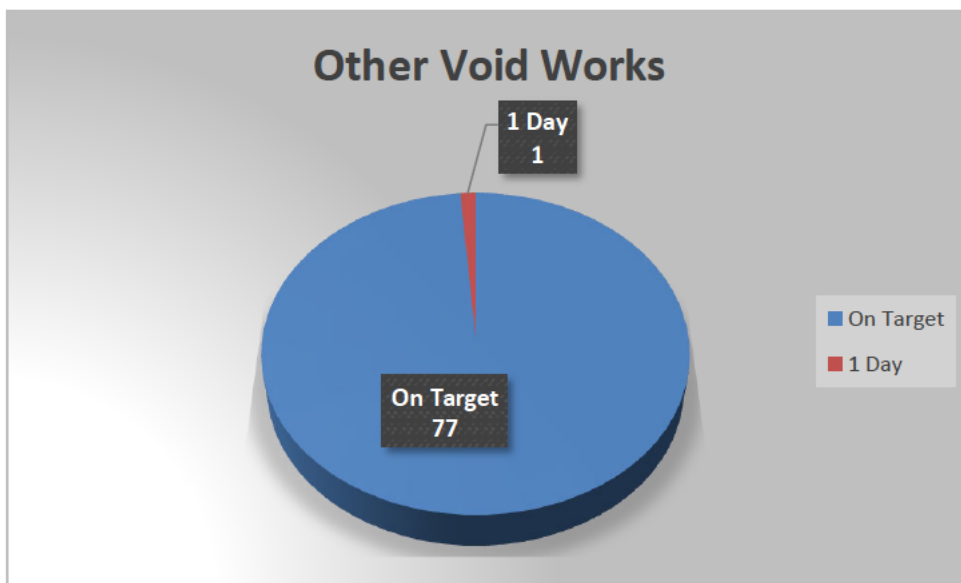
8 additional void works jobs were completed past target however this is an inaccurate reflection of the position as this is mainly due to the job lines being incorrectly raised against the target dates for the original void lines (which had elapsed at the time the additional works were instructed to ng2).

All additional void works were completed within 7 days of the initial target.





99% of "Other" work in void properties (such as drain downs or reinstating water supply), were completed on target despite high volume of work orders received.

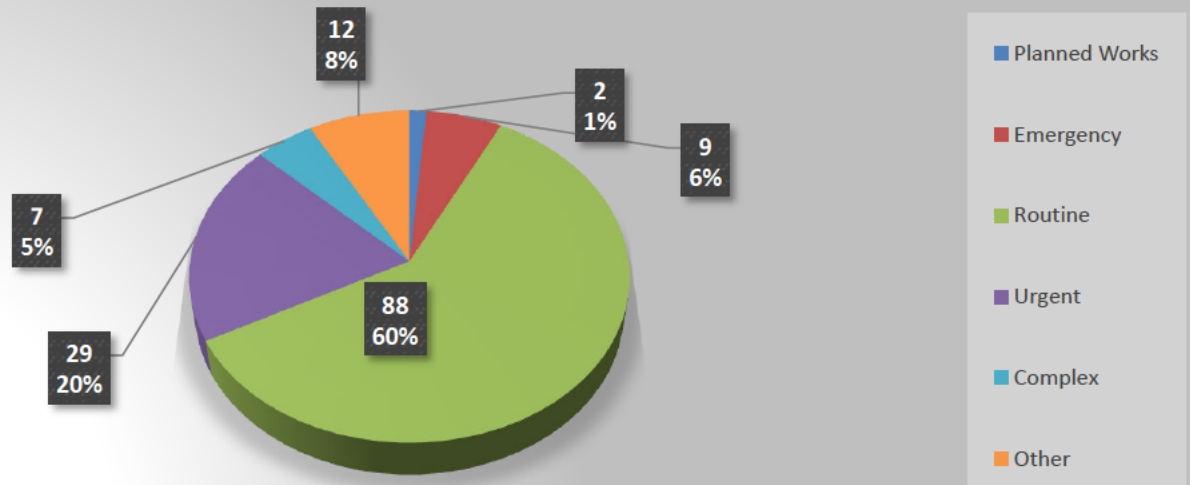


1 "Other" void work was completed outwith target due to access issues however, this was completed within 1 day of the target date .

Day to Day Repairs

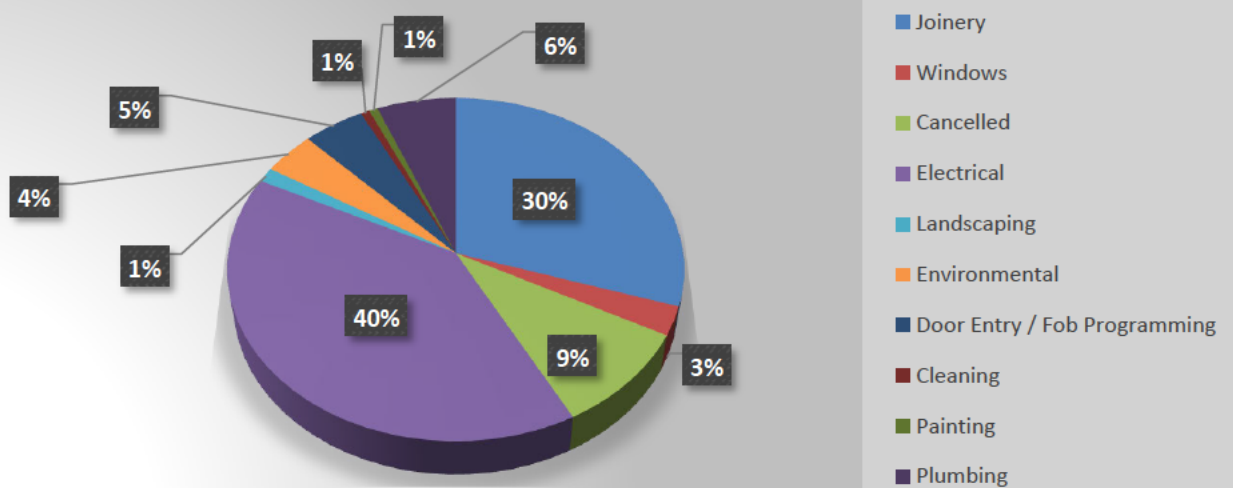
Breakdown of Day to Day Repairs by type

Day to Day Repair Jobs Received by Priority

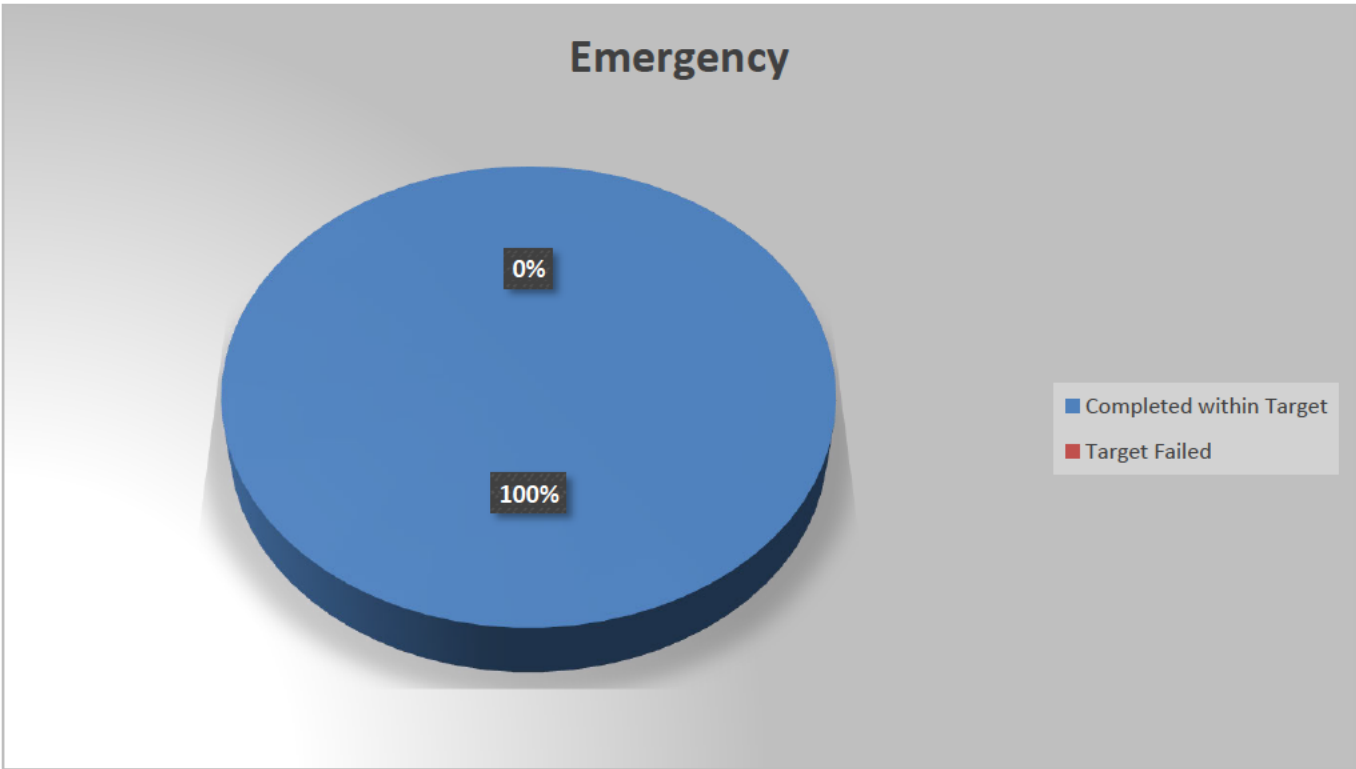
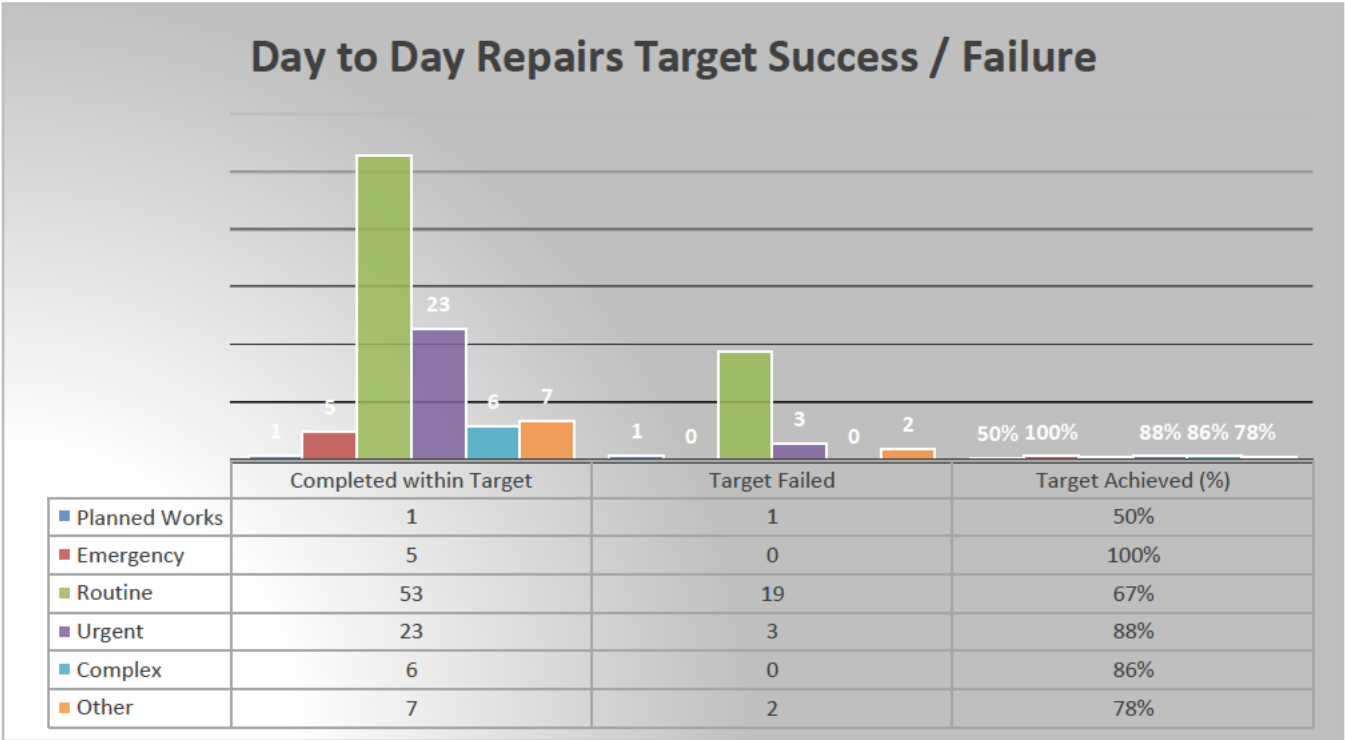


