



Teammate Culture Book

Get to know our company, our culture, and
the people behind it

START



Great
Place
To
Work[®]

Certified

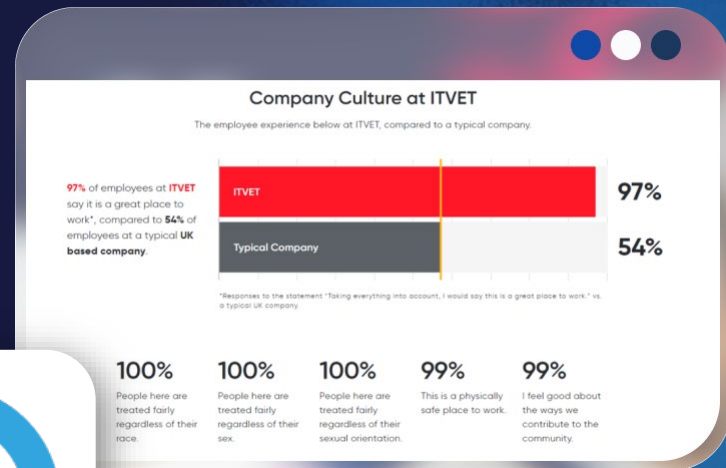
JUN 2024-JUN 2025

UK

YOU'RE JOINING A GREAT PLACE TO WORK

Putting people first is our philosophy!

It's not just words, it's the way we do things.





**DON'T JUST TAKE
OUR WORD FOR IT...**



In my 5 years at ITVET, I have seen the company grow into what it is today. I look forward to coming into work and love the people I work with. The focus on wellbeing and supporting our teammates is second to none. We are so lucky to receive amazing benefits, regular salary reviews and genuine support. Each Director and manager should feel very proud of themselves - their direction and leadership has helped build a truly lovely place to work. Thank you.



ITVET has given me opportunities and career growth like no other employer could. To be part of such a well-built, growing company leaves me feeling blessed daily. I enjoy working with everyone here and look forward to many more years with the team.

OUR VALUES



Our Environment: We follow and promote good sustainability practices. It's at the heart of everything we do.



Circular Economy: Sustainable business practices are a key step to stopping the damage to our planet.



Charity: Our approach is to make a difference, and we believe we can make a positive impact on our community with our community projects.



Our People: We believe it's important to create an environment where our people can thrive.



Ethics & Integrity: We've created a number of policies and processes to ensure we do business in an honest and proper manner, in full compliance with legislation and regulations.

BENEFITS



Employee Assistance Programme

- ▶ **24/7/365** wellbeing helpline
- ▶ Structured counselling (**8 sessions** per person, per concern)
- ▶ Confidential family advice line
- ▶ Legal and financial line
- ▶ Access to Wisdom Wellbeing App



Critical Illness Cover

- ▶ Tax-free lump sum paid if you are diagnosed with a serious medical condition
- ▶ **50%** of P60 earnings
- ▶ Admitted to scheme from start date



Life Assurance

- ▶ Tax-free sum paid to your chosen person should you die whilst working at ITVET
- ▶ Payment of **3 x P60 earnings**
- ▶ Expression of wish form required
- ▶ Funeral concierge, including **will prep**, via Everest Funeral

Vitality Private Healthcare

- ▶ Access to Vitality **24/7 GP**
- ▶ **£1500 per year** out-patients limit
- ▶ MRI, CT and PET scans
- ▶ Discounts and rewards from top brands

Fitness Benefit

- ▶ **£40 allowance** for a monthly fitness membership
- ▶ Including gyms, swimming clubs, dancing, yoga etc.

Pension Scheme

- ▶ Company contribution of **5%**
- ▶ Teammate contribution **5%** minimum
- ▶ Potential Profit Share from Royal London



Cycle to Work

- ▶ **Interest free** loan to purchase bicycles and related equipment
- ▶ Monthly repayment until amount has been repaid
- ▶ A healthy commute to work!

Eyecare & Dental

- ▶ **£35 allowance** a year for eye tests
- ▶ Specsavers Optical Care voucher **up to £49** towards glasses
- ▶ **£50 allowance** a year for dental check-ups

EV Salary Sacrifice

- ▶ Affordable way to lease an electric vehicle providing significant tax savings
- ▶ Less income tax and lower NI contributions
- ▶ Possible savings between 30% to 60%



PerkStack

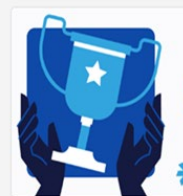
A central platform that brings together all teammate benefits, wellbeing support, and money-saving perks into one easy-to-access hub, helping teammates understand and get more value from what's available to them while supporting engagement and wellbeing.

Key Benefits:

- ▶ Access to all company benefits in one place
- ▶ Hundreds of discounts and cashback offers to help teammates save money
- ▶ Built-in wellbeing support (fitness, mental health, financial guidance)
- ▶ Total reward statement showing the full value of pay and benefits
- ▶ Easy to use and accessible on desktop and mobile

Other Benefits

- ▶ Lots of company **social events**
- ▶ Free breakfast, lunch, and snacks



PROFIT SHARE SCHEME

We strongly believe in sharing our success with our teammates who make it all possible. Our **Profit Share Scheme** is designed to reward everyone when we reach our goals for their hard work and dedication.

