



ICG plc

ICG Carers' Leave Policy

June 2025



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1. Introduction

1.1 Purpose

This policy is designed to raise awareness of the support and leave available to employees of the Company who need to take time off work to provide or arrange care for a dependant with a long-term care need.

It contains information relevant to employees, their managers, and other colleagues.

1.2 Scope

This policy applies to all permanent and fixed term employees only. It does not apply to agency workers, consultants, self-employed contractors, volunteers or interns.

This policy is for guidance purposes only and does not form part of your contract of employment. ICG may, at its absolute discretion, amend this policy from time to time.

2. Policy Statement

ICG is committed to creating a supportive and inclusive working environment no matter who you are or where you are located. It is important to us that carers can balance their work and caring responsibilities.

This policy and guidance aim to:

- Set out the circumstances in which ICG will give employees time off to provide or arrange care for a dependant with a long-term care need;
- Ensure that carers working at the Company are aware of the relevant policies and procedures in place to support them and to allow them to be resilient and effective in both their caring role and in the workplace;
- Foster an environment in which colleagues can openly and comfortably discuss their caring responsibilities with their manager and team;
- Provide guidance for managers to understand what support is available to employees with care responsibilities and how they can best support them.

3. Overview

The Policy covers the following:

- Definition of a carer

- Support available
- Resources
- Benefits

4. Related Policies and Documentation

Flexible Working Policy

Parental Leave Policy

5. Policy Details

5.1 Definition of a carer

For the purpose of this policy, a carer is defined as an employee who provides or intends to provide:

- A substantial amount of unpaid care on a regular basis for an individual/dependent who has an illness or injury (physical or mental), is suffering from addiction, requires care for a reason connected to their old age, or has a disability for the purposes of the Equality Act 2010; or
- Ad hoc care, where there is a change in circumstances or health of an individual/dependant who has an illness or injury, is suffering from addiction, requires care for a reason connected to their old age, or has a disability for the purposes of the Equality Act 2010.

For the purposes of this policy an individual/dependant is:

- The employee's spouse, civil partner, child or parent;
- Any person who lives in the same household as the employee (other than as a lodger, tenant, boarder or employee); or
- Any other person who would reasonably rely on the employee to provide or arrange care.

An individual/dependant has an illness or injury for the purposes of this policy if it requires, or is likely to require, care for more than three months.

Normal childcare is out of scope of this Carers' Leave policy, other than where the child has a disability or long-term care need. However, if there is an emergency, we can offer 1-2 days (in a rolling 12-month period) of paid leave to enable you to deal with unexpected or sudden problems so you are able to make any longer-term arrangements for the provision of care for a dependant who is ill or injured. As this additional leave is intended for emergencies only, no prior notice is required, but you are required to tell your manager as soon as

is practical the reason for your absence and how long it is expected to last. Please refer to my absence, other types of leave, in the Global Handbook on Connected.

If an employee is caring for more than one individual/dependant, they do not have a separate entitlement to carer's leave for each individual/dependant.

Carers' needs are different from the needs of employees without caring responsibilities. Furthermore, caring experiences vary – a working carer might be providing constant support or a few hours a week; the care might be at home or they might have to travel to support someone. Caring might entail periods of high and low demand, depending on the health of the person being cared for. Caring may involve personal care, help with mobility, managing medication, handling finances, co-ordinating with medical/care services, or providing things (such as practical household tasks or emotional support).

Caring might be a sudden experience (following an illness or accident), or it might be more of a gradual process, where the carer realises, for instance, that their parents can no longer manage on their own.

5.2 Support available

Individuals are not required to disclose their caring responsibilities but are encouraged to do so with their line manager or HR Business Partner. This allows open dialogue and communication around appropriate action to support individual needs. Line managers will respect the confidentiality of any information provided to them in this regard and any personal data collected will be processed in accordance with the Company's data protection policy and employee privacy notice.

The firm will provide some, or all, of the support below, to employees who are carers depending on individual needs.

- ***Support to access information/professional support/wellbeing services***

This may be in the form of signposting you to information or external experts to support you (please refer to the list of resources and external organisations below); or to professional support that you can receive via our Employee Assistance (EAP) provider and/or any medical insurance benefits (e.g., clinical psychology or counselling to support your mental wellbeing);

- ***Support you to navigate other firm policies and processes***

- o Flexible Working Policy– subject to eligibility under the Flexible Working Policy, employees can consider applying to adjust your working pattern on a temporary or permanent basis to help balance your caring responsibilities with your role; each application will be given due consideration by the firm in accordance with the provisions of the Flexible Working Policy, but decisions will depend on the individual circumstances of the role;

- o Ad hoc home working – you should discuss working from home options with your manager to help you with ad hoc needs/requests like attending a hospital appointment with your dependant.
- o Day-to-day adjustments – the ability to make or receive calls in connections with your caring responsibilities and access to a private space to make/ receive calls.

- ***Family & Carers Network***

The ICG Family & Carers Network aims to provide a forum for parents and carers to connect, share and support each other.

- ***Carers' leave***

If you require time off to balance your carer's duties, the Company is offering employees up to 5 days' paid leave in each rolling 12-month period. This is based on the employee's normal working week being 5 days, Entitlement will be pro-rated for part time employees. For example, if an employee works 3 days per week, their carer's leave entitlement will be 3 days.

The entitlement to carer's leave is in addition to any holiday, compassionate or sick leave entitlement the employee has.

