

WELCOME TO OUR TEAM



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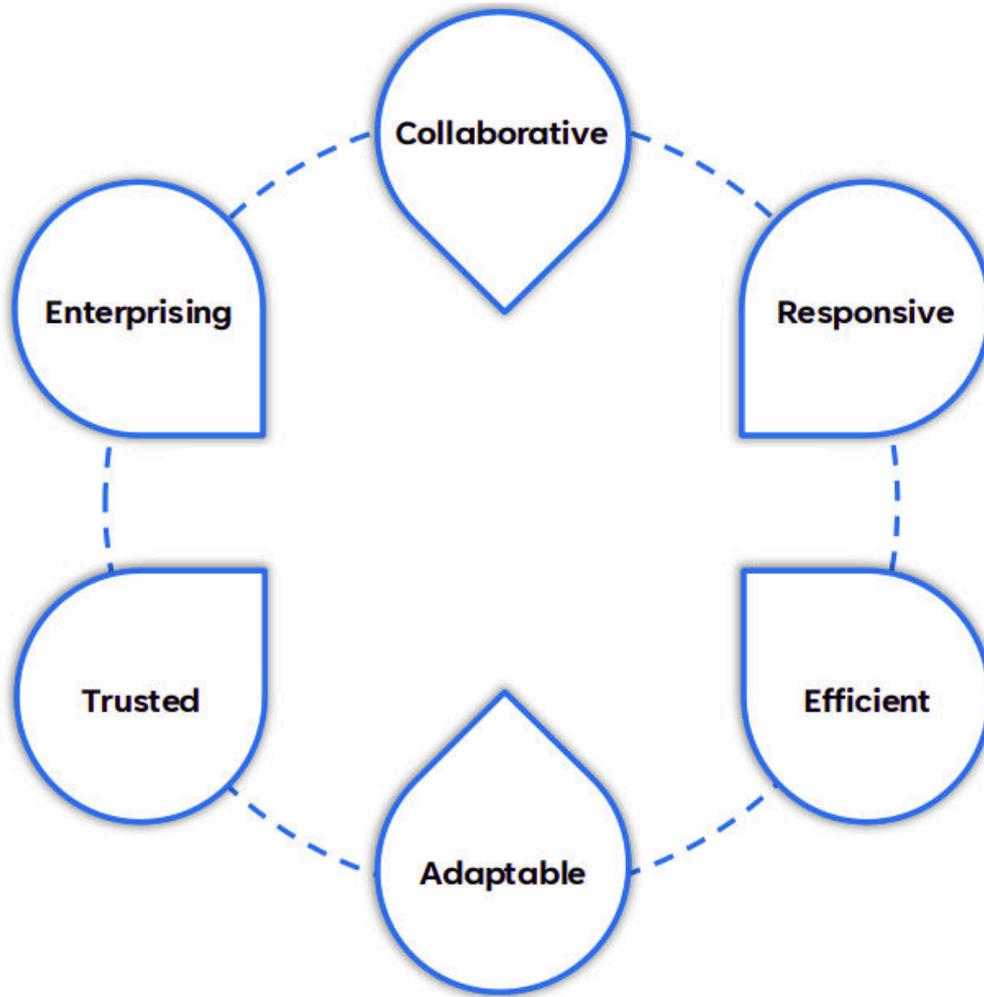
A message from our COO Mark Brown

Welcome to our team!

We are excited to have you join our team and we wish you every success in your employment journey with us.

Should you need any assistance or have any questions during your time with us, please don't hesitate to speak to your site team.

Our Values



Collaborative - We are committed to working in collaboration with our business divisions, clients, and colleagues to continually deliver a high-quality service across all contracts.

Responsive - We will continue to push boundaries and identify innovative solutions to manage continuous fluctuations in our clients' needs and the industries we operate in.

Efficient - We will continuously look to drive efficiencies across our divisions, systems, and technology platforms to optimise our service delivery.

Adaptable - We will promote a culture that embraces equality, diversity, inclusion, change, innovation, being open to new ideas, taking risks, and encouraging learning and improvement.

Trusted - We will remain transparent and open to ensure all our relationships – client, supplier and colleague – are built on a foundation of equality, diversity, inclusion, and trust.

Enterprising - We will participate in, and support our colleagues, with enterprising initiatives that contribute towards building a stronger society that can thrive.



Our Ethos

Our ethos reflects the core principles upon which ctrg is founded and guides the way we deliver all aspects of our provision.

People are at the heart of everything we do and we aim to foster a culture that acknowledges, encourages, and rewards innovative thinking to continuously improve and develop the business to not only positively impact the communities we operate in but also the world around us.