The more efficient we are, the greater our success and rewards! By working together and maximising our profitability, we can offer a bigger share of our achievements = bigger bonus!



WELLBEING



Wellbeing Team

Our **Wellbeing Team** ensures you have the support needed to thrive both personally and professionally, contributing to a happier, more balanced workplace for everyone.

Their role is to offer guidance and a supportive ear, helping you navigate both the good and challenging times to enhance your overall wellbeing.



Wellbeing Reviews

In addition to your 1-1 check-ins, your manager will also hold **wellbeing reviews** to discuss your general wellbeing. This provides an opportunity to share feedback and have open conversations about how you are feeling, both inside and outside of work.

COFFEE ROULETTE

Fancy getting to know more of the team? Coffee Roulette pairs you with another teammate each month for a relaxed 15-minute chat - perfect for building connections and getting to know different parts of ITVET.





TIME-OFF REQUESTS

HOLIDAY

Our **holiday year** runs from **January 1st - December 31st**.

Every teammate receives a minimum of:

- **28 days** of paid leave, including UK Bank holidays
- **5 days** of *additional* paid leave

Total of **33 days** of holiday. Enjoy!

The ITVET office is closed between **Christmas and New Year**; however, the Company is still open for service.

If you've not been able to use all your holiday, don't worry. Teammates may *either* carry over up to **5 days** of unused annual leave into the following calendar year or sell up to 5 accrued annual leave days (pro-rated for part-time teammates).

Sickness Absence

We're here to support any teammate experiencing a physical or mental illness.

FULL YEARS' SERVICE	NO. OF PAID SICKNESS DAY / YEAR
0 - 2	6
Every 2 years after	+1 additional day

There is a maximum allowance of 20 paid sickness days for any teammate.

Long Service

As a reward for teammates who have been with the company for a long period of time, you will receive the following:

FULL YEARS' SERVICE	NO. OF PAID SICKNESS DAY / YEAR
3	1 additional days' leave from your anniversary date
Every 2 years after	+1 additional day

The maximum annual leave allowance is 5 extra days.

As you progress in your career with us, you'll receive additional time off based on your seniority.





Remote Work

We embrace **remote and home working**.

We believe that every teammate should have the opportunity to work (where possible) in an environment where they feel most comfortable and productive.

Opening Hours

We're open **8am – 6pm**. We offer flexible working hours, with various options to support a healthy work-life balance.

BREAKS:

You get 1 hour each day plus 2 x 10-minute breaks for you to step outside, stretch, or take a breather.

Volunteering Days

We encourage and support teammates to volunteer in their local community, which is why we give **3 Volunteering Days** on top of your holiday allowance.



Parental Leave

We are delighted to provide **enhanced** Parental Pay for those going through a significant life event, such as the birth or adoption of a child. If you meet the eligibility requirements, you may be entitled to the following

Maternity Pay Full pay for the first **12 weeks** of Maternity Leave

Paternity Pay **4 weeks'** fully paid Paternity Leave

We understand that everyone's journey is unique, and we will be here to support you every step of the way.

Performance & Goals

Staying in touch is important, which is why your manager will check in with you **monthly**, followed by a **6 monthly** performance review.

Your growth and development is our top priority, and we will support you every step of the way.

YOUR JOURNEY

1ST DAY

30 DAYS

60 DAYS

90 DAYS

**INDUCTION
COMPLETE**

- | | | | | |
|-----------------|-------------------|-----------------|---------------|-------------------------|
| ▶ Welcome | ▶ Learning | ▶ Review | ▶ Innovation | ▶ Continued Development |
| ▶ Induction | ▶ Training | ▶ Team Meetings | ▶ Learning | ▶ Resourceful |
| ▶ Introductions | ▶ Communication | ▶ Events | ▶ Confidence | ▶ Continued Learning |
| ▶ Research | ▶ Time Management | | ▶ Performance | |
| | | | ▶ Software | |

Training

We are passionate about your personal and professional growth.

If you are interested in any other courses or certifications, please speak with your manager or the Wellbeing Team.

Pay & Cost of Living Review

We believe in making our teammates feel valued and will reward you accordingly through bi-annual salary increases, including an annual cost of living review.

While these are typically discussed during performance reviews, you can request a pay review at any time.



DRESS CODE



Smart Casual: Non-Client Facing & Office

This includes casual tops, hoodies and sweatshirts, jeans or trousers, skirts or dresses, and clean trainers or smart footwear.

Please use your best judgement and avoid clothing with profanities, overly revealing or distracting designs. Loungewear, tracksuit bottoms and sportswear aren't suitable for the office.

Footwear & Safety

For health and fire safety reasons, footwear must be secure and suitable. Crocs or foam shoes, flip flops, sliders, backless sandals, and excessively high heels shouldn't be worn in the workplace.

