



EMPLOYEE HANDBOOK

Welcome to Valoris Group

Specialist recruitment across renewable energy, building services and construction

www.valorisgroup.co.uk



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A practical guide to how we work, what we expect and how you progress.

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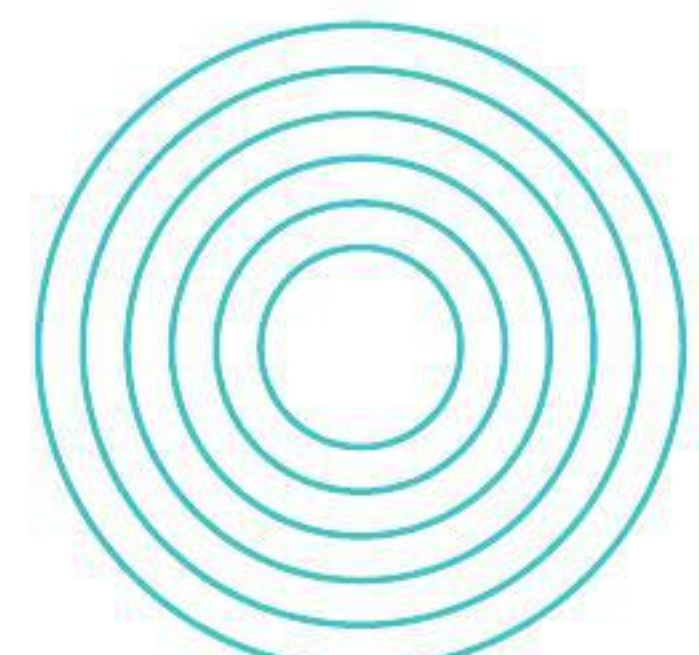
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Welcome to Valoris Group Limited

This handbook sets out the standards, expectations and benefits of working at Valoris Group Limited. It is designed to be clear, practical and easy to refer back to.

01

One team, one standard

100%

Professional ownership

OUR APPROACH

- We act with integrity when representing clients, candidates and colleagues.
- We build long-term relationships rather than chasing short-term wins.
- We expect consultants to manage their desk with discipline, accuracy and urgency.



Mission, Vision and Values

The principles behind our behaviour and decision making.

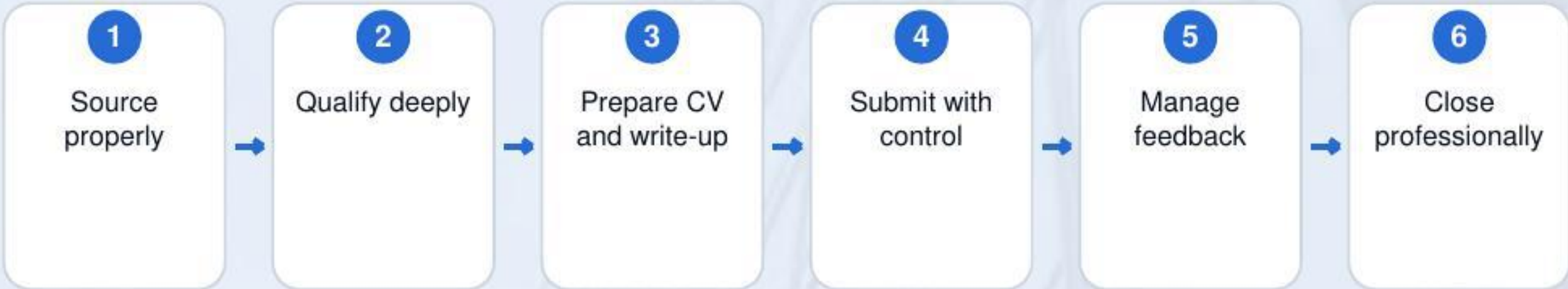
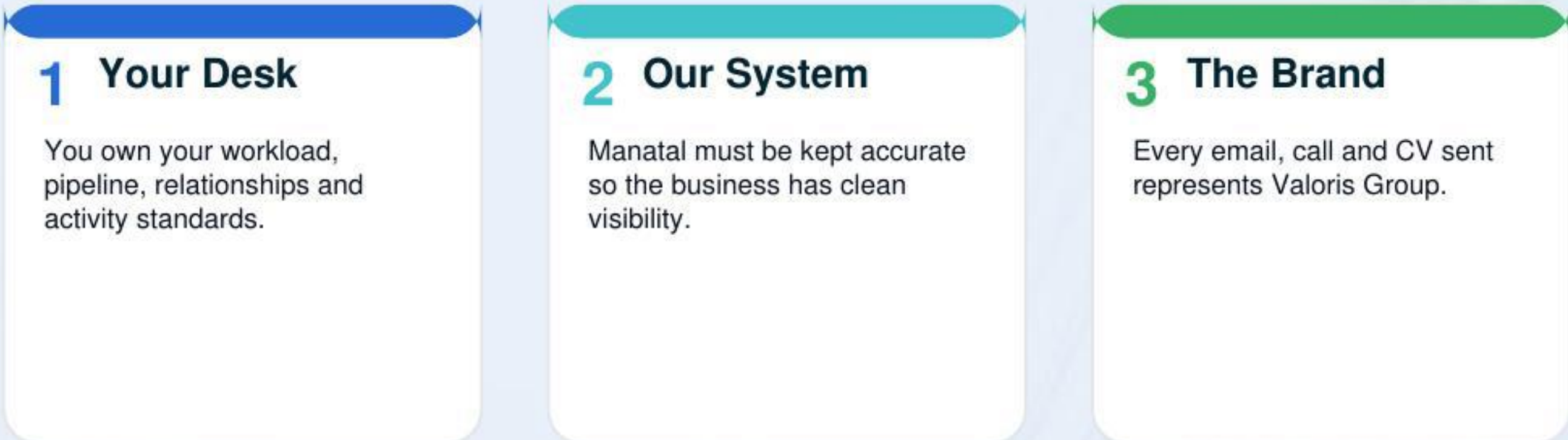
At Valoris Group, we offer a career built on ownership, grit and reward. We are a specialist recruitment consultancy operating within renewable energy, building services and construction.