Day to day repairs have achieved an average of 78% success rate against targets.
Emergency repairs have achieved 100% success rate.

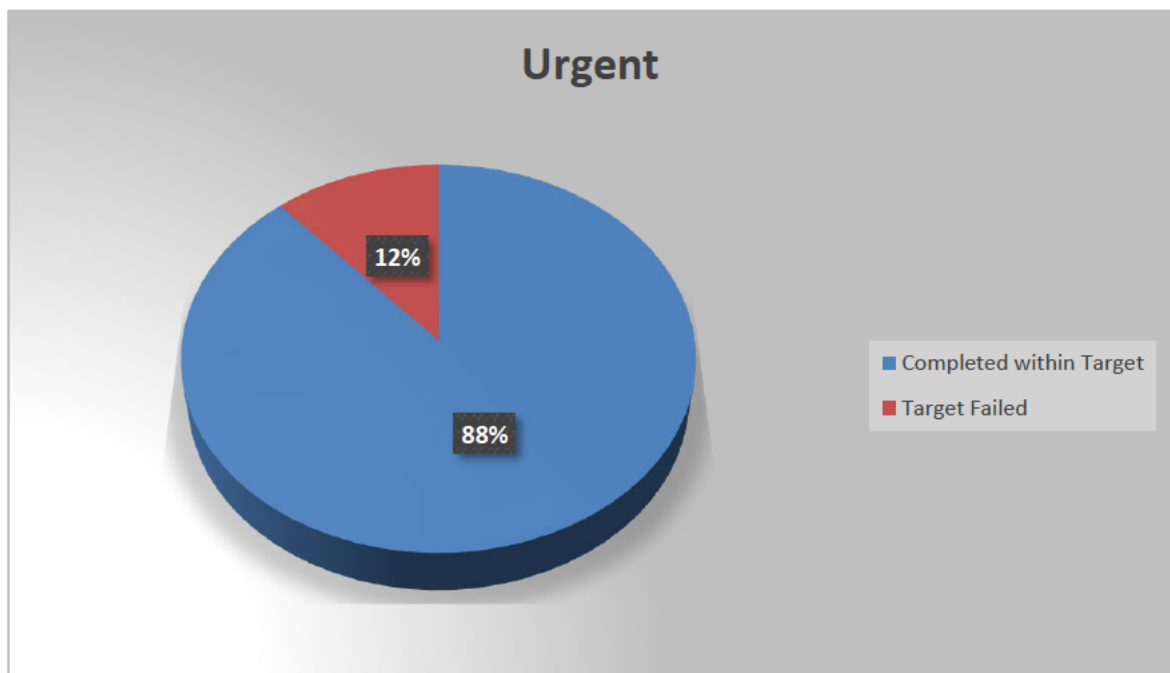
Jobs Received by Type



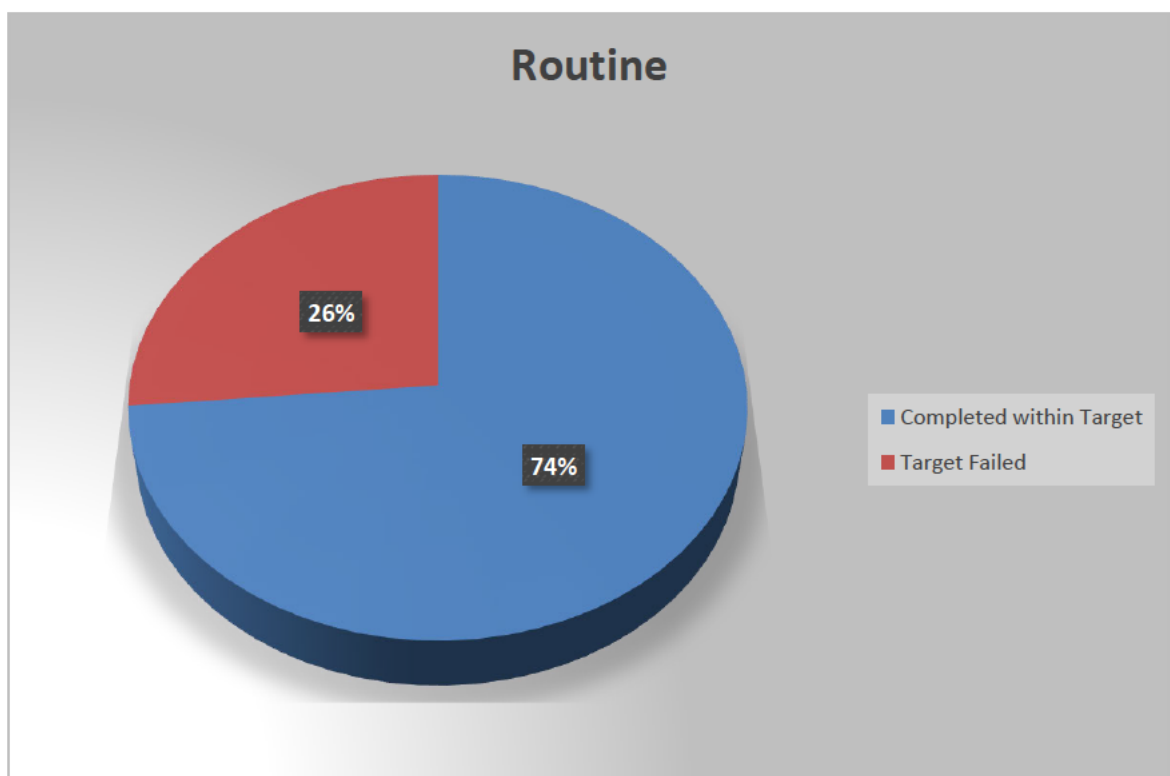
Day to Day Repairs Performance Against Target by Category



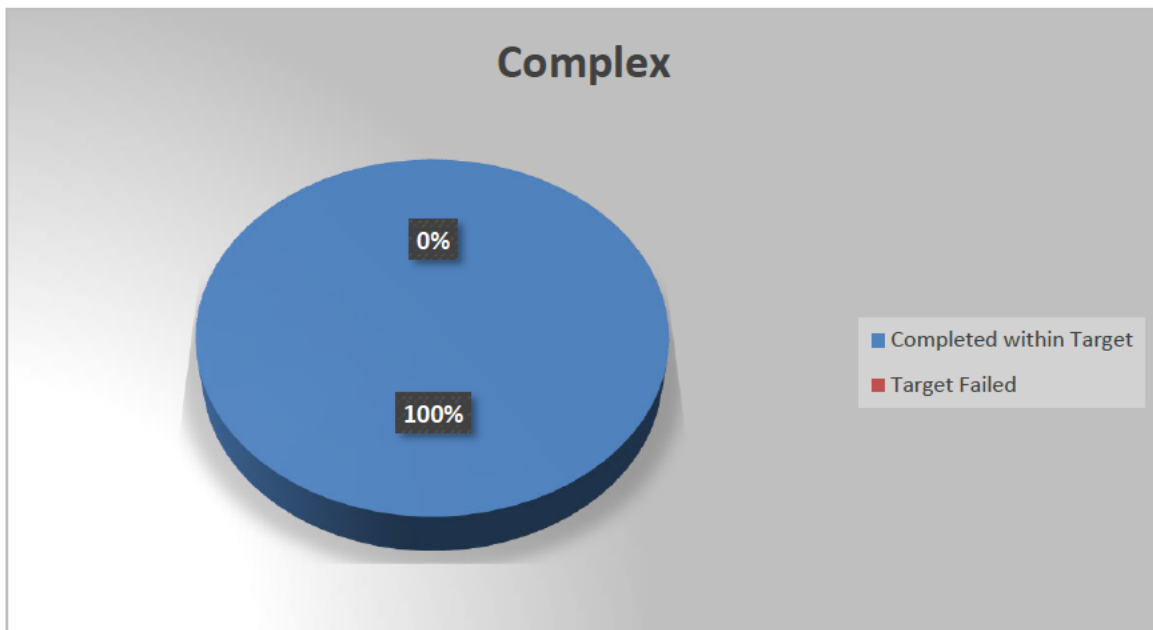
Emergency works must be completed within 4 hours of logged time.