Carer's leave can commence on any day of the week. The leave can be taken in one block, or in single half or full days throughout the year, which do not have to be consecutive.

Employees should inform their manager at the earliest stage possible of the requested date(s) they need time off and let them know that it is a request for leave under this policy, to meet their caring responsibilities.

As a minimum, employees are required to give their manager the earlier of either twice the number of working days they wish to take, or three days. For example, if an employee wishes to take four days of carer's leave, the minimum notice required will be eight days before the first day of the requested leave.

ICG aims to grant each request for carer's leave under this policy. However, in certain circumstances, where there would be disruption to the business if the requested leave was taken, the Company may need to postpone carer's leave. If this happens, the employee's line manager or HR will inform them in writing within seven days of receiving their request, providing reasons for the postponement, and will agree a new date for the leave to commence within one month of the employee's initially requested start date.

For those carers who are also parents, you may also be entitled to time off under our Parental Leave Policy (which is unpaid), depending on your location. Please discuss your requirements with your HR Business Partner to understand what you are entitled to.

ICG will do their best to support you.

- **Career break**

If you feel that you may need a longer period of time to help you handle your carer roles then please discuss this with your manager. Depending on business needs, an unpaid career break may be possible.

The list above is not exhaustive; they are examples of adjustments and support available.

Information shared will be kept confidential unless necessary to implement an adjustment, or if there are exceptional circumstances in which it is imperative to disclose in order to maintain your safety or the safety of other colleagues. In these circumstances, disclosure of the situation will be kept to a strictly 'need to know' basis.

5.3 Resources

Carers Trust	Carers Trust is a major charity for, with and about carers. They work to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems. Along with lots of other resources, the website includes a search tool for finding carer services in your local area.
Carers UK	The UK's only national membership charity for carers. Carers UK is both a supportive community and a movement for change. Members help each other by sharing experiences and offering support. Guided by a Board of Trustees that's primarily made up of carers, they're rooted in the real experiences of members and are here to make life better for carers. Resources include a forum for carers to connect if they need support, and information on the latest coronavirus guidance for carers.
Carers Network City of London	For people caring for individuals over aged 18, who are living with health, disability or care needs and live in the boroughs of Hammersmith & Fulham, Kensington & Chelsea or Westminster, then the Carers Network may be able to provide guidance or advice. The Carers Network has a number of online or telephone events like chair yoga, cookery classes and more. Once registered with the network, a carer is eligible to attend any of these events.
Euro Carers	Eurocarers brings together carers' organisations as well as relevant universities & research institutes – a unique combination that enables evidence-based advocacy. The network works to ensure that care is valued, and unpaid care is recognised as central to the sustainability of health and long-term care systems. Their aim is therefore to act as a voice for informal carers, irrespective of their age or the particular health need of the person they are caring for.
International Alliance of Carer Organizations	IACO members are working collaboratively and independently to raise awareness of carers, identify and disseminate best practices and enhance carer well-being. Once seen as a personal and private matter in family life, unpaid caregiving has become one of the most important social and economic policy issues worldwide.

EAP

Our ICG Employee Assistance Program (EAP) is your confidential and free support service. This valuable benefit includes not only counselling sessions for you and your immediate family but also includes services to help you to manage many aspects of life, including guidance around how to manage your care responsibilities.

My Family Care

For the UK only, ICG provides up to 8 fully funded sessions of backup care per year (from 1 February to 31 January) booked through My Family Care. The sessions can be used for Backup Adult & Eldercare. These can either be used for emergency care or for when you want to plan sometime away and need some care support in place at home to give you peace of mind.

For more information regarding the other healthcare provisions or benefits in place for you, go to the HR hub to view your local benefit guide or for more information contact RewardTeam@icgam.com.

6.Responsibility and Obligations

Responsibility for the policy

The Executive Directors have overall responsibility for the effective implementation and operation of this policy. All senior Management within the Company are expected to support them in this. This policy is also supported by the Company's Diversity and Inclusion Champions Group, HR team and Family & Carers Network.

All management and employees of the Company are expected to pay due regard to the provisions of this policy and should ensure compliance with it when undertaking their jobs or representing the Company.

The HR department holds responsibility for ensuring the maintenance, regular review and updating of this policy.

Revisions, amendments, or alterations to the policy can only be implemented following consideration and approval by the Executive Directors.

Employee obligations

All employees are bound by their contract of employment and ICG Policies, including the ICG Compliance Policies and Procedures throughout the tenure of their employment up to and including their last day of service.

This includes all leaves of absence i.e. annual leave, primary care giver leave, secondary care giver leave, sick leave, sabbaticals and gardening leave.



Failure to follow ICG Policy may result in a Compliance Breach and will be recorded as a Conduct Breach in Workday.

7. Out of Scope / Exceptions

UK policy only, please check with your HR Business Partner for other locations.

8. Record Keeping

All records in relation to the Carers' Leave policy shall be treated as strictly private and confidential and shall be maintained for a minimum period of 7 years from the date of conclusion of the relevant case under the policy.

9. Governance

These policy and procedures are owned and maintained by the HR Department and are subject to review at least annually and as when deemed necessary. Revisions, amendments or alterations to the policy are subject to review at least annually and as and when deemed necessary and can only be implemented following consideration and approval by the Chief People and External Affairs Officer.

Version Number	Date	Author	Description of Change
1.1	January 2022	HR	Review of Policy
2.0	June 2025	HR	Review of Policy and new template