



# Installer Onboarding Manual

Working on behalf of



**MEON**  
DELIVERING GREAT SURFACES

## INTRODUCTION

This manual defines the responsibilities and understandings related to the Management of business transactions performed between an Approved Installer (“Installer”) and Meon UK (“The Company”).

We commit to supporting all installers at an agreed level of trust and cooperation that not only delivers to the benefit of both parties, but more importantly, forms a partnership that enables real value to the end customer.

The whole On Demand project has been both requested and built on the basis that there is a thirst for intelligent product selection and application, along with world class project management and interaction.

These 2 pillars form the basis of the On Demand model and should be reflected in every touch point.

This document seeks to capture this spirit and turn it into some tangibles. The Company will train up all and commit to supporting all installers as the success of their business is the success of ours.

It is important to note that a key, irrevocable part of On Demand is that The Company have no immediate or longer-term intention of contracting directly to the end client.

The Company has been built up on an independence and strict ‘non-compete’ with its own contracting customers and is seeking to build up and support this important clientele, not work against them in any way.

We look forward to working with you as you become initiated via our on-boarding process and then deliver completed projects.

If anything is not clear, we welcome requests for clarification.

All rights are reserved. This document is strictly confidential. No part shall be disclosed, copied or in any way stored without full written authorisation from ‘The Company’.

**MEON LTD**  
**Rail-side**  
**Northarbour Spur**  
**Portsmouth**  
**PO6 3TU**

**Authorised by: Gary Spencer: - Managing Director Date: 01/11/2021**

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## ABOUT MEON

MEON began trading on the 1st of February 1994 with a customer centric approach, The corporate foundation has remained a bedrock, guiding every decision and framing everyday life at the company.

Corporate Foundation:

### OUR PURPOSE:

This is the defining principle of what we do for society, our contribution to the universe and underlying all strategic formulae and decisions. We commit conscionably to DELIVER GREAT SURFACES. By the extension of this project, we will do everything in our remit to ensure these transfer to all approved installers and expect this purpose to be mirrored in their activity.

### OUR MISSION:

This is how we bring our purpose to life by delivering on needs, wants, and aspirations, whilst removing fear and concern. We do this by being passionate about improved line marking and surface repair solutions, backed up by world class support throughout the UK & Ireland.

### OUR VALUES:

Once again, we look to and respect a set of behaviours by which we have become recognised and defined. As always, you can expect this commitment from MEON, and we look to you to adopt the same values in dealing with the mutual end client.



#### RESOURCE

We commit to having the knowledge, the stock, the range, the advice, the training, the availability, the solutions, and the innovations. We are the Ultimate Go To.



#### ACTION

If something needs to happen, we do it! Simply put, we make things occur in a timely, consistent and customer centric fashion.



#### PASSION

It is more than work we enjoy what we do, what we say, how we say it and reflect life and personality. Passion is interchangeable with positivity.



#### TRUST

Trust is given and trust is earned. Our credibility and behaviours will reflect a foundation within and without the company that is reliable and honest.

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## OUR COMMITMENT

MEON have supported installers since 1994, as product suppliers. As outlined in the introduction, On Demand is an extension of this service and has been set up to offer a true “end to end” service, covering initial specifications through to completion in accordance with that spec.

MEON do not lightly accredit installers and have high expectations for them as set out in the next section. We respect that there is a commitment from installers, with investment required both in terms of time and expense. Part of the accreditation process therefore is open, honest, and frank discussions to ensure there is no misunderstanding from either side. This also builds up the high level of trust that is so necessary for the success of the On Demand scheme.



See next page for breakdown of each characteristic above.

### **SINGLE SOURCE SUPPLY OF WORK**

On Demand offers installers a single-source supply of installation work, with the specification already established and the sales side completed. The grey areas will have been removed through a robust sales process, which has outlined all the steps needed to do the job right, first time. The result for installers is less time required for admin tasks such as quoting or chasing orders, and more time available for billable labour. We are also working with specifiers and influencers, on trials and schemes across the country. These will provide further opportunities, as they will cascade into our installer network, providing secure ongoing revenue opportunities which are underpinned by secure funding from governments and blue-chip companies across the UK & Ireland.

### **ESTABLISHED SPECIFICATION**

Thanks to the overlap of experience and innovation, our team will recommend products and application processes, capturing these in an agreed specification. There will be no need for installers to defend best practices such as good surface preparation, drying & priming as MEON will do the whole sales pitch and specification.