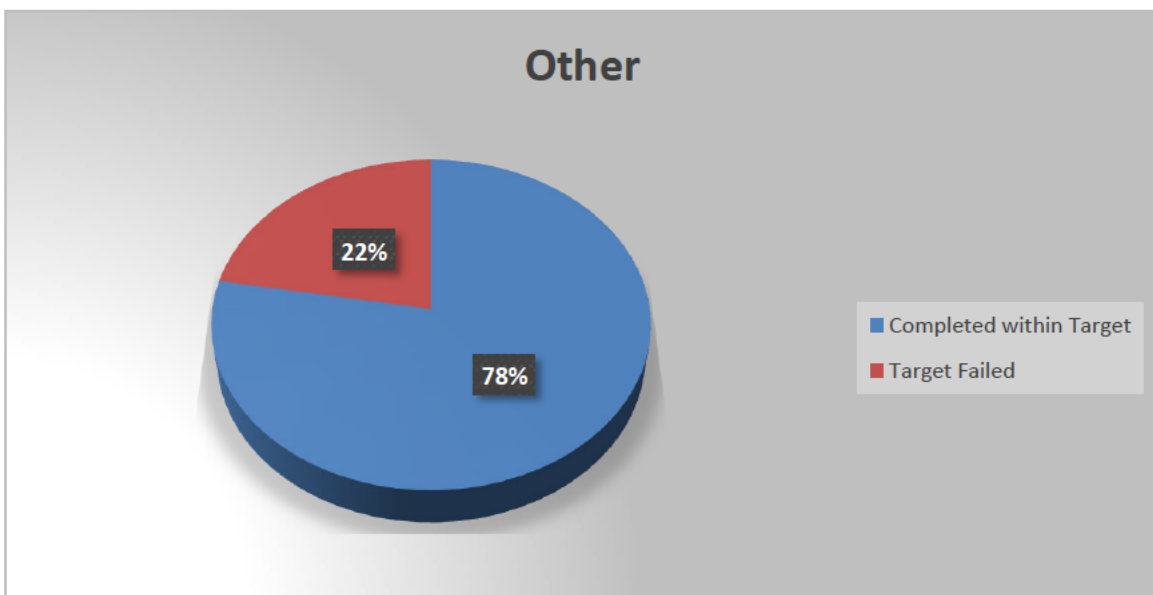
Urgent job lines have a 3 days target



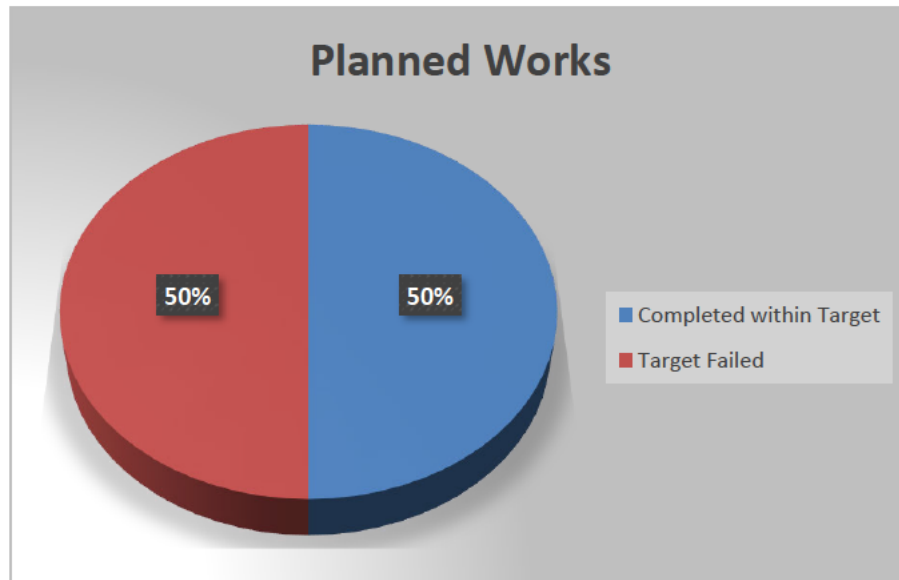
Routine work orders have a 5 day target



Complex repairs carry a longer target period of 6-8 weeks



“Other” repairs generally include jobs for fob programming and materials supply



Planned works include door entry works which cannot be completed due to Covid19 restrictions



Board Meeting For Noting

To: Board
From: HR Officer

SUBJECT: STAFFING REPORT (NG2)

DATE: 8 June 2021

1.	Introduction This report refers to the period of 1 January 2021 – 31 March 2021, covering staffing matters including: staff headcount, attendance and absence, learning and development, recruitment and the company health plan.									
2.	Staffing Report Number of Staff As at 31 March 2021, 60 staff were employed by ng2 Ltd. Attendance and Absence During this reporting period, 58 staff had perfect attendance (97% of the workforce). As well as this, 9 staff members qualified to receive their two day 'no sickness reward'. The overall staff sickness absence percentage was below the 3% target and for this reporting period was 0.67%. The breakdown of the total number of working days available against days lost through sickness is detailed below: <table><tr><th>Total number of work days available</th><th>Number of days lost through sickness</th><th>Sickness Absence %</th></tr><tr><td>3,728</td><td>24</td><td>0.67</td></tr><tr><td></td><td></td><td></td></tr></table> The 24 days lost is broken down into short term (a maximum of 19 days) and long term (20 days or more) as follows:	Total number of work days available	Number of days lost through sickness	Sickness Absence %	3,728	24	0.67			
Total number of work days available	Number of days lost through sickness	Sickness Absence %								
3,728	24	0.67								

	Short Term	Long Term
Days Lost	■	■
Number of employees	■	■
Percentage	■	■

The organisation will continue to manage staff attendance in a supportive manner in line with good practice and the organisation's policies and procedures. ■

■. The manager is continuing to keep in contact with this member of staff to ensure any changes to their health are communicated.

Absences due to Self Isolation (COVID-19)

During the reporting period, ■ members of staff required time off to self isolate. The total number of days lost due to self isolation is 39 days, with an average absence length of 6.5 days.

The reasons for self isolating are broken down as follows:

Tested positive or developed symptoms	■
Contacted via Test and Protect	■
Member of household developed symptoms or tested positive	■

Furlough

During the reporting period, 40 members of staff were placed on furlough on a rotational basis due to the extension of the scheme. Rotas were created to ensure that the appropriate cover was in place to continue to deliver essential services. Staff were also made aware in cases of emergencies that changes to the furlough rota could take place at short notice.

Learning and Development (L&D)

During the period covered by this report a total of 25 ng2 staff have benefitted from 87 hours of formal training and development as detailed in the table below. The direct cost of this training equates to £2,473.75.

Course Title	Number of staff attending	Number of staff hours	Direct cost of Training (£)
Certificate in Housing Practice Level 3	1	21	412.50
Conducting Investigations	2	12	803.08
Essential Skills for Line Managers	2	12	803.07
GDPR	8	12	0.00
Model Complaints Handling Procedure	5	5	0.00
Recruitment and Selection	6	18	175.10
Understanding Performance Management (ILM Level 3)	1	7	280
Totals	25	87	£2,473.75

Recruitment and Leavers

During the reporting period, two vacancies were advertised. Details of the vacancies are as follows:

Customer Services Officer (x2)	Fixed Term	19/04/21	26/11/21	External
Estate Services Operative (x11)	Fixed Term Various	30/09/21	External	

During the reporting period, no staff left the organisation.

Company Health Plan – Simplyhealth

Simplyhealth have provided us with a report on claims made by staff for the period 1 January 2021 – 31 March 2021. The report shows that staff are claiming for a wide range of benefits however as with previous reports, the optical and dental categories make up the highest percentage of claims.

2. Recommendation

Members are asked to note the contents of this report.



ng2 Board Meeting For Noting

To: Board
From: Corporate Services Manager

**SUBJECT: TERMS AND CONDITIONS OF
EMPLOYMENT**

DATE: 9 June 2021

1. Introduction	
	This report refers to the ng2 Ltd Terms and Conditions of Employment.
2. Terms and Conditions of Employment Document	
	<p>The attached document has been created to consolidate the Terms and Conditions of Employment into one document. This will ensure that ng2 Ltd remains professional, are providing all employees with the required details relating to their employment in line with legislative requirements and best practice. Employees will also be able to take ownership and be responsible for compliance with our procedures.</p> <p>The Terms and Conditions of Employment Document covers the following sections:</p> <ul style="list-style-type: none">A. Hours, Holidays and Other BenefitsB. Absence and Sickness BenefitC. Conduct and PerformanceD. Family FriendlyE. Health and WellbeingF. Your Concerns <p>It should be noted that all of the terms and conditions contained within this document are already in place and there is no request for any additional benefits for employees at this time.</p>
3. Recommendation	
	Members are asked to note the new Terms and Conditions of Employment document for ng2 Ltd.



Statement of Terms and Conditions of Employment July 2021

Welcome to ng2 Ltd.

ng2 Ltd is a wholly owned subsidiary of mg homes, a Registered Social Landlord, Housing Association and Registered Scottish Charity based in North Glasgow.

