
Refer a Friend Policy

1.0 Introduction

At GRAHAM Facilities Management we believe that our people are the best ambassadors for our business, and we are always on the lookout for fresh talent. That's why we have developed an Employee Referral system, to reward staff who recommend the business to their friends. The programme is designed to help source candidates whilst decreasing recruitment costs and staff turnover.

GRAHAM are committed to being an inclusive workplace where all employees, customers and stakeholders can fully participate and contribute. We strive to ensure accessibility across all facets of our operations, including physical spaces, digital platforms, communication channels and services.

Our People policies are regularly audited against rigorous accessibility standards to ensure compliance and to support every employee.

Anyone who requires additional support or has any questions regarding accessibility can contact the HR team at HR-GFM@graham.co.uk

1.1 Eligibility for a Referral Bonus

- All referrals must be for an externally advertised role
- All referrers must be current employees of GRAHAM Facilities Management and submit referrals to the HR team via email before the candidate submits their application.
- GRAHAM Facilities Management will not accept claims for referral bonuses where this process is not followed.
- Referred candidates must be known personally to the employee and give permission for their name to be referred.
- Once an employee has successfully registered a referral (by emailing the HR department - GAMrecruitment@GRAHAM.co.uk) they will be eligible for a bonus if:
 - their referral commences employment in the specific vacancy they were referred for within 6 months following the date of the referral and remains employed
 - Is not under notice of termination (given or received) after successful completion of their probation period.
- To receive a bonus, the referrer must also remain employed, and not under notice of termination (given or received), on any relevant referral bonus payment date.
- By referring an individual an employee agrees to the terms and conditions of the Referral Policy.
- GRAHAM Facilities Management reserves the right to modify or withdraw the policy at any time.

3.0 Key Principles

- 3.1** GRAHAM Facilities Management will conduct interviews with only those referred candidates who meet our required needs, and will extend employment offers only to those candidates who, in our opinion, are the most qualified, regardless of how the candidate came to our attention. If they wish, an employee can discuss the requirements of specific vacancies and the suitability of potential candidates with the HR Team prior to submission of a referral.
- 3.2** Where a candidate is not initially hired for the specific vacancy they were referred for, but a hiring manager considers them for another vacancy as a result of your referral, the referrer will be eligible for any referral bonus offered for the other vacancy.
- 3.3** There is no limit to the number of referrals an employee can make, and employees will be awarded a referral bonus for each valid, successful referral.
- 3.4** Referrals of the same candidate by multiple employees will result in a bonus Payment only to the first referral correctly registered through the Refer a Friend scheme.
- 3.5** A referral submitted via the Refer a Friend scheme, is valid for 6 months. Should the candidate's details be received within this period via an alternative source (e.g. a recruitment agency), we will endeavour to progress that candidate as the employee's referral, where practical to do so.
- 3.6** Similarly, if a candidate is first introduced to GRAHAM Facilities Management by an alternative source then they cannot be registered as a valid employee referral for 6 months.
- 3.7** If an employee is considering referring someone from their previous employer, they should be aware they may be under a restrictive covenant to approach staff directly. If an employee suspects this, they should consult their previous employment contract.
- 3.8** Employees cannot formally advertise vacancies on behalf of the business either directly or through a 3rd party.
- 3.9** The scheme is entirely discretionary, non-contractual and doesn't form part of an employee's terms and conditions.

4.0 Referral Bonus

- 4.1** The level of bonus payment offered for any particular vacancy, plus the staging of bonus payments after any applicable qualifying periods, will be at the discretion of the recruiting business unit. In general, we will pay the following for a successful referral:

- **Cleaner/Caretaker roles - £300**
- **Admin/office roles - £300**
- **Environmental roles – Water Hygiene Technicians, Engineers/Legionella Risk Assessor - £500**

- **FM Engineers/Supervisor roles - e.g. Electrical/Mechanical/Multi-skilled - £1000**
- **Managerial roles - £1000**

4.3 Pro rata payments will be made for relevant part time roles.

The bonus will generally be paid following successful completion of the referred employee's probation period i.e. 6 months.

4.3.1 The bonus will become due after the applicable qualifying period(s) following the referred candidate's joining date, provided both the candidate and referrer are still employed by GRAHAM Facilities Management and not under notice of termination of employment (whether given or received) on the due payment date.

4.3.2 A bonus payment will be made as part of the referrer's regular monthly salary

4.3.3 payment as soon as practicable following the relevant due payment date.

4.3.4 Applicable UK taxes and NI will be deducted from any bonus paid to the referrer.

5.0 Exclusions

5.1 Managers, Directors, Regional/Contracts Directors and HR staff are not eligible to participate in the scheme.

5.2 Employees cannot refer an existing employee of GRAHAM Facilities Management under this scheme.

5.3 Employees cannot refer themselves under this scheme. If an employee wishes to apply for a vacancy they should follow the standard application process.

5.4 An employee cannot refer a candidate for a vacancy where they are the hiring Manager or where they have any involvement in the recruitment or interview and selection process.

5.5 Referrals are only acceptable where the referred candidate directly applies for a current GRAHAM Facilities Management vacancy and HR hold a valid employee referral for the individual.

5.6 Applications submitted by the referrer on behalf of the referred candidate are not acceptable.

5.7 Employees will not receive a referral bonus for the referral of any candidates Joining on a fixed term contract, or for staff employed and paid on a temporary basis.

5.8 A referral bonus will not be paid for a candidate whose application has already been introduced to GRAHAM Facilities Management by another means within the previous 6 months. This therefore excludes candidates who have been interviewed or employed by GRAHAM Facilities Management at any time during the 6 months prior to the referral date.

5.9 Referrals cannot be made for previous GRAHAM Facilities Management employees.

If you have any questions about the Refer a Friend process, or have a specific query regarding bonus payment, please contact the HR Department.