### **SECURE AND GUARANTEED PAYMENT**

In addition, installers enjoy secure and guaranteed payment terms. Not only does this save time on chasing money in, but it also gives access to work for clients with longer payment terms without any cash flow concerns. MEON pay installers according to On Demand payment terms – which are generally 30-day terms.

### **PROFESSIONAL TRAINING**

It is in the mutual interest of all parties that all applications are appropriate and competently executed and whilst doing so – we are safe at all times! We have already committed to building facilities & training courses to enable the professional delivery of the product and equipment training to you and your team. This competence will naturally transfer to all install projects, whether for On Demand or similar.

### **PREFERENTIAL RATES ON EQUIPMENT AND TRAINING**

The scheme also provides access to preferential rates on equipment and training, which benefits you by increasing productivity and skill set across the whole business.

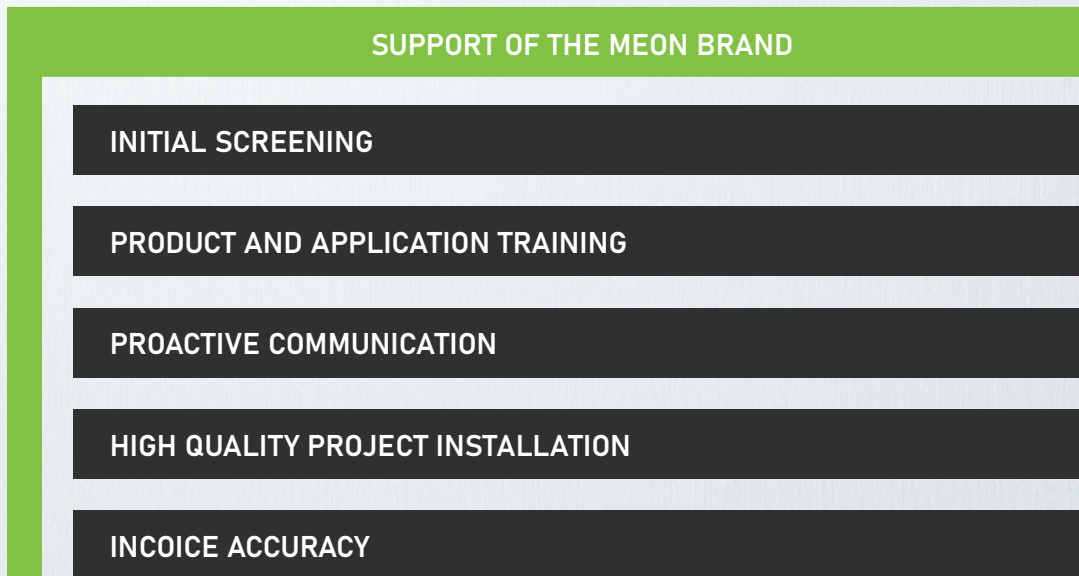
### **EARLY ACCESS TO INNOVATION**

There are also other benefits, such as early access to new product and equipment releases, as well as referrals to new clients who may not wish to use the On Demand service but are looking to deal directly with a MEON accredited Installer. We will nominate an On Demand accredited Installer as first preference, in this type of situation.

## EXPECTATIONS

Our principal On Demand goal is – To make sure every project is completed on time, in full and to specification.

In order to meet this goal, as already outlined – MEON Ltd operates a rigorous initial on-boarding process, backed up by a system of controlled and documented installer performance measures. The whole scope is outlined and explained in the diagram below.



### INITIAL SCREENING

In today's world, clients expect a certain level of corporate conformity. In order to meet these expectations, the start of the onboarding process asks Installers to supply MEON Ltd with valid copies of their:

- Installer Equipment & Consumables List
- Health & Safety and Environmental Policy
- Ethical Statement
- Disaster Recovery Plan/Covid 19 Plan
- Public Liability Insurance
- Worksafe contractor/CHAS Registrations
- Any worker Qualifications – such as NCQs/CSCS
- Waste Disposal Licences
- Any other relevant Certification
- Contractors All-Risk Insurance
- VAT Certificate
- CIS Certificate

These are frequently requested documents, and we would expect that all installers would have them available, if you are unsure about any of them, please get in touch and we may be able to assist.

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## **PRODUCT & APPLICATION TRAINING**

MEON believe in the value of thorough training and will only issue install opportunities to installers/teams who have proved their competency. All installers are required to attend an Advance Academy training course at MEON in Portsmouth for training on products and application techniques. As a minimum, this should include all charge-hands & supervisors, as part of the Installer Agreement is that every On Demand installation is attended & supervised by at least one trained person and this training is reviewed annually.