How Valoris Operates

The desk, the database and the brand all work together.



The goal is simple: consistently deliver high-quality shortlists and a professional recruitment process that clients and candidates can trust.



Working Hours and Flexibility

Clear structure with accountability to outcomes.

Core Hours

- Start between 8:00 am and 9:30 am.
- 8-hour working day plus 1-hour lunch.
- Professional availability during agreed hours.

Flexibility

- Up to 5 WFH days per month with prior approval.
- Friday early finish where business needs allow.
- Flexibility is linked to performance and trust.

DAILY RHYTHM





Attendance, WFH and Timekeeping

Clear standards support the team and the client experience.

Consistency builds trust.

Attendance

Employees must attend work on time and be ready to work from their agreed start time. Any lateness, absence or emergency must be reported as early as possible.

Working from Home

WFH must be agreed in advance. Employees must remain contactable, productive and able to work securely throughout the day.

Office Standards

The office is our base for training, collaboration, accountability and team performance. Business needs may override WFH requests.



Holiday and Time Away

Time off should be properly planned, handed over and approved.

Holiday Principles

- Holiday requests must be submitted in advance and approved before being booked.
- Unlimited holiday may be available after probation, subject to performance, pipeline status and complete handover.
- During the first 6 months, holiday requests are normally restricted to protect training momentum and business continuity.
- Statutory holiday rights remain unaffected.

HANDOVER CHECK





Sick Leave, Health and Wellbeing

We support genuine health needs and expect clear communication.

+ Sick Pay

Statutory Sick Pay is provided where eligibility rules are met. Any enhanced support is discretionary and confirmed separately.

! Reporting

Absence must be reported as early as possible and kept updated. Evidence may be required for longer absences.

i Wellbeing

Open dialogue is encouraged. Speak to management early if support or adjustments may be needed.

A practical approach

- We expect honesty, professional communication and reasonable notice wherever possible.
- The company may request a return-to-work discussion following sickness absence.
- Private healthcare or wellbeing support may be offered where it is available and agreed by the company.

Probation and Reviews

The first 12 weeks are about standards, activity, learning pace and results.

Week 1-2

Systems, standards, sourcing basics and call structure.

Week 3-4

Candidate control, CV quality and first submissions.

Week 5-8

Live vacancies, client activity and measurable pipeline.

Week 9-12

Placements, ownership and consistent desk habits.

Outcome

- Successful probation unlocks progression and additional trust.
- Where standards are not met, probation may be extended or employment may end.
- The decision will consider performance, conduct, activity, system use and business fit.



Performance Expectations

What good looks like in a recruitment desk.

Area	Expected Standard	Evidence
Activity	Consistent calls, sourcing, follow-ups and business development.	Call logs, emails, CRM activity
Pipeline	Clear ownership of live jobs, candidates and next actions.	Manatal pipeline and notes
Quality	Strong qualification, accurate CVs and professional write-ups.	CV sends, feedback, interview rate
Communication	Fast, clear updates to clients, candidates and colleagues.	Email trail and feedback speed
Conduct	Professional behaviour, resilience and team contribution.	Manager review and team feedback

CORE TARGET

A general benchmark during probation is 3 placements within 3 months, alongside strong pipeline control, professional conduct and full system engagement.

