



# TERMS OF EMPLOYMENT (INFORMATION) ACT, 1994 and 2001 WRITTEN STATEMENT OF TERMS OF EMPLOYMENT

**Version: 1.1**

This statement applies to:

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## **1. NAME OF EMPLOYER**

SDSD Services Ltd t/a KÓR Project Management LTD

## **2. ADDRESS OF EMPLOYER**

Ranelagh, Dublin 6, Ireland.

## **3. PLACE OF WORK**

There is no fixed place of work as we operate in various venues & sites across the island of Ireland. Each employee will be informed of the location of each shift offer in advance and have the choice to accept or decline. The company's office address is provided for contact purposes only. There is no pressure (implied, inferred or otherwise) to accept a shift or not.

## **4. JOB TITLE OR NATURE OF WORK**

Casual Bar Staff / Agency Staff - you will be working for our clients in various venues / sites and will be under their supervision.

Casual Bar Staff - on other occasions, you will be working directly for KÓR Project Management and will be under our supervision.

You will be notified in advance which of the above is applicable

## **5. RIGHT TO WORK & DOCUMENTATION**



You are responsible for ensuring that all personal and employment-related documentation provided to the Company remains valid and up to date at all times. This includes, but is not limited to:

- Valid permission to work in Ireland
- PPS number
- Visa or immigration documentation (where applicable)
- Bank account details

You must promptly notify the Company of any changes affecting your right to work or employment status.

Failure to maintain valid documentation may result in suspension of shifts or termination of employment in accordance with applicable legislation.

## **6. DATE OF COMMENCEMENT OF EMPLOYMENT**

Your date of employment commencement is the first shift you work with us. It is not the day you register with us.

## **7. RATE OF REMUNERATION AND MINIMUM WAGE PAY**

Your hourly rate of pay will be confirmed to you in advance of each event. Your hourly rate will exceed or be equal to the minimum wage as set out by the National Minimum Wage Act 2000 (as amended). Your wages will be paid weekly in arrears and sent by bank transfer to your nominated bank account. All wages will leave our account on Friday of each week and subject to your bank provider, will be in your account that day or on the next working day. All employees must provide the company with your IBAN and bank address where your account is held. This information is to be included in the relevant form that must be completed prior to commencement of employment. If you have any queries regarding rate of pay, payslips, wages received or any pay related query, contact [team@korprojectmanagement.ie](mailto:team@korprojectmanagement.ie). Please note that queries can be made regarding any weekly payment within a 12 month period.

## **8. PAY INTERVALS**

Weekly.



## **9. HOURS OF WORK**

Hours of work are always variable but a minimum of 4 hours is always paid. All employees will be informed of upcoming availability and have the opportunity to work the particular event(s) or not.

All employees who accept the shift are then given further details regarding the event. This information is shared via email / WhatsApp / briefing document/Mobile App. If you do not wish to be contacted by email or WhatsApp, please send an email to [team@korprojectmanagement.ie](mailto:team@korprojectmanagement.ie).

All employees are entitled to a 15 minute break for every 4.5 hours worked. If you work for 6 hours or more then you are entitled to a 30 minute break.

If you are under 18 years of age, you are entitled to a break of 30 minutes for every 4.5 hours worked. You are obliged to take this break.

Breaks are decided by the supervisor / manager on duty and will be done in the fairest way possible, without putting undue pressure on any other employees and with the best interests of the company. All employees of the company must be aware that your shift begins when you are available to work and within the agreed shift times shared with the shift information.

## **10. PAID LEAVE**

As an employee of SDSD Services Ltd (trading as KOR Project Management) you are entitled to a holiday entitlement of 8% of the hours worked in a leave year. This is subject to a maximum of 4 working weeks. Your entitlement to pay for Public Holidays shall be in accordance with the terms of the Organisation of Work Time Act, 1997 as amended.

You must book your annual leave, in order to be paid the accumulated amount. Unused holidays may be carried over from one year to the next but must be taken in full by 31st March of the following year. Any holiday days carried forward but not taken by the 31st March will be marked as forfeited.

## **11. INCAPACITY OF WORK / SICKNESS / SICK PAY**



As your work for the company is of a casual nature, you will not receive sick pay. If you are on a staff list to work and you become sick then please notify the KÓR staffing manager by text, phone call or email with as much notice as possible before your shift.

## **12. PERIOD OF NOTICE TO BE GIVEN BEFORE TERMINATING EMPLOYMENT**

(a) By employer to employee: 1 week's notice will be given if we are to terminate your employment

(b) By employee to employer: 1 week's notice is required of your intent to terminate your employment with us. You are not under any obligation to work any shifts during this period.

## **13. PENSION**

The Company does not operate a pension scheme but facilitates access to a Personal Retirement Savings Account for employees that have at least 6 months continual service. The Employer does not make any contributions to this scheme.