The ng2 Ltd subsidiary officially started operations in 2010 and we have grown year on years ever since.

The Social Enterprise was set up for two main reasons; to provide essential services to our tenants and their homes and; to provide opportunities for local people. From essential maintenance to energy advise and support, we endeavour to provide our people with opportunities to develop their skills. At ng2 Ltd we also support local employability programmes.

At the very heart of what we do is ensuring services, support and maintenance serve the people of North Glasgow. We are constantly developing to meet new challenges, and evolving to meet the demands of North Glasgow.

The idea is that costs for maintenance or upkeep which would normally be outsources are kept within the community. This allows us to invest more in our own people, whilst saving costs which are better invested elsewhere.

ng2 Ltd currently employs over 75 people and this is rising every year. We are proud of ng2 Ltd's early success but there is much more work to be done.

John Devine
Director, ng2 Ltd

Contents

A. HOURS, HOLIDAYS AND OTHER BENEFITS	5
A.1 Hours of work and pay arrangements.....	5
A.2 Holidays	5
A.3 Special Leave.....	6
A.4 Giving us notice.....	6
A.5 Pension Scheme	7
B. ABSENCE AND SICKNESS BENEFIT	8
B.1 Absence Procedures	8
B.2 Sickness Benefit	8
B.3 Sickness during annual leave	8
C. CONDUCT AND PERFORMANCE	9
C.1 Matters of Conduct.....	9
C.2 Discipline.....	9
D. FAMILY FRIENDLY	12
D.1 Maternity	12
D.2 Paternity	14
D.3 Adoption	15
D.4 Shared Parental Leave	17
D.5 Parental Leave	17
D.6 Flexible Working	18
E. HEALTH AND WELLBEING.....	19
E.1 Health & Safety	19
E.2 Accidents at Work.....	19
E.3 Protective Clothing.....	19
E.4 First Aid	19
E.5 Personal Information and Property.....	19
E.6 Equal Opportunities	20
E.7 Trade Union Membership	20
F. YOUR CONCERNS	21
F.1 Grievance	21
F.2 Dignity at Work	21
F.3 Redundancy	22

A. HOURS, HOLIDAYS AND OTHER BENEFITS

A.1 Hours of work and pay arrangements

These will be in line with the local arrangements in place for each area of operation within the Company.

For Close Cleaning and Environmental Services these will normally be Monday – Friday between the hours of 8.00 a.m. – 4.00 p.m. although all employees are expected to work flexibly depending on the requirements of the service. Lunch breaks will be advised by management at each location/area of operation.

For Concierge based employees the hours of work will be advised locally in line with existing arrangements and/or shift patterns.

The Company does not pay premium rates for hours worked out with normal operating times and reserves the right to use its discretion to compensate employees for such work by giving the equivalent time off in lieu or payment at 'plain time'.

The pay period is from the 22nd of the previous month to the 21st of the current month. Salaries are paid on the 28th of each month directly into your nominated bank account.

A.2 Holidays

The annual leave year runs from 1 January to 31 December and the basic annual holiday entitlement is 28 days per year (accrued pro-rata depending on the shifts worked and on completed months of service during the calendar year). This increases each, based on your length of service with the ng2 Ltd, to a maximum of 33 days per year.

Completed year(s) service	Total Annual Leave
0 – 1 year	28 days
1 - 2 years	29 days
2 – 3 years	30 days
3 – 4 years	31 days
4 – 5 years	32 days
5 years and over	33 days

This is inclusive of any days designated or recognised as 'bank' or 'public' holidays.

The Company will advise you of any holidays that must be taken on specific days, for example, 25 & 26 December and 1 & 2 January in any calendar year.

There is no automatic right to time off on 'recognised' public or bank holidays and all requests for annual leave must be submitted to your line manager in advance for authorisation dependent on the demands of the service.

Annual leave will not be carried over from one leave year to the next unless this is agreed in advance and authorised by the ng2 Director.

A.3 Special Leave

We may agree, in special circumstances, to grant leave with pay. This will depend on our current work demands and the nature of the individual case. All requests must be agreed with the Director.

The following is a guide as to types of leave and approximate periods of time off which we may consider:

Bereavement

We will normally grant the following leave with pay for a bereavement:

- If you are responsible for making funeral arrangements – 3 days' leave
- If you are an immediate close relative (for example, parent, child, partner) – 3 days' leave
- In the case of other relative – 1 days' leave
- In other cases, the necessary time off to go to the funeral service

We may also consider allowing leave without pay to extend these periods if necessary.

Domestic Emergencies

If you need to make special domestic arrangements as a result of an unexpected situation, we may grant leave with pay for one day. We may extend this on an unpaid basis according to the circumstances.

Medical Treatment

You should arrange medical related appointments, such as GP or dental appointments etc, outwith normal working hours. Should you have to attend a hospital appointment then we may grant time off with pay. Proof of the appointment will be required.

Jury Service

If you are called to perform jury duty we expect you to claim the loss of earnings allowance from the court. We will of course pay you the difference to make your pay up to its normal level.

Family Emergencies

We will be as sympathetic as we can if you ask us for any other unpaid leave to deal with family emergencies not otherwise mentioned above. The sort of things that might come up could include:

- helping a dependant who falls ill, gives birth or is injured
- making care arrangements for a dependant
- consequences arising from the death of a dependant
- unexpected disruption to care arrangements of a dependant
- having to deal with incidents which disrupt the education of your child

If we offer you unpaid leave for this type of situation we will only cover the time it takes for you to make arrangements to deal with the emergency.

A.4 Giving us notice

We need you to give us 4 weeks notice if you are planning to leave our job and your Contract of Employment will provide full details.

The notice we need to give you will depend on how long you have worked for us. We give one week's notice for every full year you have worked for us up to a maximum of 12 weeks in total. Sometimes it may be more suitable if we give you a payment in lieu of notice due

rather than have you work your notice.

There are different arrangements on periods of notice where your leaving us is down to redundancy, certain forms of dismissal or retirement. These arrangements are shown later.

A.5 Pension Scheme

From the age of 22 (and providing your salary is over £10,000 per annum) you will be auto-enrolled into the Company Pension Scheme, administered by The People's Pension (provided by B & CE). When you are eligible to join, you will receive a Joiners Pack from the People's Pension that will give you more detailed information and will specify the percentage contribution level that ng2 Ltd has chosen for our scheme. Your communication from The People's Pension will outline your options in respect to the pension scheme including providing you with the opportunity to opt-out of the auto-enrolment scheme.

If you are under 22 or earn less than £10,000 per annum you will not automatically be enrolled into the Company Pension Scheme, administered by The People's Pension, however, you have the right to be opted into the scheme. If you do wish to be opted into the scheme, ng2 Ltd will then contribute at the agreed employer rate.

B. ABSENCE AND SICKNESS BENEFIT

B.1 Absence Procedures

We hope you keep good health whilst you work for us and we will do all we can to help you in this. If you fall ill and aren't able to come to work, let us know straight away. Do this by making personal contact with your line manager before you are next due to start work — or in extreme cases no later than an hour after you are due to start. If your line manager is not available you have to make personal contact with another manager of at least equal standing. If you do not follow this procedure we will consider your absence to be unauthorised which means the matter may be treated as a disciplinary issue.

A self certificate is required each time you are off ill, however, if your absence goes beyond seven consecutive days you will have to get a "Fit Note" from your doctor to cover any ongoing absence. If you don't get your Fit Notes in on time we will not be able to pay your sickness allowance. When you return we will meet with you and discuss your absence.

If your doctor ticks "may be fit for work" box, your supervisor/line manager will discuss any suggested adjustments with you. We are not bound by your doctor's advice but we will endeavour to assist your prompt return to work. If, however, we cannot reach an agreement about the adjustments then you will remain off sick. If we agree a phased return to work then the days that you are off within the agreed period with the same condition will count as one period of absence.

At any time, if we have concerns over your absences, we may ask your permission to get a Report from your General Practitioner. We also have an Occupational Health provider and we can refer you there for examination at any time without your permission. These facilities and arrangements help us assist you in better maintaining a good level of attendance.

B.2 Sickness Benefit

The Company does not operate an Occupational Sick Pay Scheme. However, if you meet the statutory qualifying conditions you may be entitled to Statutory Sick Pay. **The Company will only provide sick pay at the management's discretion.**

If you return to work on a phased basis then you will be paid for the hours actually worked. Hours that you remain off sick will be unpaid or alternatively you can request annual leave to be used instead.

B.3 Sickness during annual leave

If during an authorised period of annual leave you fall ill, and you produce appropriate certification, we may count the period as sick leave and not as annual leave. You must speak to your manager on the first day of your return to work or earlier if possible and provide them with the necessary certification.

C. CONDUCT AND PERFORMANCE

C.1 Matters of Conduct

We need to make you aware of our expected standard of conduct whilst you work for us. If you don't adhere to these standards then we will consider treating any breaches under our disciplinary processes.

Our expectation of you is that you will:

- be honest in all dealings with us and others with whom we work
- at all times behave in a respectful and tolerant manner with colleagues, customers and other with whom we work
- not abuse our facilities
- not disclose confidential company information to third parties, media or on any social networking sites
- be frank and upfront about any commercial interests you may have in any business we deal with:
- not publish or profit from any work done within our organisation as this belongs to us until such time as we give permission for its use
- not accept any gift, favour or inducement from organisations or individuals with whom we work
- be loyal and ask our permission before taking up any other paid work — particularly if this in any way affects your ability to do your job for us
- follow our policies, procedures and aims regardless of any personal or political beliefs you may hold

Our separate "Code of Conduct" gives all the details and if you are in any doubt please speak to your line manager.

C.2 Discipline

We want you to maintain the highest possible standards of attendance, conduct and performance and our disciplinary processes are here to help you do this.

Informal Action

Most often you should expect us to try and deal with any minor difficulties in an informal manner first. Your line manager will speak to you and confirm any improvements sought/help on offer by way of an improvement note. This is not a formal "warning letter" — it is merely a simple confirmation of required action.