PAYE Salary and Commission

Commission-only terms have been removed from this handbook.

This handbook applies to PAYE employees unless a separate written agreement states otherwise. Commission is earned and paid only in line with the written commission rules issued by Valoris Group Limited.

Standard Commission Model

Desk cost	£2,383.25 minimum monthly billed revenue before commission is payable
20%	Up to £10,000 billed over desk cost
25%	£10,001 to £15,000 billed over desk cost
30%	£15,001 to £20,000 billed over desk cost
35%	Over £20,000 billed over desk cost

PAYMENT RULES

- Commission is earned only when the placement is invoiced and paid in cleared funds.
- The employee must remain employed at the time payment is received.
- Commission is normally paid in the following payroll month.
- Payments remain subject to rebates, clawbacks, unpaid invoices and any agreed deductions.



Salary Banding and Progression

Progression is based on performance, consistency and business contribution.

Team Leader

Team output, training and revenue responsibility

Senior Consultant

High standards, repeat business and coaching others

Consultant

Consistent billing, client ownership and stronger BD activity

Associate Consultant

Running live roles, CV sends, interviews and a clear pipeline

Trainee / Junior

Learning systems, calls, sourcing and candidate control

Base salary progression is reviewed quarterly and may move from entry level toward £30,000 where performance, desk maturity and business affordability support it.



Perks and Benefits

Benefits are linked to performance, business needs and company approval.

1 Tools

Company laptop, phone access and approved recruitment systems.

2 Development

Ongoing training, coaching and professional development support.

3 Healthcare

Optional private healthcare support may be available, subject to company rules.

4 Lunch clubs

Monthly or quarterly incentives may be offered for hitting targets.

5 Events

Team events, recognition and performance rewards at company discretion.

6 Flexibility

WFH and flexible arrangements where performance and business coverage allow.

Senior Progression, Shares and Directorship

Long-term reward is linked to long-term value creation.

Unlockable Progression

- Senior opportunities may be considered after at least 12 months, subject to performance and business needs.
- Directorship, shares or senior commercial terms are never automatic.
- Any offer must be confirmed in writing and will depend on revenue, conduct, leadership, loyalty and contribution to company growth.





Dress Code and Office Etiquette

Professional standards apply in the office, online and with clients.

Office Dress

Smart casual Monday to Thursday. No tracksuits.
Dress-down Friday where appropriate.

Client Meetings

Full suit, shirt and tie unless otherwise agreed.
Always dress for the client environment.

Workspace

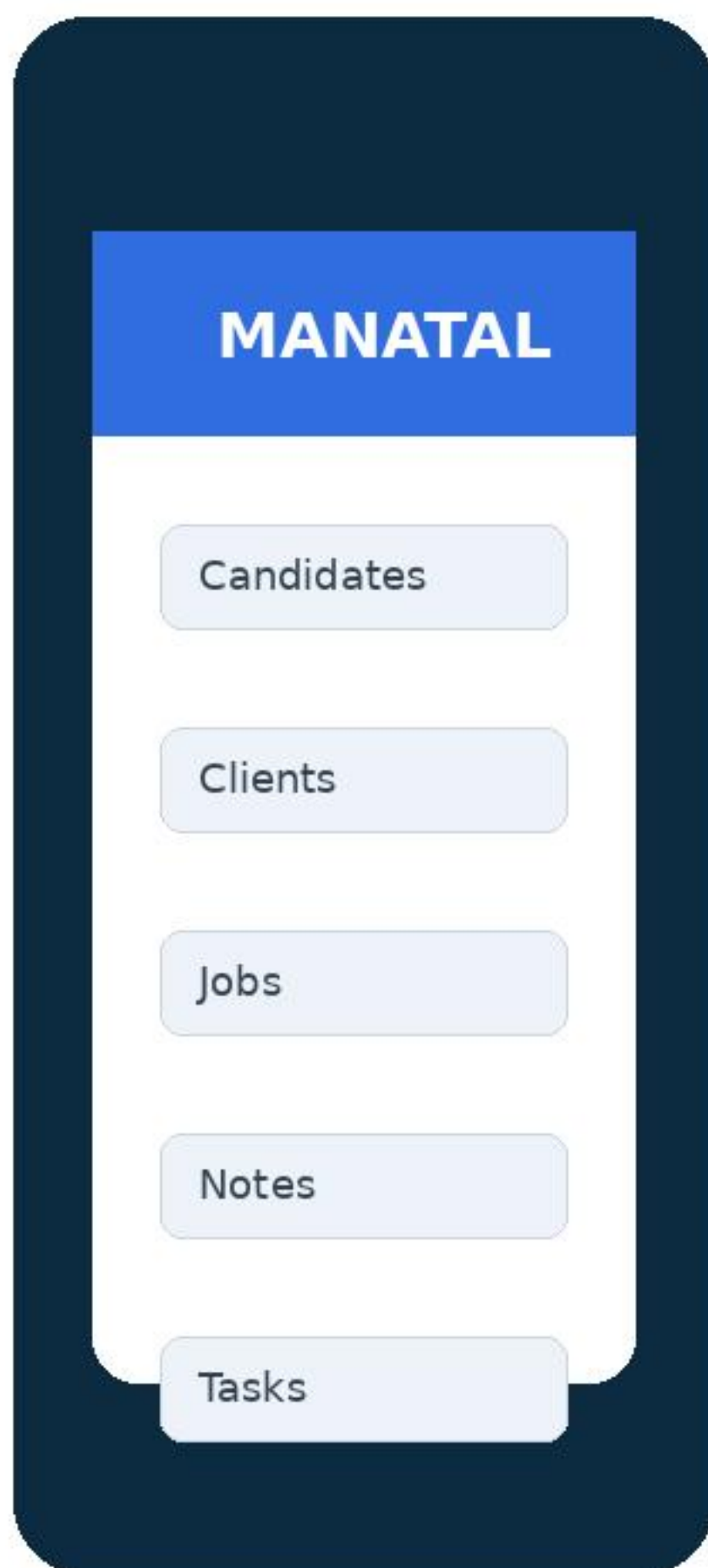
Keep desks tidy, confidential documents secure and
shared areas clean.