We are a

Flexible Pay Employer

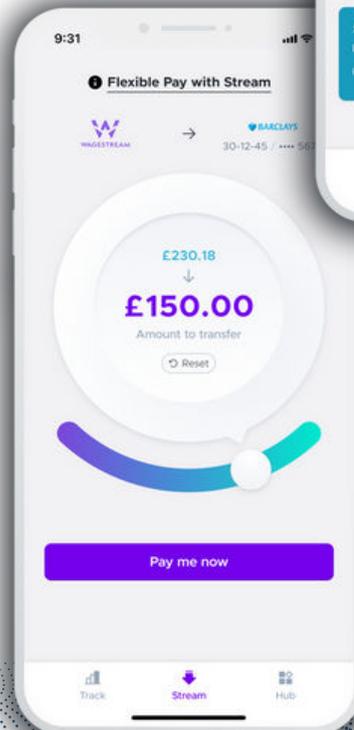
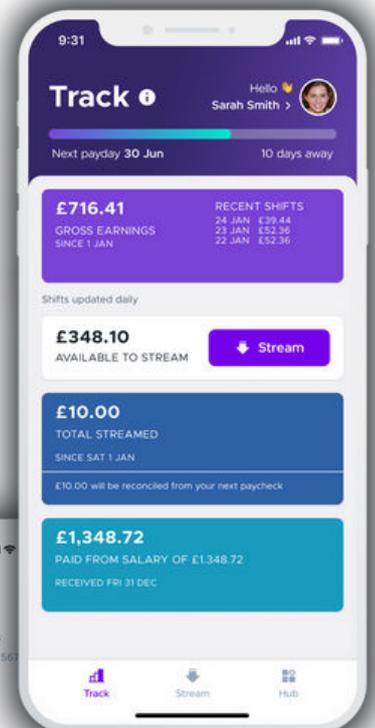


We are proud to be a flexible pay employer – giving our colleagues the power to choose when to get paid.

By unlocking the pay cycle, in partnership with Stream, we aim to reduce financial exclusion and improve financial wellbeing for our colleagues.

Our colleagues have access to a range of features in Stream including:

- Flexible pay
- Building a savings pot
- Benefits checker
- Vouchers
- Finance coaching



Company Shop

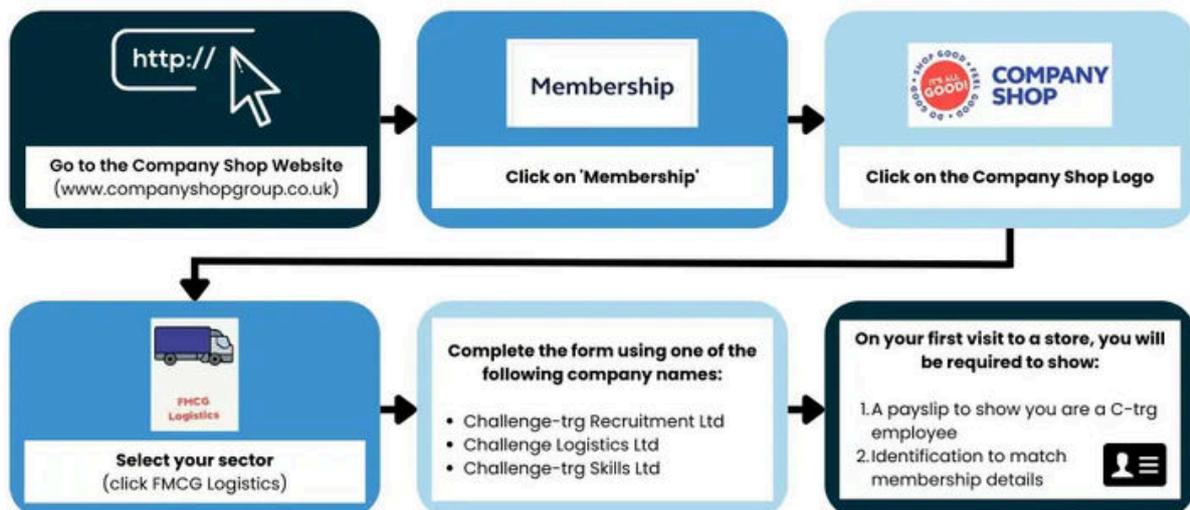
Company shop offers membership to selected organisations, charities, NHS, emergency services and military to their stores selling discounted food at up to 70% off the recommended retail price.

We have been approved as partner, which will enable our staff and colleagues the opportunity to access their membership scheme free of charge.

How to join

Staff and Colleagues who want to become members will need to complete the online registration form and on their first visit to a store, provide evidence of your pay slip and ID.

You can do this [HERE](#)





Whistleblowing

Our organisation is committed to maintaining the highest standards of integrity and accountability. If you observe any unethical, illegal, or unsafe activities, you are encouraged to report them through the appropriate channels.

Whistleblowers are protected from retaliation, and their confidentiality is assured. By speaking up, you help us create a safer and more ethical workplace.