Formal Process

We will follow our formal process when attempts to have improvements dealt with under the informal process have not been successful. We will also use our formal process straight away for more serious matters.

In our formal disciplinary process we will follow these principles:

- We will not take any action without giving you the chance to state your case, and a reasonable investigation has taken place

- If we feel you may have committed a very serious breach of discipline we may suspend you on full pay whilst the matter is being investigated
- We do not normally dismiss anyone for a first offence — unless it is a very serious one
- If we ask you to attend a formal disciplinary hearing you can be accompanied by either a trade union representative or a workplace colleague
- We will give you as much information/documents relating to the matter as is possible for you to prepare for any formal meeting
- If we take action against you (other than to dismiss you) we will be clear on the improvement we are seeking and the timescale within which we want this to be achieved You will have a right of appeal if we take any action

We have three stages in our formal process:

First Stage — Written Warning / Performance Note

If you can't meet our standards after these having been discussed in our Informal Process, or if the matter is new but fairly serious, your supervisor/line manager will interview you at a formal meeting and you will be given the chance to offer an explanation. If this isn't satisfactory we will give you a First Written Warning or Performance Note. You will have a right of appeal to a more senior person above the level of the supervisor/line manager who issued the warning. A First Written Warning / Performance Note will remain in force for 6 months.

The sort of things we might issue this type of warning for include:

- Poor timekeeping and/or attendance
- Minor breaches of our policies
- Below expected performance of your duties

Second Stage — Final Written Warning

If you have a live Written Warning and continue to remain below our expected standards: or if the matter is new but very serious, your line manager/senior manager will interview you at a formal meeting and give you the chance to offer an explanation. If this isn't satisfactory we will give you a Final Written Warning. You will have a right of appeal to a more senior person above the level of the manager who issued the warning. A Final Written Warning will remain in force for 12 months.

The sort of things we might issue this type of warning for include:

- Deliberate misuse or damage of our property
- Intentional absence without our permission
- Not following our health and safety instructions
- Continuous misconduct or under-performance

Third Stage — Dismissal

If you have a live Final Written Warning and don't show a sustained improvement, or if we feel you may have committed an act of gross misconduct a Director will interview you at a formal meeting and give you the chance to offer an explanation. If this isn't satisfactory we will normally dismiss you. If we do this we may dismiss with or without notice or payment in lieu of notice.

The sort of things we might consider to be gross misconduct include:

- Theft from us, your work colleagues or anyone we work with

- Fighting with or harassing a colleague or others we work with
- If you are under the influence of drink or drugs at work
- Any fraudulent act or misrepresentation of work records/information
- Serious misuse or damage of our property
- Deliberately accessing internet sites containing pornographic, offensive or obscene material
- Serious insubordination
- Bringing the organisation into serious disrepute

All letters we write to you confirming any of the above formal actions will clearly set out your right of appeal and how to access this. If you are not happy with action we have taken you need to raise an appeal within 7 working days of receiving our letter. In turn we will ensure that an appeal meeting is arranged within 10 working days. We will write to you after the hearing confirming our decision on your appeal.

You will not normally be able to use recording equipment during formal hearings and neither will we.

If the police or courts are involved in any case, we will not wait for any investigation/court proceedings to conclude but will conduct our own investigation and make decisions based on evidence available to us.

D. FAMILY FRIENDLY

D.1 Maternity

General

If you fall pregnant you are able to get up to 52 continuous weeks off so long as you can satisfy a few conditions. This is split into 26 weeks of "Ordinary Maternity Leave" and a further 26 weeks "Additional Maternity Leave" (we show how your pay is worked out below). Before you take any Maternity Leave though, we will pay you in full for any time off you need to attend ante-natal care, so long as you show your line manager an appointment card.

All of the benefits set out below are available to you so long as your pregnancy doesn't end before the 24th week of pregnancy (if you successfully give birth before this time then you get the benefits anyway).

You also get these benefits if a stillbirth happens less than 16 weeks before the Expected Week of Confinement (the formal phrase used to describe the date the baby is due is known as the Expected Week of Confinement — or EWC for short).

Notifying us that you have fallen pregnant

It helps if you tell your line manager as soon as you know you are pregnant. That way we can make sure you know all about your entitlements and the various in-house procedures we use to assist you.

By law, in order to gain your maternity benefits, you have to tell us no later than the end of the 15th week before the EWC. When you tell us you are pregnant you should also let us know your EWC and also confirm the date you want your leave to start. When you tell us this we also need a copy of your Maternity certificate which is known as a "Mat B1" form. You get this from your doctor or midwife, but they will not issue the certificate until you are at least 27 weeks pregnant. If you are in any doubt at all just ask your line manager what you need to do to ensure you get all that you are entitled to.

You can change your mind about the date you want your leave to start (even after you have notified us). To make sure this change is effective you have to write formally to your line manager giving at least 28 days notice of the new start date for your leave but please be aware that you can only make this type of change any time in the 11 week period before your EWC.

When you notify us about the date you want your leave to start, we will write you a formal letter back within 28 days. In this we will set out the date we see the 52 weeks leave coming to and end. We will write this type of letter each time you change your start date. Just because we send this letter with an end date set down, it doesn't mean to say that you can't choose to come back to work before the "52" weeks. See the Return to Work rules below for more details on this.

Maternity Leave

Your maternity leave can start anytime within 11 weeks before your EWC.

It automatically starts if you give birth, even if this happens before the 11 week period mentioned. In this type of case we need you to let us know that you have given birth as soon as possible.

If you remain working and get to within 4 weeks of your EWC, and then go off for any reason connected to your pregnancy then this too automatically starts your maternity leave. If this happens you need to tell us straight away.

However the Ordinary Maternity Leave starts, it continues for 26 weeks. When this comes to an end you have a legal right to take a further period of up to 26 weeks Additional Maternity Leave. This must start immediately after the Ordinary Maternity Leave ends.

Regardless of your broader leave plans you are required to take the first two weeks after childbirth as the compulsory maternity period.

Coming back to work

If you take the full 52 weeks leave we will expect you to come back to work as soon as this finishes.

If you decide you want to come back before this date, you have to give us written notice at least 8 weeks in advance of the date you want to come back. If you don't give us this formal notice your return date can be delayed and you will not be paid for the intervening period.

You can't postpone your return until after the 52 week period of leave. If you don't return at the end of 52 weeks we will consider that you are absent.

If you give us 8 weeks' notice of your proposed early return date, you can still change your mind. If you do this you need to give us a fresh letter notifying us of your new return date —again giving 8 weeks' notice.

Just be aware that if your return date is earlier than you had originally proposed, we still need 8 weeks' notice. For example you can't change to an earlier date where this means you don't have enough time to give us the 8 weeks' notice we are entitled to.

If you are coming back after Ordinary Maternity Leave you will come back to the same job. If you come back after taking some Additional Maternity Leave we will try and give you the same kind of job you had before. If we can't do this we will offer you a suitable alternative post on no less favourable terms than your old job.

You can come back from Additional Maternity Leave on a reduced hours, phased return basis. In this arrangement you need to work at least 50% of your normal weekly hours and we will pay you accordingly for the hours you work. You can use annual leave to make up the difference in hours if you wish. This type of phased return can last for up to 4 weeks.

If this is what you would like to do you have to tell us when notifying your return to work.

If you want to return on a permanent part-time or job share basis please let us know this. We will consider your request in good faith and will use our Flexible Working procedures to adjudicate the matter.

Keeping in touch

When you are on any type of maternity leave we may make reasonable contact with you (and you with us) if there are matters we need to talk about. We will try and agree the method of keeping in touch with you before you start your leave.

You have a further legal right to ask to work up to 10 days during your leave (except any time within two weeks after giving birth). We will pay you for these days. If you take advantage of this your leave and any maternity pay is not affected by it.

You don't have to work any days and we are not obliged to allow you to work any of these days either.

Maternity Pay - Statutory

Statutory Maternity Pay is a Government Benefit. You will qualify for Statutory Maternity Pay if you have been continuously employed for at least 26 weeks when you enter the Qualifying Week. The Qualifying Week is the 15th week prior to your EWC.

To qualify you also need to have average earnings above the minimum level at which National Insurance Contributions are paid. You will also need to still be pregnant (or have given birth) at the 16th week before the EWC and have notified us correctly.

If you don't meet all these requirements we will let you know and give you a form you can take to the local Benefits Office — as you may still be able to get State Maternity Allowance.

Statutory Maternity Pay can be paid for a maximum of 39 weeks. If you qualify you will receive 9/10 of your average earnings for the first 6 weeks. For the remaining weeks you will receive what is known as the "lower rate" SMP (up to the maximum number of weeks mentioned above). This lower rate is set annually by the Government.

If this fixed rate is more than 90% of your average earnings you will receive the lower of the two amounts.

You receive SMP even if you have resigned and do not intend to return. You don't get SMP at all if you resign more than 15 weeks before the EWC.

Maintaining Contractual Benefits

In general we will maintain all your contractual benefits for the duration of your entire Maternity Leave, including your right to accrue the full balance of annual leave. When you are on Ordinary Maternity Leave and any period when you receive any SMP, we will pay the usual pension contribution based on your salary before you went on leave. However you pay pension contributions based on the actual pay that you receive. We will let you know any options you have to make up your own contributions during this time if you so wish.

The exceptions to this are pay, which is mentioned above, and pension contributions.

D.2 Paternity

General

We provide Paternity Leave to employees who have worked for us for at least 26 weeks continuously when the 15th week prior to the EWC of his/her wife/partner/surrogate mother is reached or when they have been notified they have been matched with a child by an adoption agency. We provide this for any live birth or any stillbirth which happens within 16 weeks of the EWC.

Application for Paternity Leave

If you qualify, you need to write to your line manager at least 4 weeks in advance of your proposed leave date. You have to enclose a copy of the MAT B1 form your wife/partner will have received.

Leave and Pay

We grant two week's leave with the standard Statutory Paternity Pay. You have to take any Paternity Leave within 8 weeks of the baby's birth.