Team Responsibility

Respect colleagues, shared duties, office standards
and the reputation of Valoris.

Technology, Tools and Mandatory Systems

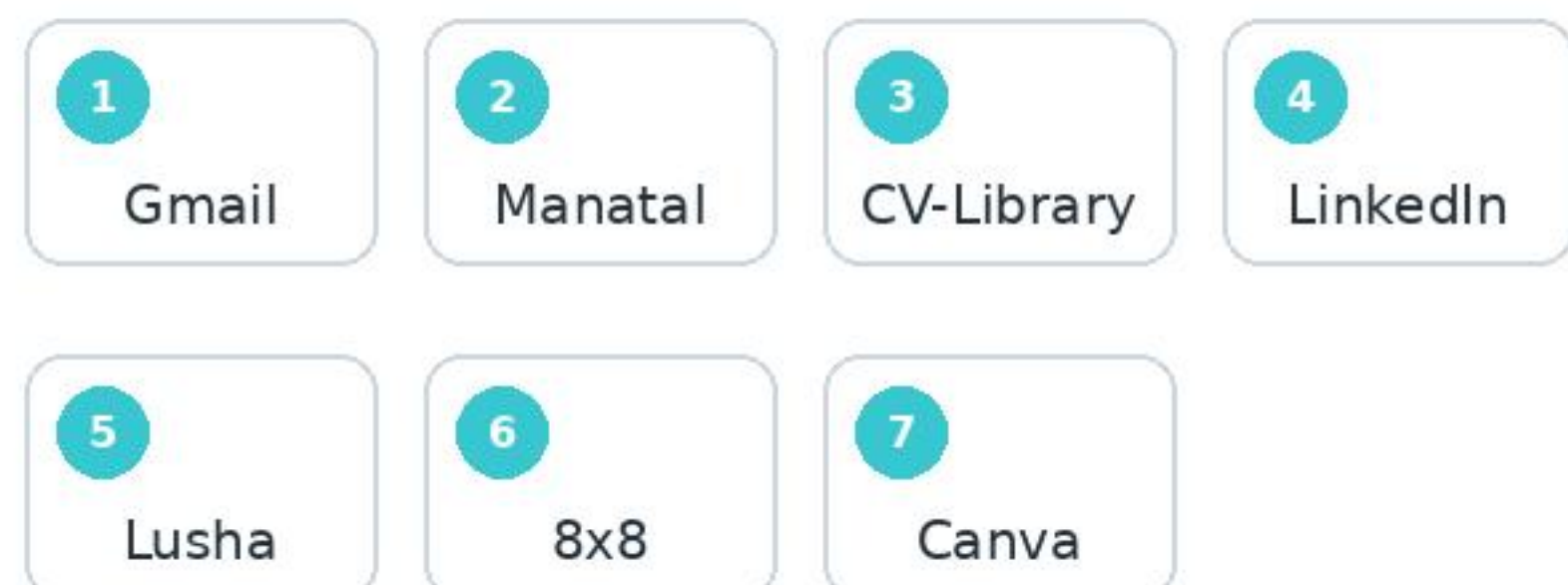
The system is the source of truth.