## **14. PERSONAL DATA**

The Company will hold and process, both electronically and manually, personal data relating to you as necessary for the performance of your contract of employment and for other lawful processing reasons such as where it is in the Company's legitimate interest and where it is necessary for compliance with a legal obligation. As part of the terms and conditions of employment you also give the Company permission to collect, retain, and process information about you such as age, ethnic origin, legal entitlements to work and stay in the country. The totality of the information is what we request of you in the registration process. This information will only be used so that the Company can pay your wages, keep in contact with you about upcoming events, monitor its compliance with the law and best practice in terms of equal opportunity and non-discrimination.



The information which is held will be checked with you from time to time to ensure it remains up to date. Should your circumstances change, you should send written particulars to team@korprojectmanagement.ie. The information will not be passed onto any other 3rd parties without your prior consent. Our privacy policy sets out how we use and protect your personal data. The latest version is contained within the Staff Handbook.

## **15. PHOTOGRAPHY / VIDEOGRAPHY**

At all events we are involved in we will take photographic, videographic and audio footage for use in marketing, PR, social media and publications. The employee consents to the use of their image, likeness and voice in photographs, videos and other media captured during their employment with The Company. These materials may be used for promotional, marketing and other business purposes, both internally and externally, without further notice or compensation. This consent is granted perpetually and may only be revoked in writing.

## **16. OTHER**

For detailed information in relation to staff rules such as the use of mobile phones and phone calls, lost property, hygiene, alcohol / tobacco, confidentiality, etc. please refer to the Staff Handbook attached to this document. The Staff Handbook contains other essential details such as information in relation to safety at work, bullying, grievance procedures, discipline and termination procedures, etc.

You are required to familiarise yourself with the Staff Handbook. Electronic acceptance of this Terms of Employment confirms that you acknowledge and agree to comply with the policies contained within the Staff Handbook.

## **17. ELECTRONIC ACCEPTANCE**

By selecting "I have read and agree" within the Company application, you confirm that:

- You have received and reviewed this Terms of Employment in full



- You understand its contents
- You agree to be legally bound by its terms
- You acknowledge that electronic acceptance constitutes your legally binding agreement

The date and time of acceptance will be recorded electronically by the Company's system and retained as evidence of agreement.

#### **18. DOCUMENT VERSION CONTROL**

<b>Version</b>	<b>Date</b>	<b>Amendment</b>
1.0	01 January 2024	Original Document
1.1	26 February 2026	Staff Handbook attached - Pension Clause and Annual Leave Updated



# KÓR Project Management Staff Handbook

**Version: 1.0**

## **1. INTRODUCTION**

Welcome to KÓR Project Management Limited.

This Staff Handbook sets out the standards, policies and procedures that apply to all employees engaged by the Company. It should be read in conjunction with your Terms of Employment.

This Handbook does not form part of your contract of employment and may be amended by the Company from time to time in line with operational or legislative requirements.

## **2. EMPLOYMENT MODEL**

The Company operates a casual and assignment-based staffing model.

Employment is offered on a shift-by-shift basis. There is no guarantee of hours and employees are free to accept or decline shift offers. Depending on the assignment, you may work:

- Under the supervision of KÓR management; or
- Under the supervision of the client at whose premises you are assigned.

Employees are expected to comply with all lawful and reasonable instructions from both KÓR management and authorised client representatives.

## **3. CODE OF CONDUCT**

Employees must:

- Conduct themselves professionally at all times
- Treat clients, guests and colleagues with courtesy and respect
- Follow lawful and reasonable instructions
- Protect the reputation of KÓR Project Management
- Avoid behaviour that may damage client relationships



Unprofessional behaviour may result in disciplinary action.

#### **4. CLIENT SITE CONDUCT**

While on assignment at a client venue, employees must:

- Comply with all site-specific rules and policies
- Respect client property and equipment
- Not enter restricted areas without permission
- Not remove stock, equipment or materials
- Not give free products unless expressly authorised
- Not enter into private arrangements with clients

Employees must not accept direct payment or alternative employment arrangements from clients without prior written consent from the Company.

#### **5. TIMEKEEPING & ATTENDANCE**

Employees must:

- Arrive on time and be ready to work at the agreed start time
- Follow all clock-in and clock-out procedures
- Accurately record hours worked

Late arrival must be communicated to the staffing manager immediately.

Failure to attend a confirmed shift without reasonable notice ("no-show") may result in removal from future assignments and disciplinary action.

If an employee needs to cancel a confirmed shift, as much notice as possible must be provided. Repeated short-notice cancellations may impact future shift allocations.

#### **6. UNIFORM & PRESENTATION STANDARDS**

Employees are expected to maintain a clean, professional and well-groomed appearance.

Dress code requirements will be communicated in advance of each assignment.



Employees must:

- Wear clean and appropriate attire
- Maintain high hygiene standards
- Avoid excessive jewellery
- Ensure hair is neat and tied back where required

Failure to meet the required presentation standards may result in cancellation of the assigned shift.

## **7. PAY ADMINISTRATION**

Details of pay rates and payment frequency are outlined in the Terms of Employment.

Payslips will be issued weekly.

If an overpayment occurs, the Company reserves the right to recover the overpaid amount in accordance with applicable legislation.