You also have a right to attend up to two unpaid antenatal appointments with your partner/surrogate mother or meetings with a child to be adopted.

D.3 Adoption

General

If you adopt a child or are a surrogate parent, you have the right to 52 continuous weeks off so long as you can satisfy a few conditions. This is split into 26 weeks of "Ordinary Adoption Leave" and a further 26 weeks "Additional Adoption Leave".

If a couple are jointly adopting a child, one person may be eligible to adoption leave and pay and the other to paternity leave and pay (as outlined in the paternity leave section). The same rule applies to surrogate parents.

Before you take any Adoption Leave though, we will pay you in full for up to five occasions to meet with the child so long as you can produce a written confirmation from an appropriate official. If you are a surrogate parent, you are entitled to take unpaid time off to attend two antenatal appointments with the woman carrying the child.

Notifying us that you are planning to adopt

It helps if you tell your line manager as soon as you start any adoption process. That way we can make sure you know all about your entitlements and the various in-house procedures we use to assist you. By law, in order to gain your adoption benefits, you have to tell us in writing, at least 28 days before the date you want any adoption leave to begin. You should set out the date you expect the child to be placed with you: the date you want your adoption leave to start: and the period of adoption leave you want to take. When you tell us this we also need a copy of any statement you have received which confirms you have been accepted for the proposed adoption. If you are in any doubt at all just ask your line manager what you need to do to ensure you get all that you are entitled to.

You can change your mind about the date you want your leave to start (even after you have notified us). To make sure this change is effective you have to write formally to your line manager giving at least 28 days notice of the new start date for your leave. Please be aware that you can only make this type of change any time within the two week period prior to the actual date the child is placed with you.

When you notify us about the date you want your leave to start, we will write you a formal letter back within 28 days. In this we will set out the date we see the 52 weeks leave coming to and end. We will write this type of letter each time you change your start date. Just because we send this letter with an end date set down, it doesn't mean to say that you can't choose to come back to work before the "52" weeks. See the Return to Work rules below for more details on this.

Adoption Leave

Your adoption leave can start anytime up to 14 days in advance of the child being placed with you.

The Ordinary Adoption Leave continues for 26 weeks. When this comes to an end you have a legal right to take a further period of up to 26 weeks Additional Adoption Leave. This must start immediately after the Ordinary Adoption Leave ends.

If the adoption is unsuccessful during the adoption leave and the child no longer lives with you, the adoption leave and pay will continue for further 8 weeks and then both will end.

Coming back to work

If you take the full 52 weeks leave we will expect you to come back to work as soon as this finishes.

If you decide you want to come back before this date, you have to give us written notice at least 8 weeks in advance of the date you want to come back. If you don't give us this

formal notice your return date can be delayed and you will not be paid for the intervening period. You can't postpone your return until after the 52 week period of leave. If you don't return at the end of 52 weeks we will consider that you are absent.

If you give us 8 weeks' notice of your proposed early return date, you can still change your mind. If you do this you need to give us a fresh letter notifying us of your new return date —again giving 8 weeks' notice. Just be aware that if your return date is earlier than you had originally proposed, we still need 8 weeks' notice. For example you can't change to an earlier date where this means you don't have enough time to give us the 8 weeks' notice we are entitled to.

If you are coming back after Ordinary Adoption Leave you will come back to the same job. If you come back after taking some Additional Adoption Leave we will try and give you the same kind of job you had before. If we can't do this we will offer you a suitable alternative post on no less favourable terms than your old job.

You can come back from Additional Adoption Leave on a reduced hours, phased return basis. In this arrangement you need to work at least 50% of your normal weekly hours and we will pay you accordingly for the hours you work. You can use annual leave to make up the difference in hours if you wish. This type of phased return can last for up to 4 weeks.

If this is what you would like you have to tell us when notifying your return to work — see above. If you want to return on a permanent part-time or job share basis please let us know this. We will consider your request in good faith and will use our Flexible Working procedures to adjudicate the matter.

Keeping in touch

When you are on any type of adoption leave we may make reasonable contact with you (and you with us) if there are matters we need to talk about. We will try and agree the method of keeping in touch with you before you start your leave.

You have a further legal right to ask to work up to 10 days during your leave. We will pay you for these days. If you take advantage of this your leave and any adoption pay is not affected by it. You don't have to work any days and we are not obliged to allow you to work any of these days either.

Adoption Pay - Statutory

Statutory Adoption Pay is a Government Benefit. You will qualify for Statutory Adoption Pay if you have been continuously employed for at least 26 weeks leading into the week in which you are notified that you have been matched with a child by a UK approved adoption agency.

You also need to have notified the adoption agency that you agree to the child being placed and the date of placement. And have notified us within 7 days of hearing that you have been successfully matched with a child. To qualify you also need to have average earnings above the minimum level at which National Insurance Contributions are paid.

Statutory Adoption Pay can be paid for a maximum of 39 weeks and is paid at the Statutory Adoption Pay rate. The remaining 13 weeks are unpaid.

Maintaining Contractual Benefits

In general we will maintain all your contractual benefits for the duration of your entire Adoption Leave, including your right to accrue the full balance of annual leave. The exceptions to this are pay, which is mentioned above, and pension contributions.

Our Pension Scheme has specific rules for contribution arrangements during Adoption

Leave and these are similar to those available to women taking Maternity Leave.

D.4 Shared Parental Leave

General – for babies born / children adopted from April 2015

Shared parental leave (SPL) allows eligible employees to take up to 50 weeks leave during the first year after their child's birth/adoption. It can be taken by both parents separately or at the same time.

Eligibility for shared parental leave

You may be able to apply if you are either: the mother/adopter/surrogate parent; or the father or the spouse, civil partner or partner of the child's mother/adopter/surrogate parent.

The **mother/adopter/surrogate parent** has to meet the following criteria: have a partner, be entitled to statutory maternity/adoption leave and/or statutory maternity/adoption pay/allowance, still be working for us at the start of the SPL and have worked for us for at least 26 weeks at the 24th week of pregnancy or when the adoption is confirmed

The **father or spouse/civil partner/partner** of the mother/adopter/surrogate parent has to meet the following criteria: share the primary care of the child at the time of birth/adoption, have notified us of his/her entitlement providing any necessary evidence and have worked for us for at least 26 weeks in the 66 weeks leading up to the date the baby is born/expected to be born/matched and have earned at least £30 per week in any 13 weeks during that period.

Entitlement to shared parental pay

You may be entitled to receive up to 37 weeks of shared parental pay (ShPP) and the amount depends on how many weeks of maternity/adoption pay has been taken.

D.5 Parental Leave

General

If you have worked for us continuously for a year and either have a baby or adopt a child you are entitled to take up to 18 weeks of unpaid Parental Leave for each qualifying child. You can only take this type of leave up until the child has reached the age of 18.

To calculate any remaining balance of Parental Leave we may ask you to prove the amount of leave you took in previous jobs prior to you starting work with us.

You can take this type of leave before the birth or adoption so long as you have worked for us for a year before starting your leave.

Notifying us

You have to give us at least three weeks written notice of your intention to take Parental Leave. We can postpone any proposed leave if our business needs mean we can't release you at your chosen date. But we have to allow you to take this leave within six months of your request.

Taking leave

You can take up to 4 weeks Parental Leave per child in any single year. You have to take leave in blocks or multiples of weeks unless the child concerned is disabled, in which case you can take leave in blocks or multiples of one day.

D.6 Flexible Working

General

If you have worked for us continuously for 6 months, you have the right to request a change to your contractual terms and conditions of employment. We do not have to agree to this, but we have a duty to consider it and we use the following process to do this.

Process

You must make your application, in writing, to your line manager. You can only make one statutory request within a 12 month period. Once your manager has received your written request you will be invited to a meeting to discuss your proposal. Following the meeting your manager will confirm in writing the decision of your application.

If your request for flexible working has been rejected you can appeal the decision. This should be done in writing stating the reasons for your appeal. We will then arrange to hear your appeal after which the final decision will be confirmed to you in writing.

E. HEALTH AND WELLBEING

E.1 Health & Safety

Your health & safety is very important to us and we have a legal duty to ensure that activities at work are carried out safely. As far as we are able we will ensure that responsibilities for health & safety are properly assigned and fulfilled at all levels of our organisation, and that all our systems, instructions and training are sufficient to protect your safety and the safety of customers and visitors. We have a separate Health & Safety Manual which sets out our arrangements and all important procedures in full detail.

As our employee, we expect you to take all reasonable care of your own safety and those of others around you in the workplace. We also expect you to co-operate fully and adhere to all safety instructions we give you.

E.2 Accidents at Work

Our Health & Safety Manual also gives details of the procedures for reporting accidents at work.

E.3 Protective Clothing

Depending on the job you do, we may supply you with protective clothing/footwear or other equipment to help better ensure your safety. Where we do this we expect that you will wear/use this as required and that you will treat it responsibly (fair wear and tear is of course accepted).

E.4 First Aid

We always need to have one or more of our people fully trained as First Aiders. Up to date details of current First Aiders and the location of First Aid boxes are displayed on notice boards throughout the workplace. If you would like to train to become one of our First Aiders please talk to your line manager. If we support your plans and you qualify, we will pay you a small annual allowance to recognise your contribution so long as you keep your First Aid Qualification up to date.

E.5 Personal Information and Property

We need you to keep us up to date with any changes to your personal details such as home address, telephone number, next of kin, emergency contacts and details of your G.P. We also need to know if you have any particular allergies or conditions that may be important in any emergency.

We will keep all your confidential details secure at all times and will not inappropriately disclose these to any third parties without your knowledge or approval as appropriate. You can see your own personal file at any time if you make a formal request through your line manager.

General Data Protection Regulation

ng2 Ltd will treat your personal data in line with our obligations under the current data protection regulation and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notice.

E.6 Equal Opportunities

We are committed to equality in all that we do, including all employment arrangements. We want all our employees to reach their full potential in the interests of the organisation and the employees themselves. We will not discriminate on the grounds of: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; or sexual orientation.