Remember, your voice matters in upholding our values and ensuring a positive environment for everyone.

If you ever find yourself in a situation where you need to report wrongdoing, it's crucial to follow the proper channels to ensure your protection and the effectiveness of your report.



[Our full whistleblowing policy can be found on our website.](#)



What is Able Futures?

Our business has partnered with Able Futures, a government initiative that provides mental health support for any employee whose mental health is impacting them at work. Able Futures delivers the Access to Work Mental Health Support Service, which can give you a mental health professional to talk to about whatever is on your mind.

There's no charge to use the service and, over nine months, support from Able Futures can help you learn how to take care of yourself so you can feel more able to tackle issues, feel better and learn new ways to manage your mental health throughout the ups and downs of life.

How does it work?

Support from Able Futures is available over the phone, video calls and through email, and it's a completely confidential service. Able Futures won't inform us, your colleagues, family or friends that you have accessed the service.

If you feel you could benefit from some support with your mental health and wellbeing, call Able Futures on **0800 321 3137** or visit www.able-futures.co.uk to find out more about the Access to Work Mental Health Support Service and sign up online.

This service is completely confidential and your information will not be shared unless you give your permission.

Who can access this service?

Colleagues who have been on a contract for an anticipated 9 months or more.

Booking Holidays

All holidays must be submitted and **approved** at least 14 days before you plan to be away from work. Remember, the earlier you book your holidays, the better. Speak to your management team if you have any queries or need support.



Leaver process

If you decide to end your assignment, please inform your management team as soon as possible. You will need to complete the leaver form in your portal, which is crucial for ensuring your departure is processed smoothly and correctly.

Please return any consumables provided by the company to your management team by your last working day. Failure to return these items may result in a deduction charge from your final payment.

If you do not notify your management team about your departure, you will be marked as AWOL (Absent Without Leave) and will follow the AWOL process.



Sickness and absence process

All absences must be reported to your on-site team before your planned shift. Any fit notes in relation to sickness must be sent to the on-site team.



You must keep in contact with site daily to update the team regarding your situation or condition (Unless an agreed return date has been implemented.)



You must report your return in advance. A return to work will need to be completed before you can start work.

Charities and fundraising

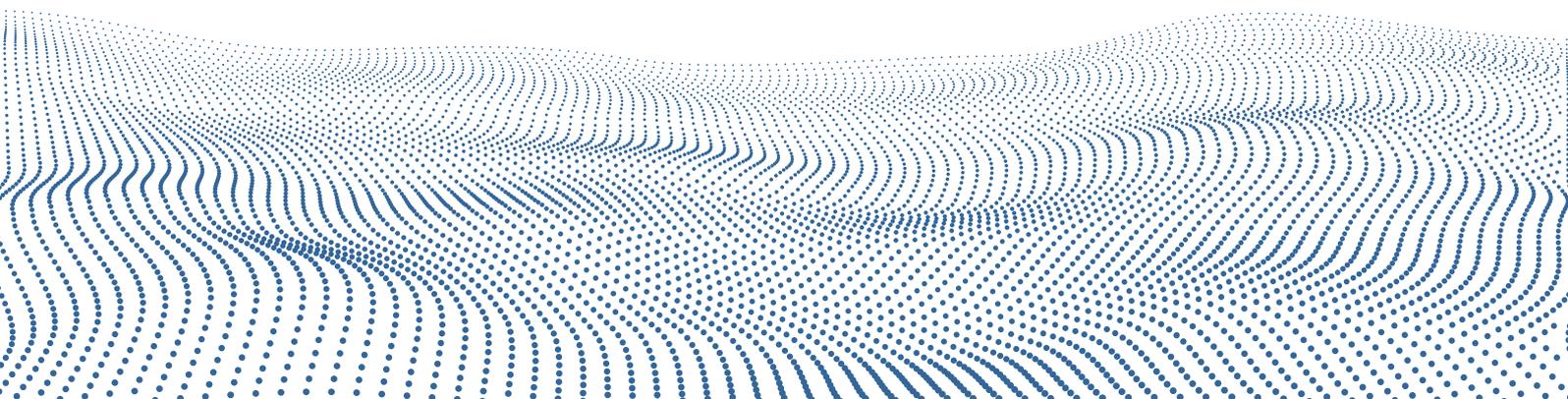
People are the heart of everything we do, so at ctrg, we aim to give back to our communities when we can.

Most of our on-site teams take part in regular charity and fundraising events with our clients to support our communities alongside our group initiatives.



Charity Champions Committee

Our Charity Champions Committee members are dedicated colleagues who strive for helping others. Duties of our champions include fundraising and sharing campaign awareness for our chosen charities and promoting activities within their department to generate interest and participation in our charity initiatives.





www.ctrig.co.uk