MANDATORY USE

- All candidate, client, vacancy and activity records must be maintained accurately in Manatal.
- Company systems, email, LinkedIn and data tools must only be used for authorised business purposes.
- Company laptops, phones and equipment remain company property and must be returned when requested.
- Do not export, copy or store company data outside approved systems.

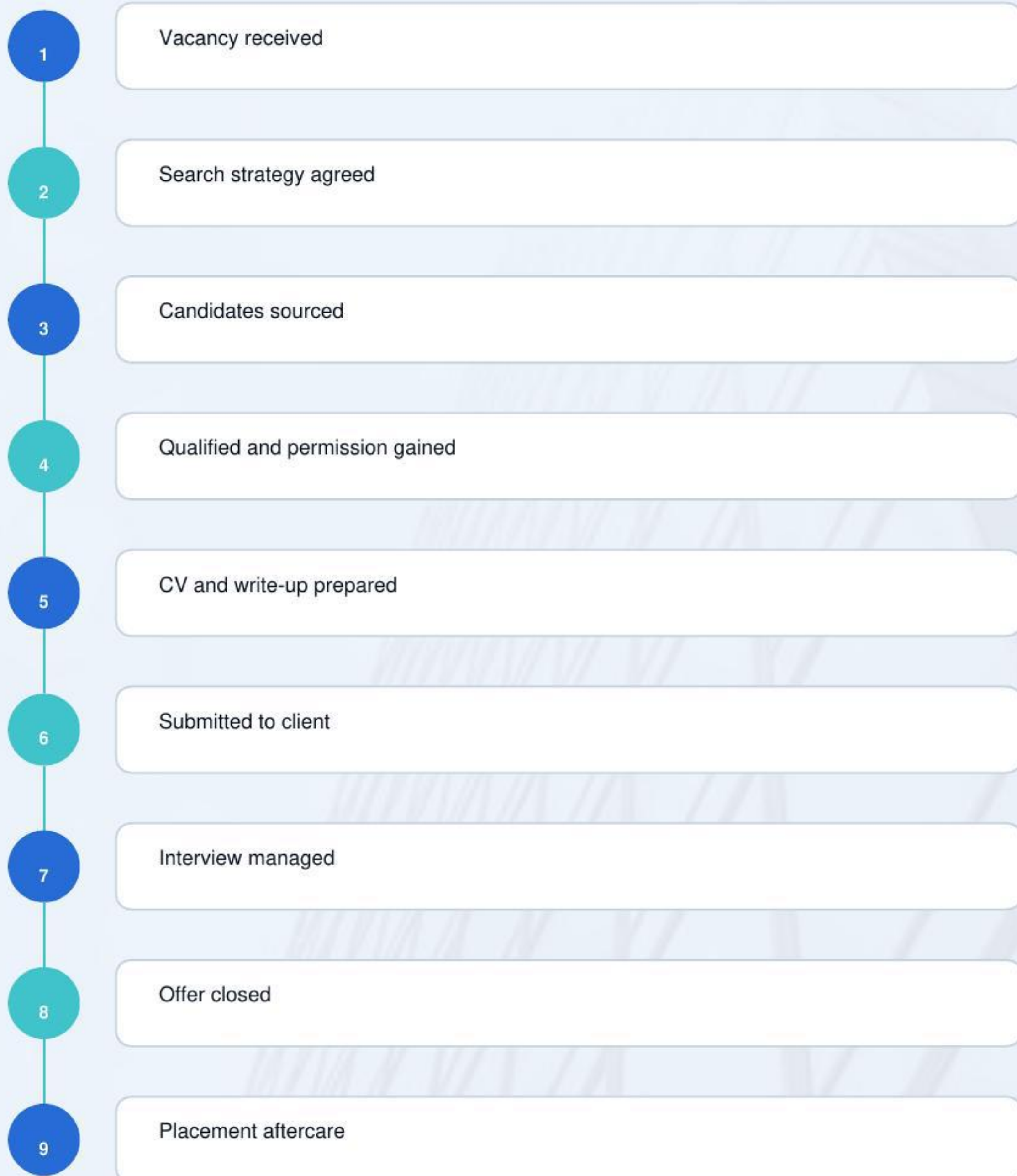
CORE TOOLS





Recruitment Workflow

Every stage should be visible, accurate and controlled.