Business Casual: Client Interaction

As we frequently encounter clients and because the quality of these interactions impacts how our clients feel about our organisation, we expect our team to dress appropriately in business casual attire. Examples of business attire include shirts, blouses or smart knitwear, tailored trousers, chinos, midi or knee-length skirts, smart dresses, as well as loafers, smart flats, ankle boots, or closed-toe heels.

We expect all teammates to use good judgement when deciding whether the attire they wear to work is appropriate.

PETS AT WORK

We recognise the positive impact that pets can have on the workplace. Therefore, we allow one pet at a time to be in the office with their owner, providing they are trained and people friendly. We want all teammates to feel safe at work; therefore, if you have any concerns or medical/personal issues, please speak with the Wellbeing Team.





ITVET SOCIAL

At ITVET, we love going out and having fun as a team. We work hard, but we also know how to play hard! Look out for the next event on our full social calendar.

Our internal events:

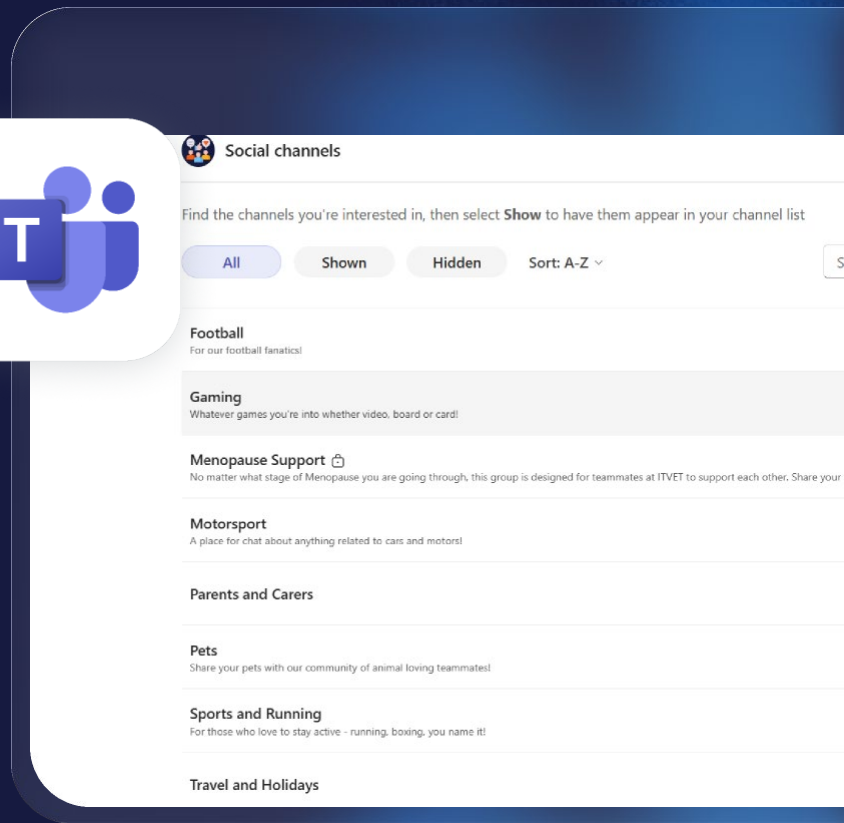
- Teammate Awards
- Christmas Party
- Summer Gatherings
- Pancake Day
- Team Socials
- Plus many more!



CLUBS & HOBBIES

We wholeheartedly welcome and celebrate all personalities, hobbies, and interests. We have a vibrant, inclusive culture and we embrace everyone's passions and perspective.

Check out our [social pages](#) on **MS Teams** to talk with others who have similar interests to you.





ENGAGEMENT SURVEY

Every quarter, we run an *anonymous* survey that allows you to have your say. We then work through any areas of improvement with managers to ensure ITVET remains a great place to work!





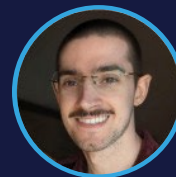
TEAMMATE FORUM

Our **Teammate Forum** is a place where everyone's voice is valued and plays an important role in shaping the company.

We love hearing from you and encourage fresh ideas. The forum meet every other month, with new members invited to join regularly.



CIARAN O



RYAN B



SYDNEY W



JACK P



JOHN C



DAN S



JAMES HH



OWEN N



ALEX H



CAROLINE M



EUAN B

Expenses

You will be reimbursed for expenses incurred directly for business purposes through the **XeroMe** app, provided they are reasonable, correctly reported and approved.

Further information regarding company expenses can be found here: [Expenses Policy](#)

Salary

Your salary is paid into your bank account on the last working day of each month. We'll send your payslip a few days before through our payroll system, **BrightPay**.

If you begin working on or after the 16th of the month, your first payment and payslip will be issued at the end of the next full month.

Refer a Friend

Choosing the right people to work at ITVET is extremely important, which is why we highly encourage teammates to recommend their friends and/or family to join our community.

If you would like to refer someone, please email recruitment@itvet.co.uk and you could receive a **£1000 bonus!**



Thanks for reading our Culture Book

Interested in joining us? Head to our Careers page to find out more.

[VIEW CAREERS](#)