## **8. ANNUAL LEAVE & PUBLIC HOLIDAYS**

- Annual leave entitlement is set out in the Terms of Employment.
- Employees are responsible for monitoring their accrued leave.
- Public holiday entitlements are provided in accordance with Irish legislation.
- Requests for leave must be submitted in advance and are subject to operational requirements.

## **9. SICKNESS & ABSENCE**

If you are unable to attend a confirmed shift due to illness, you must notify the Company as soon as possible before the shift start time.

## **10. HEALTH & SAFETY**

The Company is committed to maintaining a safe working environment.

Employees must:



- Follow all health and safety instructions
- Report hazards immediately
- Report accidents or injuries without delay
- Use equipment correctly
- Not engage in unsafe behaviour

Employees must not attend work under the influence of alcohol or drugs.

Any breach of safety rules may result in disciplinary action.

## **11. HARASSMENT AND SOLICITING TIPS**

Employees are strictly prohibited from harassing or repeatedly approaching customers to request tips. While a tip jar may be placed in an appropriate and approved location with prior permission from management, employees must not actively solicit, encourage, or pressure customers to leave tips under any circumstances.

## **12. GIVING FREE DRINKS**

Employees are not permitted to give free drinks to customers, other staff members, or themselves under any circumstances, unless explicitly authorised by management for specific promotional purposes. Any breach of this policy may result in disciplinary action, which may include removal from site where appropriate. The Company reserves the right to review any associated costs in accordance with Company policies and Irish employment law.

## **13. DRINKING AND SMOKING DURING THE SHIFT AND CONSUMPTION AFTER WORK**

Employees are strictly forbidden from consuming alcoholic beverages during their shift. Additionally, employees may not take or consume drinks from the bar at the end of their shift unless explicitly permitted by management on that specific occasion.

Employees must not report for work under the influence of alcohol or illegal substances.



Smoking or vaping is permitted only in designated areas and during authorised breaks.

Any breach of this policy may result in disciplinary action, which may include removal from site where appropriate. The Company reserves the right to review any associated costs in accordance with Company policies and Irish employment law.

#### **14. EQUALITY & DIGNITY AT WORK**

KÓR operates a zero-tolerance policy towards:

- Bullying
- Harassment
- Sexual harassment
- Discrimination

All employees, customers and stakeholders are entitled to be treated with dignity and respect.

Complaints will be taken seriously and investigated fairly.

#### **15. LOST PROPERTY**

Any property found on a client site must immediately be handed to the designated supervisor or client representative.

Employees must not retain or remove any lost property.

Failure to follow this procedure may result in disciplinary action.

#### **16. EMPLOYEES UNDER 18**

The Company complies with all applicable legislation regarding the employment of persons under 18 years of age.

Employees under 18:

- Must take statutory breaks as required by law
- May be subject to restrictions regarding working hours and type of work



undertaken

- Must not be assigned to duties prohibited by law

Supervisors must ensure compliance with all youth employment regulations.

## **17. GRIEVANCE PROCEDURE**

If you have a workplace concern, the following steps apply:

1. Raise the issue informally with your manager where possible.
2. If unresolved, submit a written grievance.
3. The Company will conduct an investigation.
4. A written outcome will be provided.
5. You have the right to appeal the decision.

Employees may be accompanied at formal grievance meetings.

## **18. DISCIPLINARY PROCEDURE**

Where standards are not met, the following steps may apply:

- Informal discussion
- Verbal warning
- Written warning
- Final written warning
- Dismissal

In cases of serious misconduct, the Company reserves the right to remove an employee from site immediately pending investigation.

Employees have the right to representation at formal disciplinary meetings.

## **19. USE OF MOBILE PHONES & SOCIAL MEDIA**

Mobile phone use during shifts should be limited to emergencies or authorised purposes.

Employees must not:

- Use personal devices to record or capture content during working hours
- Post confidential or client-related material online
- Represent the Company publicly without authorisation



- Record or share any content relating to internal procedures, or business operations on social media

Breach of this policy may result in disciplinary action.

## **20. CONFIDENTIALITY**

Employees must not disclose confidential information relating to:

- Clients
- Pricing
- Operational procedures
- Internal communications

This obligation continues after employment ends.

## **21. DATA PROTECTION**

The Company processes personal data in accordance with applicable data protection laws.

Personal data will be used only for legitimate employment-related purposes.

Employees may request access to their personal data in writing.

## **22. AMENDMENT CLAUSE**

This Staff Handbook does not form part of the contract of employment.

The Company reserves the right to amend, update or withdraw policies as necessary.

Employees will be notified of significant changes.

## **23. ACKNOWLEDGMENT**

I confirm that I have received access to the KÓR Project Management Staff Handbook, that I have read and understood its contents and that I agree to comply with the policies and procedures contained within it.



Electronic acceptance of this Handbook via the Company application constitutes acknowledgment of this declaration.

#### **24. DOCUMENT REVISION HISTORY**

<b>Version</b>	<b>Date</b>	<b>Section Updated</b>	<b>Summary of Changes</b>
1.0	26 February 2026	Entire document	Full review and update of all sections