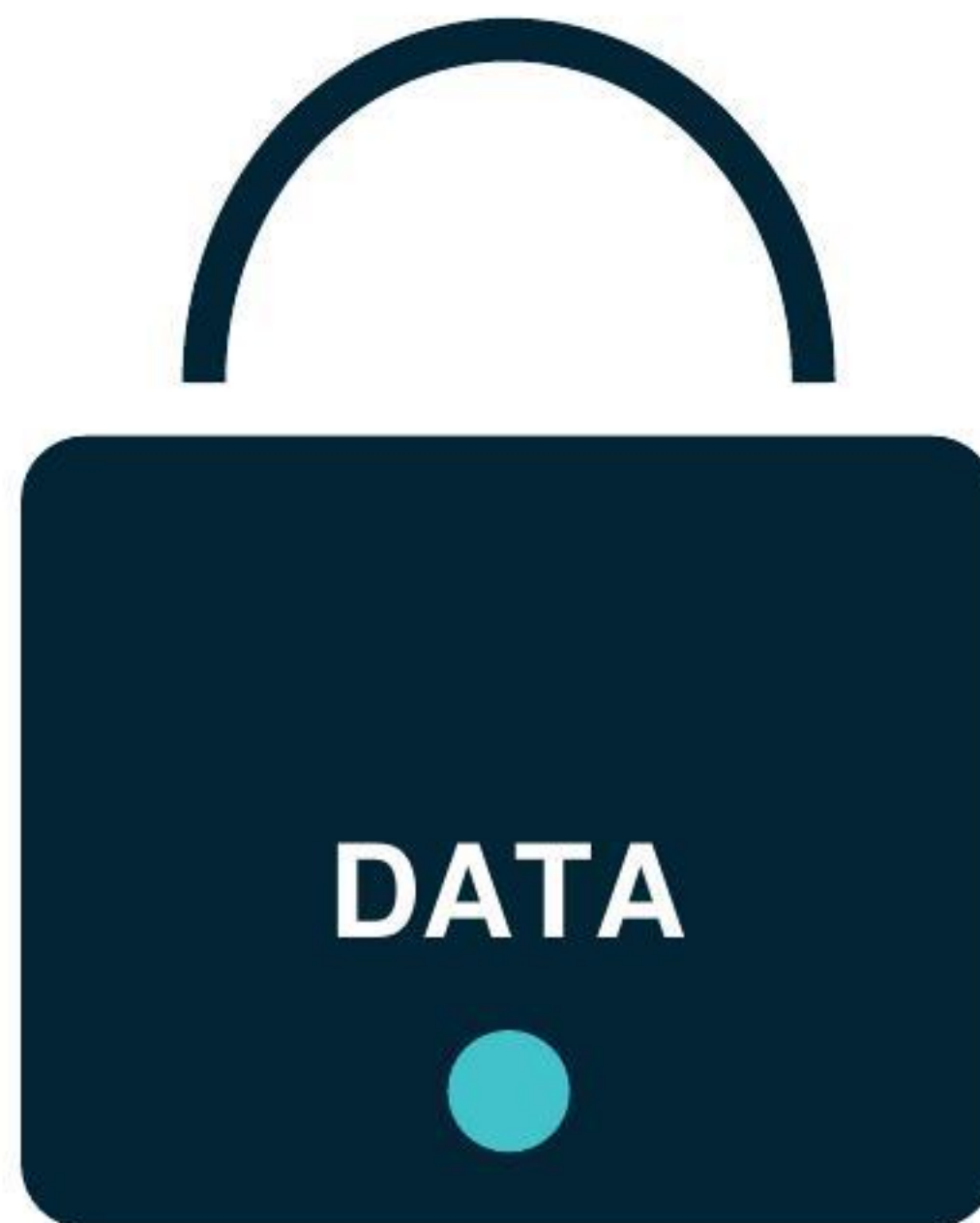


Rule: if it is not in Manatal, it has not happened. Notes, ownership, status, salary, availability, interview activity and feedback must be recorded.



Data Protection, GDPR and Confidentiality

Recruitment data must be handled carefully and lawfully.



- Only use data for legitimate business purposes.
- Do not send CVs without permission.
- Keep candidate and client information accurate and up to date.
- Do not share passwords, export databases or store personal data in unauthorised places.
- Report any suspected data breach immediately.
- Confidential information remains confidential after employment ends.



Equal Opportunities, Harassment and Bullying

Everyone must be treated with dignity and respect.

Equal Opportunities

Valoris Group is committed to fair treatment and opportunity. Decisions should be based on skills, performance, conduct, experience and business need, not unlawful discrimination.

Harassment

Harassment, intimidation, unwanted conduct, offensive comments or behaviour that creates a hostile environment will not be accepted.

Bullying

Bullying, victimisation, exclusion, humiliation or misuse of authority will be taken seriously and may lead to disciplinary action.