This is the cornerstone of our more detailed policy and we always ensure that this principle features in all our employment procedures (recruitment, training, promotion, redundancy etc). As one of our employees we expect you to follow our standards and not discriminate or harass colleagues or others when you work for us. We also need our people to report any discriminatory acts through their line manager so that we can put matters right.

E.7 Trade Union Membership

We respect your wishes to join or not to join a Trade Union or Professional Association as is your preference.

F. YOUR CONCERNS

F.1 Grievance

We want to ensure you feel comfortable that any issues or disputes you raise will be looked at and resolved wherever possible. You are encouraged to raise concerns at the lowest possible level and we will do our best to resolve the majority of these quickly using our Informal Process.

Informal Process

Most often you should try and have your concerns dealt with in an informal manner first. Raise any concerns with your supervisor/line manager who will discuss these with you and attempt to find a satisfactory resolution. If this approach does not work you will then need to use our formal process. If the informal approach has not been successful your supervisor/line manager will indicate the manager at the next level with whom you should formally raise your concern.

Formal Process

In our formal grievance process we will follow these principles:

- At all stages you will have the right to be accompanied by a trade union representative or a workplace colleague.
- You will have the right of appeal in terms of any suggested resolution we offer
- We will not make any significant changes to the things you are concerned about until the grievance you raise is either resolved or has been adjudicated at the final stage of our process

We have two stages in our formal process:

First Stage — Manager/Senior Manager

If you have not been able to resolve the matter informally with your supervisor/line manager you should raise the matter, in writing, with the identified manager. The manager/senior manager will endeavour to meet you and hear your concerns within the following 5 days if possible, and will write to you within 3 working days thereafter with their decision.

If you remain unhappy at this stage you have a right to appeal. You have to raise such an appeal within 5 working days of receiving our manager/senior manager decision letter.

Second Stage —Appeal

This final stage in our process allows you to have an unresolved matter heard by the Director. If you raise a matter at this stage, you will be invited to attend a meeting and speak about your concerns. We will endeavour to write to you within 3 working days of this meeting taking place confirming our final decision.

Grievance raised after employment ceases

If you no longer work for us and wish to raise a grievance in relation to your employment with us, you can do so by writing to your past line manager or an appropriate manager. We will consider your complaint and write back to you.

F.2 Dignity at Work

We are committed to running a workplace that ensures our employees are treated with respect at all times. Any form of harassment will not be tolerated and we have a separate Dignity at Work policy which gives full details.

The key points from our policy which affect you include:

- You have to take personal responsibility within the scope of our policy to ensure that any harassment does not occur
- You shouldn't behave in a way that causes offence or discriminates against colleagues, customers or anyone else that you deal with at work
- You should draw our attention to any apparent instances of harassment
- Any act of harassment will be dealt with under our Disciplinary process.

If you feel you have been subjected to harassment you should raise this matter in line with the arrangements set out in our Dignity at Work policy.

F.3 Redundancy

General

We will do everything we can to avoid the need for redundancies. If however the prospect arises we will consider measures such as non-filling of posts, minimising overtime working, considering the number of temporary employees on the payroll and other related strategies. How successful these may be will depend on the particular business challenges we may be facing. As a general principle we are happy that you be accompanied by a trade union representative or a workplace colleague at any of the formal stages set out below. If you do come to be under notice of redundancy we will do all we can to assist you in looking for other work.

Consultation

By law we are required to consult whenever we propose to make 20 or more staff redundant. However we have adopted a higher standard and will consult for at least 30 days (even where the number of proposed redundancies is lower than 20) before we issue any redundancy notices.

Our consultation process will involve our setting out the reasons for redundancy: the number and type of posts affected: details of how we propose to select employees who are to be made redundant: and any information on the method of dismissal and any redundancy payments that will be made. We will also make available any other reasonable information that is asked of us during the consultation period.

We will consult with those affected individually

If you are selected for redundancy any period of notice (or payment in lieu) that you are entitled to is not affected or reduced as a result of us having ran the consultation period

Selection for Redundancy

We will firstly seek any volunteers and if any employees come forward from an area of surplus capacity we may consider this. Beyond this we will set out our criteria for selection relative to whatever business situation we are facing at the time (this may have been one of the matters that featured in our consultation period at any event) with a view to maintaining a balanced workforce for the future.

If you are ultimately selected for redundancy we will explain this to you at a formal meeting At this formal meeting we will also give you the redundancy notice along with a letter outlining your right to appeal against selection for redundancy

Appeals

You must raise your appeal, in writing, within 48 hours of receiving your redundancy notice (the letter we will have given you with your notice or redundancy will explain

how you should do this).

Appeals will be heard by the Director within the following 7 days and we will write to you within a further 7 days confirming our final decision.

Alternative Work & Trial Periods

If we can offer you a suitable alternative job instead of redundancy we will do so. We will make any such offer to you before the dismissal for redundancy takes place and will ensure that such alternative work takes effect within 4 weeks of the dismissal date.

Where we offer an alternative post on a lower grade we will not offer salary protection

If our offer of an alternative position involves a different type of work, or different terms of employment, you can take a 4 week trial before deciding whether or not to accept it. If either you or we give notice to terminate the employment contract during this trial period you are still entitled to a redundancy payment.

If however you unreasonably reject an offer of suitable alternative employment we make then you will lose your right to a redundancy payment.

Redundancy Payments

The table below shows how we will calculate any redundancy pay

Age in years	No. of weeks pay per complete year of service
Up to age 21	0.5
22 - 40	1.0
41 and over	1.5
The maximum number of weeks we will pay is 20 in total We calculate your 'weeks pay' in relation to your basic contractual remuneration – regardless if this exceeds the Government's statutory rates	

Redundancy Pay is over and above any payments you are due in terms of notice period/pay in lieu of notice.



Management Information pack

N G Homes



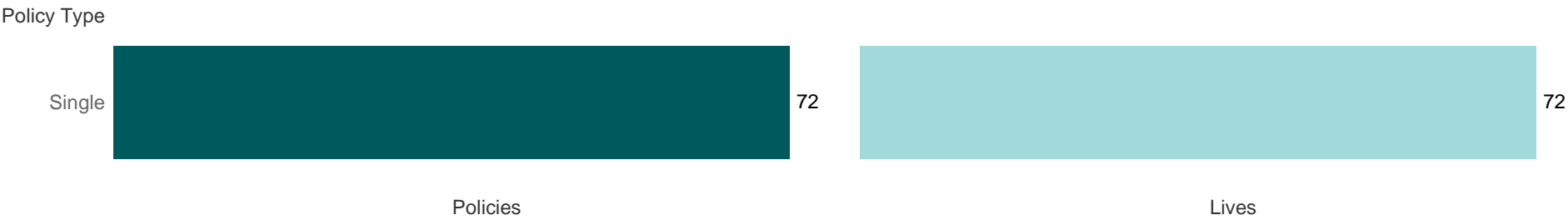
Membership Summary

Report Data From :
Apr 21

Client
N G Homes \ G88908863

Scheme Name
A95149792/N G2 Homes/OPHPFL/Lv4/MC

Policy Summary by Level and Type



Total Summary Figures

Total Policies Covered Current Year: 72
Total Policies Covered Previous Year: 69
Total Lives Covered Current Year: 72
Total Lives Covered Previous Year: 69

Monthly Joiners

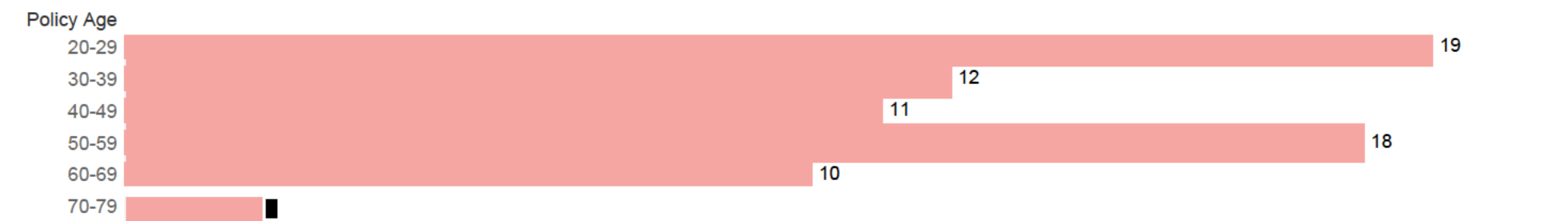
20	Febru	1
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Monthly Leavers