On Demand installs cover a range of products. Whilst our preference is that our Installers can install all our products, we understand that they may wish to initially train on part of the product range, with a view to further training in due course.

On completion of the training, you will receive a certificate to show that you are a 'Meon Approved Installer', along with certification for the specific product ranges covered.

MEON have an active R&D team who are in touch with leading suppliers globally. We regularly learn new information about products, methods and equipment, so to ensure our Installers are kept up to date, refresher training will be held annually, this will cover any new or extra products and application techniques. The ongoing commitment to this whole training ethic is a key part of the installer commitment, and will bring its own benefits, as installers will be at the forefront of the industry.

## **PROACTIVE COMMUNICATION**

A key part of the On Demand model is the commitment to clear and effective communication as this is what our clients really value. It is therefore essential that all installers communicate effectively and deliver service to MEON & On Demand in accordance with the protocols outlined in our work-flow documents.

We have invested in a well-recognised and simple workflow application, and it is a prerequisite that this is used.

## **HIGH QUALITY PROJECT INSTALLATION**

As already mentioned, we want every install to be of the highest quality and completed to the specification provided in accordance with the recommended guidelines from MEON.

The most important aspect is the actual installers and we have certain expectations of them, which include:

- Behaviour on site needs to be respectful to the customer & their representatives, remembering that they are representing Meon at all times and we do not want the brand tarnished.
- All appropriate PPE worn – Meon branded jackets will be provided
- Tidy working
- All forms on the Re-flow app to be completed in a timely manner
- Changes in the spec/guidelines, or any requests need to be agreed (with whom??) before going ahead.

## **INVOICE ACCURACY**

Finally, to ensure we can fulfil on our promise of prompt payment to our installers, it is critical that all invoicing is accurate, and can be reconciled with the On Demand invoiceable value. This is covered in more detail in Appendix 1 as it is an important area in all contract work. We are realistic about the challenges of site work, which often involve last minute changes for various reasons. The key point for Meon is that all such changes are documented, as they can then be followed through – this is very simply captured on the Re-flow app.

## **SUPPORTING THE MEON BRAND**

As you will readily appreciate, we consider the support of the Meon brand to be of all importance. This means total loyalty to our product range whilst working on a On Demand project, as well as supporting the other points listed above. Whilst on site, you are Meon!

If we follow the above points, this should enable you to:

- Conduct yourself honestly and ethically
- Uphold our values and protect our reputation
- Understand what Meon/On Demand expects from you
- Make good and positive decisions every day
- Comply with laws, regulations and standards that apply to our company
- Understand where to go for assistance or guidance if you have any queries



## TECHNICAL/LEGAL

MEON has clearly defined policies outlining their social responsibilities. These policies are escalated to and apply to our approved Installers. Should you wish to review these policies prior to acknowledging your commitment to Social Responsibilities as set out by UK Law, please request a copy of:

- MEON Corporate Social Responsibility Policy
- MEON Anti-Slavery & Human Trafficking Policy

### QUALITY POLICY

MEON have ISO 9001 accreditation and a key part of this is complete traceability. This need for traceability is what underlines the requirement for constant reporting and communication. The use of Re-flow facilitates this, making reporting simple and straightforward.

### ENVIRONMENTAL POLICY

MEON have ISO 14001 accreditation and a key part of this is setting out requirements and consistency for an environmental management system and ensuring this filters down through to the company and out into the field. Your responsibilities towards meeting this standard in regards of waste management are outlined in Appendix 1.

### NON-SOLICITATION/NON-COMPETE

#### 1. Post-termination restrictions

1.1.1 While you work for us, you will have access to important and often sensitive information relating to our business, including about our products, services, finances, technology, innovation, commercial dealings, future plans, strategy, clients, customers, etc. We have a legitimate business interest in controlling your use of that information both during your employment, once it has ended.

1.1.2 You agree to comply with the following reasonable restrictions that will apply after the Termination Date, (being that date, at which you cease to be an authorised MEON installer) and confirm that you have had your own legal advice in respect of them:

#### 1.2 Non-compete (not doing the same type of work for a competitor)

1.2.1 You will not, for 12 months after the Termination Date, be directly or indirectly involved, either on your own behalf or with or on behalf of another person or entity, with a business (including one that you have set up) that competes, or intends to compete, with the work you were materially engaged in for us during the 12 months prior to the Termination Date.

### **1.3 Non-solicitation of colleagues (not enticing away our employees)**

1.3.1 You will not, either during your engagement with Meon, or 12 months after your Termination Date directly or indirectly offer to employ or otherwise engage or try to entice away from our business anyone we consider to be a 'Key Person'. This applies whether the solicitation is on your own behalf or if you are doing it with or for another person, business or entity.