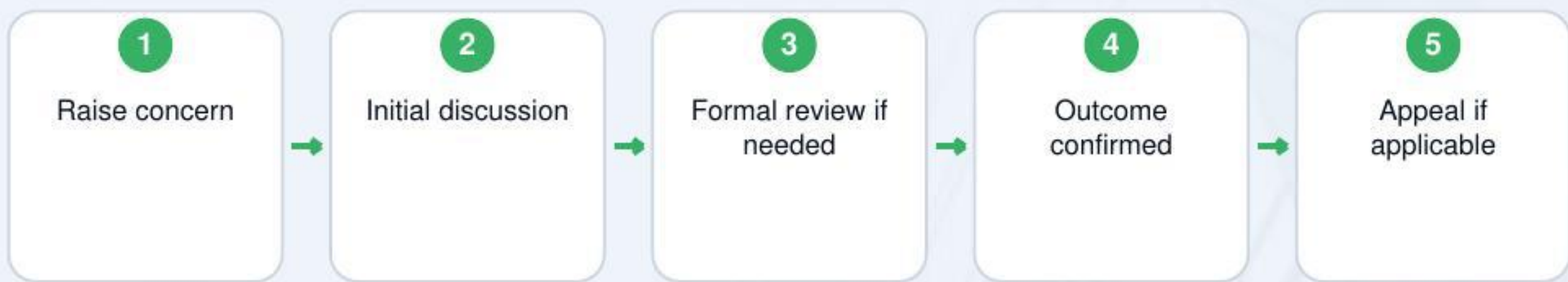
Any employee who has a concern should raise it promptly with management. Concerns will be handled as sensitively and fairly as possible.



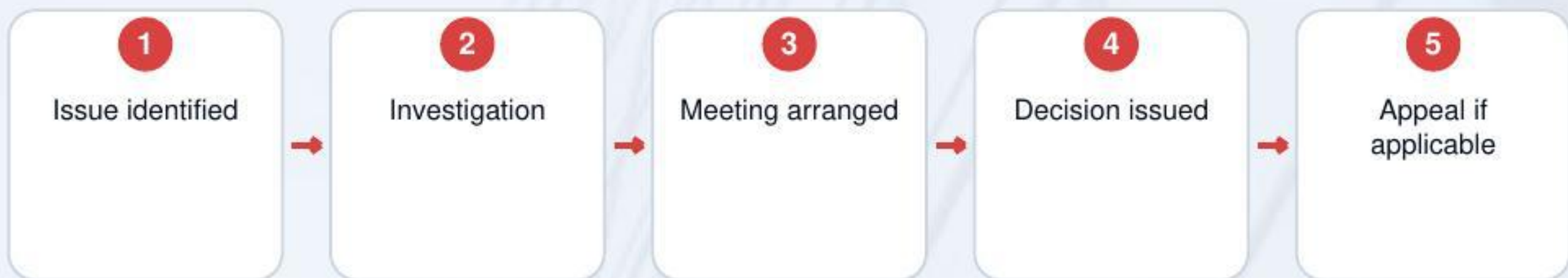
Grievance and Disciplinary Procedures

Concerns and conduct issues should be managed fairly and consistently.

GRIEVANCE FLOW



DISCIPLINARY FLOW



Depending on the seriousness of the issue, the company may use informal guidance, warnings, final warnings, dismissal or other appropriate action. Gross misconduct may result in dismissal without notice.



Expenses Policy

Business expenses must be approved, evidenced and reasonable.

Approval

Expenses must be agreed in advance unless urgent and unavoidable.

Receipts

Receipts or invoices must be provided for every claim.