202	Februar	3
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Policy Demographics

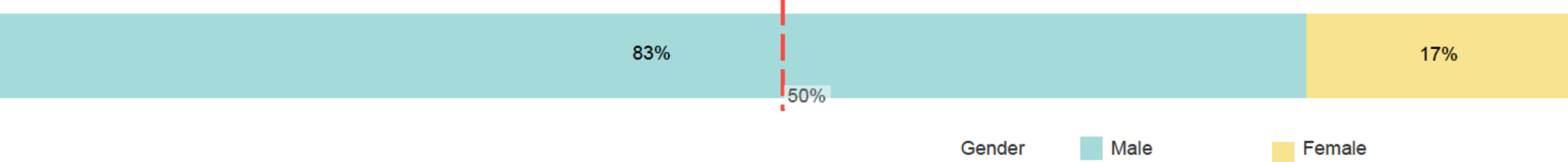
Age Groups



Average Age

The average age of a policy holder is 44 years

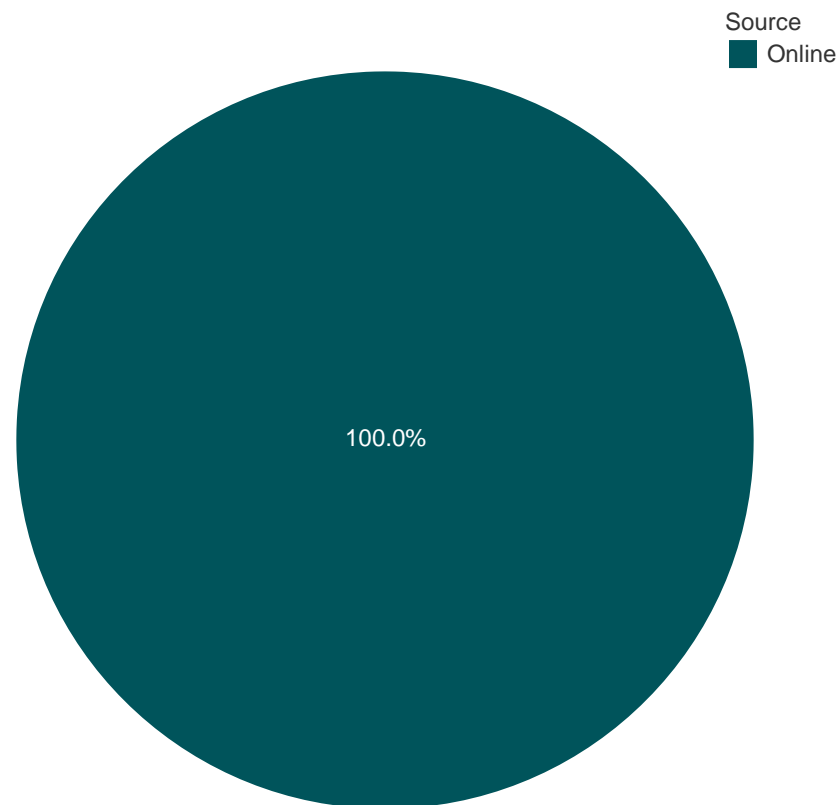
Gender Split



Online Usage

The below chart shows the % of claims submitted either Online or via Paper (Posted)

Source

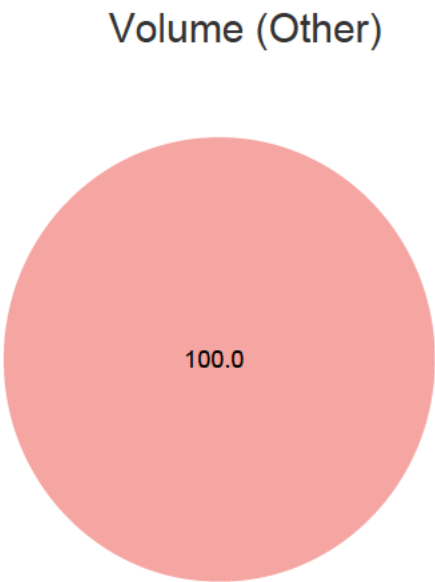
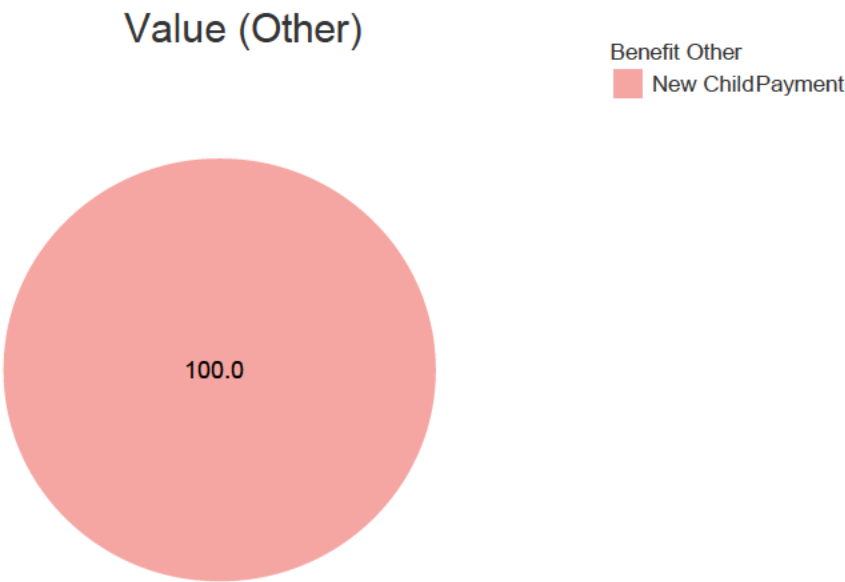
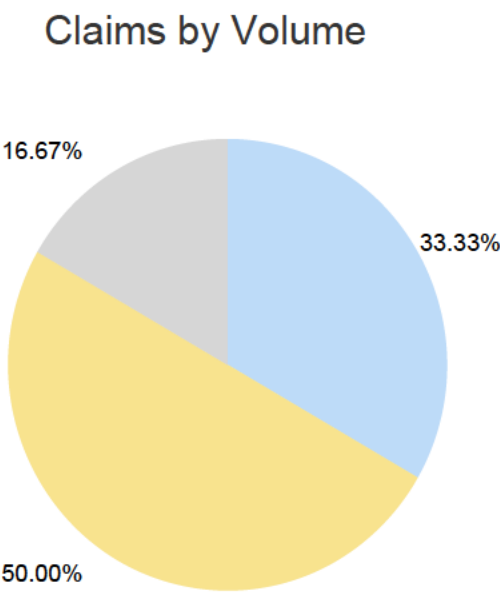
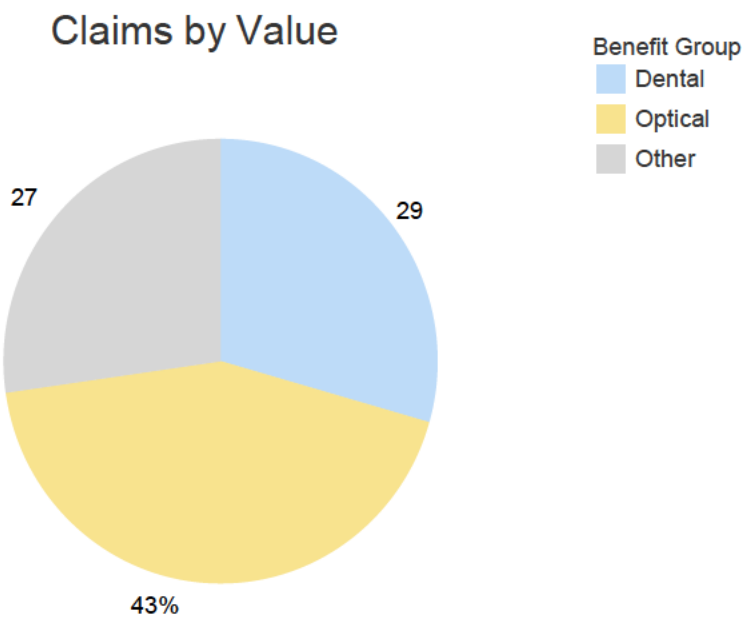


Average Claims per Policy

0.19

Health Plan - Claims Data Review

Date Range
1/1/2021 to 3/31/2021



Claim Data Review - Current Year

Date Range 1/1/2021 to 3/31/2021

Current Year

Benefit Type	Benefit	% of Total Claim Volume	Average Claim Amount
Dental	Dental	33.33%	£108.00
New Child Payment	New Child Payment	16.67%	£200.00
Optical	Eyes	50.00%	£106.00

Claim Data Review - Previous Year

Date Range
1/1/2020 to 12/31/2020

Previous Year

Benefit Type	Benefit	% of Total Claim Volume	Average Claim Amount
Dental	Dental	44.44%	£46.54
Inpatient	Inpatient	5.56%	£60.00
New Child Payment	New Child Payment	5.56%	£200.00
Optical	Eyes	44.44%	£93.16



ng2 H&S Board report For noting

To: ng2 board
From: David McIntyre

SUBJECT: HEALTH AND SAFETY

DATE 8 May 2021

1.	Introduction
	<p>The purpose of this report is to provide the Board with an update on the ng2 health and safety work plan for the period covering January 2021 – March 2021 and our response to the Covid-19 Pandemic.</p> <p>Health & Safety</p> <p>Health and Safety within ng2 is given an extremely high priority.</p> <p>Health and Safety covers all of ng2 areas where employees or others may be at risk, this covers office-based employees, trades and non-trades, as well as contractors which ng2 has a responsibility for within their day to day working practices. Areas which were identified as requiring attention within the last board report have been attended to and new areas have been introduced to replace those that have been addressed.</p>
2.	Actions Taken
	<p>In Line with the Government guidelines on social distancing due to the Covid-19 pandemic, the following measures have been implemented across all areas of ng2 to ensure staff could safely return to work:</p> <ul style="list-style-type: none">- Whenever a member of staff is un-furloughed, they receive a return to work induction to inform them of the new measures put in place.- All office cleaners have received their induction and a new cleaning regime has been put in place focusing on commonly touched areas.- All staff have received a fob for clocking in and out therefore eliminating the need to use the fingerprint contact point.- The office receives an electrostatic spray every Saturday Morning.- All ng2 vehicles are fully sanitised at the end of each day.- Contactless hand sanitising stations have been installed in all ng2 offices.

- Desks which would not allow for a 2-meter distance between staff have either been moved or taped off.
- Glass screens have been installed between all desks.
- Non walking zones have been set up and clearly marked throughout the offices to ensure there is always a 2-meter distance between staff.
- A new procedure has been put in place for anyone visiting any of the offices, to ensure the safety of all staff. Masks must be worn by anyone visiting and by staff when they are moving around the common areas of the offices.
- Masks and hand sanitiser are available to anyone visiting the offices
- A one-way system has been set up outside the offices with 2-meter markings to maintain social distancing while staff line up to enter 1 at a time.
- All common touch points in the office will be cleaned continuously throughout the day when staff are moving around the office.
- A Canopy will be getting erected outside the office to shield staff from adverse weather while they are waiting to sign in or out, we will provide an update on this at the next meeting.
- After consulting with Health and Safety advisor our risk register has been updated to cover Pandemics.

Incidents, Accidents and Near Misses

During the reporting period there were no incidents or near misses to report.

Location / Date	Nature of Incident, Accident or Near Miss	Action	HSE Report Required
23-2- 2021	<div></div> <div></div> <div></div>	<div></div> <div></div> <div></div>	No

Members are asked to note the contents of this report.



After clearance of fly tipping



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Registered charity in Scotland No. SC 030635