



## Terms and conditions

Winning business is key for our future success and when we win then you should win too. That's why we've introduced the Retain, Grow, Gain incentive scheme.

### 1. How do I make a referral?

Please ensure that the person you suggest we contact has given their express consent to allow us to use their contact details for the referral. Next visit [www.ocs.com/uk/retain-grow-gain](http://www.ocs.com/uk/retain-grow-gain) and complete the submission form. You will be asked to provide your name and contact details along with those of the opportunity you have identified. If you have already had initial conversations with your contact about the provision of services, please provide these details.

### 2. Who can make a referral?

Any OCS colleague in the UK and Ireland, who is not performing a sales, marketing or bid role as part of their employment.

### 3. Can I make more than one referral?

Yes, there is no limit to the number of referrals you can make.

### 4. What is a successful referral?

A Retain, Grow, Gain referral which results in a new service to a customer (being an entity that is not a current customer of an OCS Group Company or an existing customer that is not currently receiving the service that is being referred at the time of the Retain, Grow, Gain referral) entering into an annual contract (minimum 12 months) with an OCS Group Company (being OCS Group Investments Limited and any of its direct or indirect subsidiaries from time to time) for the provision of one or more services. Projects works and non-contractual one-off works are not eligible.

The services must not be terminated within the first 90 days from commencement of provision of the services. If there is more than one referral made in respect of the same new customer, it shall only be deemed to be a successful referral for the employee from whom the first Retain, Grow, Gain referral email was received.

### 5. What incentive will I receive for a successful referral?

1% of the first year's profit up to a maximum of £5,000. For every qualified submission, you will also be entered into the annual prize draw to win a getaway for two people.

### 6. When will I receive my Retain, Grow, Gain referral incentive?

A tax-deducted payment will be paid directly to your bank account within three months of the contract start date and the first invoice being paid.

### 7. Can I still enter the Retain, Grow, Gain Incentive Scheme if I qualify for a commission?

Yes. However, if you qualify for a commission, you cannot claim a Retain, Grow, Gain reward and will receive the higher value of the commission or cash.

We reserve the right to amend, withdraw or restructure this incentive scheme at any time. Please ensure that you have the express permission of the customer to be contacted.