Timing

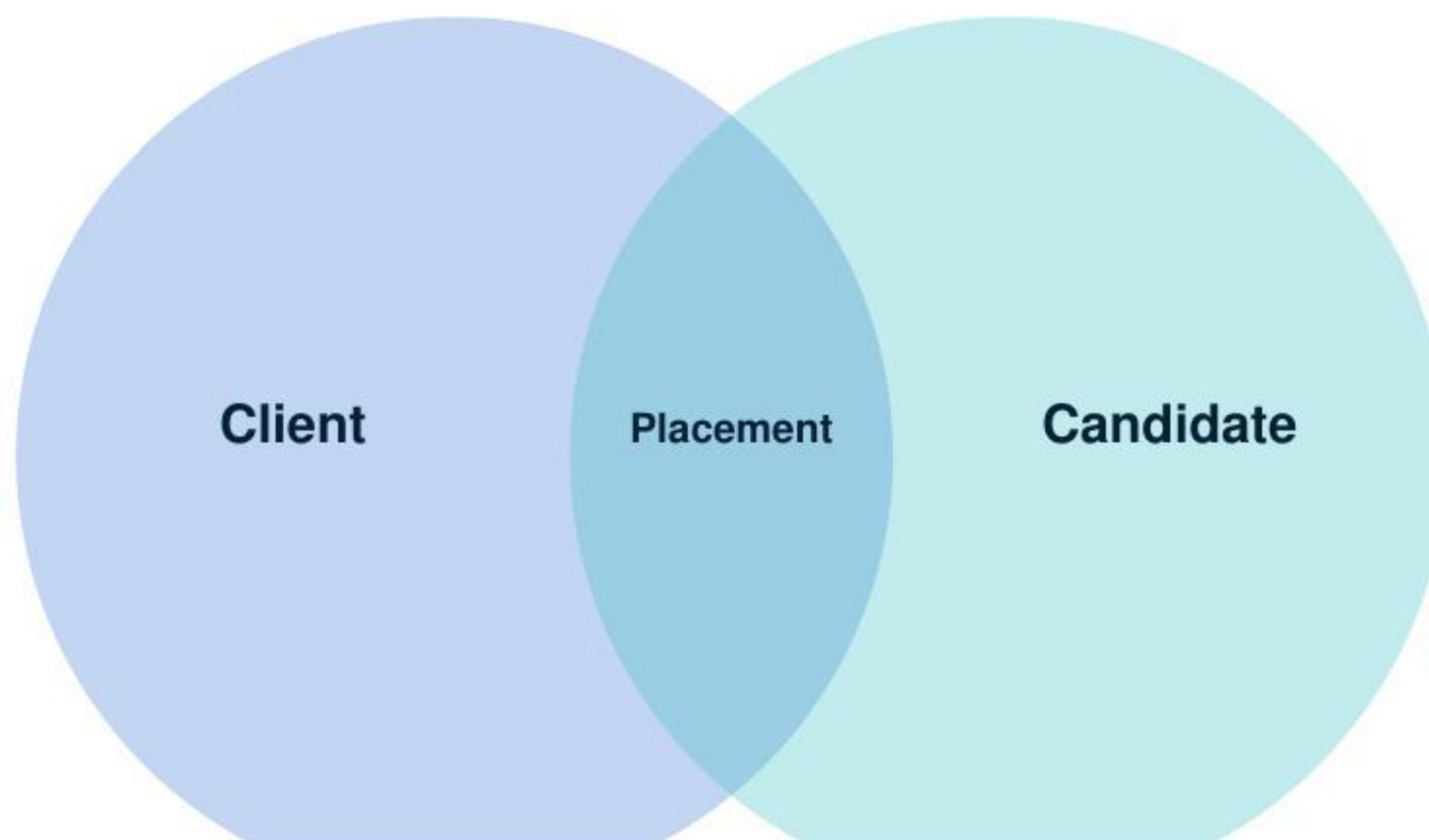
Claims should be submitted promptly and may be paid through payroll.

Expense Type	Rule
Travel	Mileage, public transport or parking must be business related and approved.
Client entertainment	Must be pre-approved and proportionate.
Software or tools	Only company-approved subscriptions are reimbursable.
Training	Must be agreed before booking.
Unauthorised spend	May be rejected and remains the employee responsibility.



Client and Candidate Ownership

Ownership protects hard work and prevents confusion.



- Client and candidate ownership is based on meaningful contact, system accuracy and active management.
- A typical ownership period is 3 months from meaningful contact, unless a manager agrees otherwise.
- No contact, poor notes or failure to progress can result in ownership being reassigned.
- All ownership decisions are subject to business needs and management discretion.

Leavers, Equipment and Exit Standards

Leaving the business must be handled professionally.

Notice

Notice periods are set out in the employment contract. The company may place employees on garden leave where appropriate.

Handover

All live roles, candidates, clients, passwords, files and tasks must be handed over properly.

Equipment

Laptops, phones, documents, notes and company property must be returned on request.

Restrictions

Confidentiality, data protection and post-employment obligations continue after leaving.

Final pay, commission, deductions, holidays and equipment return will be handled in line with the contract, company policy and applicable law.



Our Promise to You

A clear standard, a serious opportunity and a business worth building.

Valoris Group will provide training, tools, support and an environment where strong recruiters can succeed. In return, we expect professionalism, accuracy, effort, resilience and care for the brand.

Support

You will receive coaching, feedback and clear expectations.

Opportunity

You will have room to grow as the business grows.

Reward

Strong performance will be recognised and rewarded.

Employee Acknowledgement

I confirm that I have received, read and understood the Valoris Group Limited Employee Handbook. I understand that policies may be updated from time to time and that I am expected to follow the standards set out in this handbook.

Employee Name

Signature

Date



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