1.3.2 A Key Person is someone we employ or engage in a management position who you worked with directly or indirectly in the months leading up to the Termination Date. A Key Person meets the following criteria- Management Personnel and, if they were to leave and join a competitor of ours, could materially harm our business interests.

### **1.4 Non-solicitation of business (not enticing away our clients/customers)**

1.4.1 You will not, either during your engagement with Meon, or 12 months after your Termination Date, directly or indirectly (and whether on your own behalf or with or on behalf of another person or entity) divert or try to divert business away from us.

1.4.2 This prevents you from approaching and seeking to do business of the kind you were involved in with any person, firm, organisation, or other entity, customer, client including prospective customer or client as stated.

### **1.5 Transfer of post-termination restriction**

You agree that if we stop being your employer, as the result of a transfer under the Transfer of Undertakings (Protection of Employment) Regulations 2006 ('TUPE'), post-termination restrictions equivalent to those set out in this clause will apply to your new employer. You agree to enter into a new agreement confirming that if the new employer asks you to do so.

## **TERMS**

MEON is committed to maintaining agreed trading terms with all vendors. 30 days end of month terms are our default position with scope to negotiate. Invoices will not be cleared before job completion unless by prior agreement from a MEON Project Manager. There will be some contracts which will be broken into stages; in this case invoices will be cleared on completion of each stage. In all cases, the workflow app will be the primary method of effecting sign-off, and failure to follow workflows may result in delays to payment.

MEON monitors their installers' financial performance through credit awareness service providers and reserves the right to withdraw work from an Installer with 14 days' notice, and award it to another installer, should any installer's financial credibility become flagged as high risk.

## **CONTINUOUS IMPROVEMENT**

MEON are committed to the principle of continuous improvement and will be obtaining feedback from the client on every job to ensure projects are delivered consistently and to a high standard. This feedback will be passed on to our installer as part of our commitment to good communication. Whilst we reserve the right to remove 'Approved Installer' status at any time (should the Meon brand be compromised by poor workmanship or unsatisfactory behaviour) we generally find that the feedback is overwhelmingly positive!

Where the feedback points up an area of improvement, we will work together to address this, as it will make everyone stronger. We also actively invite feedback from our installers on the workflow app, as they are on the frontline and can give vital and valuable feedback. What we want is a genuine win-win situation!

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# DRUGS & ALCOHOL POLICY

## INTRODUCTION

We are committed to providing a safe, healthy, and productive working environment for all employees, contractors, customers and visitors involved in its operation. This policy sets out our aims in reducing and managing alcohol and drug problems in the workplace.

Alcohol and drug problems are associated with a wide variety of costs for employers and employees. These costs include ill-health sickness absence, reduced work performance, and accidents.

Consumption of drugs and alcohol (including prescription and over the counter drugs) or intoxication during working hours implicates the health and safety of the individual and others, since these substances impair coordination, judgement, and decision making.

Irresponsible behavior resulting from the misuse of drugs and/or alcohol may damage our reputation and/or business, and as such, is a policy matter.

### Policy Objectives:

- I. To state our position on alcohol and drugs within the workplace.
- II. To ensure we comply with appropriate legislation.
- III. To minimise the creation of risks caused by or associated with alcohol and drugs at work.
- IV. To have clear rules regarding substance misuse in the workplace.
- V. To provide employees with training on the adverse health effects of alcohol and drugs.
- VI. To encourage the early identification of substance misuse
- VII. To support employees experiencing alcohol and drug problems.

## DEFINITIONS

Alcohol abuse – we define alcohol abuse as any drinking, either intermittent or continual, which interferes with health and/or social functioning and/or work capability or conduct.

Drug – we define drugs as illegal, prescribed and over the counter medicines and solvents. In the case of prescribed and over the counter drugs, we recognise that their possession and use by the employee is legitimate.

Drug abuse – we define drug abuse as the use of illegal drugs, the deliberate misuse of prescribed or over the counter drugs, and the use of solvents, either intermittent or continuous, which interfere with health and/or social functioning and/or work capability or conduct.

## LEGAL

Under the Health and Safety at Work Act 1974, we recognise the duty to protect the health, safety, and welfare of employees and others who are (or may be) affected by their activities, as far as is reasonably practicable, and we are committed to taking measures to ensuring this safety.

Under the Management of Health and Safety at Work Regulations 1999, we will carry out a risk assessment to identify workplace hazards and put measures in place to minimise these risks.

Under the Misuse of Drugs Act (1971), it is illegal for anyone, to produce, supply or be in possession of illegal drugs.

Employers may be liable if they knowingly allow an employee, contractor, customer, or service user to dispense, manufacture, possess, use or sell drugs on their premises.

## POLICY RULES

We require all employees/contractors to come to work free from the effects of alcohol and drugs. Working under the influence of alcohol or drugs, or consuming alcohol or drugs during hours of work, including paid and unpaid breaks, is unacceptable behaviour.

Employees found in possession of illegal drugs or using illegal drugs while at work will normally be reported to the police.

If the legitimate use of prescribed drugs is likely to affect job performance and safety, contractors should inform their line manager immediately.

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## **IDENTIFYING A PROBLEM**

Substance misuse may become apparent through a number of signs. The following list of signals (particularly in combination) could indicate an issue. This list is not exhaustive.

- Persistent short-term absence.
- Frequent unauthorised absence.
- Recurrent small accidents.
- Poor time keeping.
- Inconsistency in work performance.
- A breakdown in working relations. - Paranoia/aggression.
- Deterioration in physical appearances, such as dental problems/weight loss. Substance misuse may become apparent through a number of signs.

These factors can have a number of other causes, and we encourage managerial staff to use all the information at their disposal and intellectual discretion to identify a potential problem. Colleagues may be the first to notice when an employee is misusing substances. If a member of staff suspects an alcohol or drug problem in a colleague they should either:

- Encourage the person to seek help from support agencies.
- Report the matter to a manager (particularly if the person is involved in a safety critical job).

Our policy is principally concerned with ongoing issues of substance misuse. We class these as 'capability issues' as the problem will primarily impact how the individual performs their job.

In circumstances where an contractor breaches the policy on an individual case, such as reporting for work drunk or being under the influence of drugs at work, we will class this behaviour as a conduct issue and handle it via the normal disciplinary procedures.

If a contractor, for example, is violent at work while under the influence of any substance or deals illicit substances at work or any other very serious incident, we will consider this serious misconduct and are justified in summary dismissal.

If a contractor admits to having a substance misuse problem, the disciplinary process may be held in abeyance. This will be subject to the successful outcome of treatment and improvement of performance/job capability.

If the contractor subsequently admits to a substance misuse problem following an instance of serious misconduct, we may carry out the support route and the disciplinary route in tandem.

## **CONFIDENTIALITY**

All appropriate staff, such as occupational health and human resources, must maintain confidentiality for any employee who is experiencing problems with drugs and alcohol.

Appropriate staff must not divulge information regarding individual cases to third parties. Information can only be divulged in cases where safety would be compromised by not doing so.

## **RETURN TO WORK**

After the successful completion of treatment, the company will try to make sure that the employee returns to their existing role. However, if the employee is unable to fulfil their required duties, we will consider alternative duties. The completion of treatment will not affect promotional prospects. Taking into account the needs of the department and the business needs of the organisation.

Managers should make sure that employees are aware that disciplinary procedures may begin following subsequent relapses.

## **EQUAL OPPORTUNITIES**

This policy applies equally to all staff regardless of grade, experience, or role within the company.

Monitoring and Review This policy will be subject to monitoring to review how the policy works in practice. We will review this policy in twelve months.

In compliance with the Employment Protection (Consolidation) Act (1998), we will give all staff twelve weeks' notice of any changes to this policy.

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## INSTALLER COMMITMENT

As an approved Installer at MEON Ltd (on behalf of On Demand)

(Installer): \_\_\_\_\_

Has reviewed the content of this document and signed each page confirming read receipt – and is committed to operating within the guidelines outlined for the duration of the commercial partnership between MEON Ltd and the above-mentioned Installer.

Signed: \_\_\_\_\_

Name: (in Block Capitals) \_\_\_\_\_

Position: \_\_\_\_\_

Dated: \_\_\_\_\_

Please hand back to MEON Representative or email it back to [projects@meonuk.com](mailto:projects@meonuk.com)

Management Signature: \_\_\_\_\_

Expiry Confirm: \_\_\_\_\_

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# OUR BRANDS



Dynamic solutions to deliver productive results. Spectrum is the all-encompassing world class solution for surface marking applications. Spectrum surface solutions are ideal for all infrastructure and asset delineation and marking projects.



A comprehensive selection of road maintenance and repair products that deliver lasting results the first time, every time. Making roads better has been our purpose in creating and developing this powerful range of repair materials.



THE UK'S MOST ADVANCED RANGE OF SURFACE MACHINE PRODUCTS...  
ALL UNDER ONE ROOF, AND AVAILABLE FOR  
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