



# Employee Handbook

Heron Grange Recruitment & Training Solution Ltd

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## Introduction

### Introduction from the Director

May I take this opportunity to welcome you to Herongrange Recruitment & Training Solutions Ltd. I hope your career with us will be both enjoyable and rewarding.

It is our policy to communicate regularly with you on matters that are important to us all, such as service quality and information about your job and your terms and conditions of employment. We will encourage you to give us your own views based on your experience of the company's operation.

It is our firm intent that all employees should have an equal level of advancement, access to opportunity, and the training necessary to that end, irrespective of your gender, race, colour, religion, sexual orientation, disability, age or any other protected characteristic.

This Employee Handbook is designed to provide you with information and guidance to help you in your career with us. It gives information about policies and procedures as well as detailing many of your employment rights and responsibilities. It does not contain every policy and procedure but these are set out in the Policy Manual one of which is kept in the office or is available on request from your Line Manager. I would recommend that you take time out to have a look at the Policy Manual. If you have any queries about the contents of this or the Policy Manual please ask your Line Manager. **The policies/procedures contained in this and the Policy Manual are non-contractual.**

I recognise that the enthusiasm, commitment and professionalism of our people is the greatest contributor to the on-going success of our business.



David Kane  
Director

## About Ltd

### Company History

The company was established to fulfil the needs of customers who require a security solution to a problem. We will never be the cheapest solution available as like our customers we value our business and skill sets we have within it. We have pride in our service delivery and have built our business upon it.

### Markets and Customers

We operate in a market sector which requires a dynamic solution to a problem. We offer short term fixes to issues while we review the situation and then offer the best long term solution to the underlying issues that caused the problem. We are able to offer a rapid deployment of resources to secure clients assets. We have provided solutions to both local and national companies from our team of security specialists.

### Progress and Developments

The Company are now able to deploy Security Dogs and handlers qualified to NASDU level 2 in vehicles capable of providing welfare facilities to the teams deployed. Supported by rapid deployment of CCTV and confirmed alarm systems, providing the best possible solution to problems

### Future Plans

We aim to be the preferred choice to clients looking for a flexible and professional solution to security issues based on quality, cost, effectiveness and longevity of the solution.

## Joining the Company

### Probationary Period

The upto the first six months of your employment can be regarded as a probationary period, this will confirmed in your Contract. During this period your performance will be monitored and support and training provided to help you fill the requirements of your job. If despite training and support you are still unable to fulfil the requirements of the job the company may terminate your employment by giving you one week's notice as detailed in your Statement of Particulars.

### Induction

Your induction programme is designed so that you attain the skills and knowledge required to do your job effectively. You will meet your new colleagues and receive information about the company, your terms and conditions of employment, company rules, health and safety.

### Changes in Personal Circumstances

To help us assist you it is essential that all information on your personnel records is complete and correct. Please inform your Line Manager, in writing, of any changes in your personal circumstances, including a change of:-

- Address and/or telephone number
- Bank details
- Name
- Next of kin
- Emergency contact details

Your personal information is classified as confidential and will not be released to outside sources without your prior authorisation. **More details about how the company treats information can be found in the Computers and Data Protection Policy in the Policy Manual.**

## Pay and Benefits

### Payment of Wages

Details of the rate(s) of pay applicable to your post are contained in your Statement of Particulars along with information about when and how your wages/salary is paid. An itemised pay statement showing gross earning, fixed and variable deductions and net wage will be given to you each time you are paid.

### Pensions

Details of the arrangements relating to pensions can be found in your Statement of Particulars.

## Hours of Work

### Working Hours

Your normal working hours are those set out in your Particulars of Employment. Depending on service requirements, the way in which you work these hours may be changed, and you may be asked to work extra hours.

### Time Recording Arrangements

All security staff are required to log in and out using the company's logging in/out procedure. The procedure will be explained to you by your Line Manager on your first day of work. Misuse of the logging in/out procedure may result in disciplinary action in line with the company's disciplinary procedure.

### Overtime and Shift Rates

From time to time you may be requested to work overtime, and you will be expected to co-operate with any reasonable request. All overtime must be authorised in advance. No payments will be made for overtime not authorised in advance.

**The overtime and shift rates of pay are detailed in your Statement of Particulars.**

## Holidays

### Public and Bank Holidays

The company recognises the following public and bank holidays:-

- New Year's Day
- Good Friday
- Easter Monday
- May Day
- Spring Bank Holiday
- Late Summer Bank Holiday
- Christmas Day
- Boxing Day

### Holiday Entitlement

You are entitled to 28 days holiday per annum **including** the eight days public and bank holidays listed above. During the first year of your employment you will accrue holiday days on a pro rata basis for every completed month of service.

### Holiday Year

The holiday year is from 1st April to 31st March and you must take each year's entitlement between those dates. You will not be allowed to carry over holidays into the next holiday year unless agreed by your Line Manager and only in those circumstances detailed in your Particulars.

Due to the nature of the business, no annual leave may be taken from 15<sup>th</sup> December to 5<sup>th</sup> January, unless written permission is obtained from the Managing Director.

### Holiday Pay

Holiday will be paid at your basic rate of pay.

If you terminate your employment during the holiday year you will be entitled to payment in lieu of leave which has accrued but is untaken by the last date of your employment. The company may require you to take any accrued but unused holidays during your notice period. If when you terminate your employment you have taken excess leave during that holiday year the company will deduct the relevant amount from your final salary payment.

## Equality

### Equal Opportunities Policy

It is the company's policy not to discriminate against its workers on the basis of their gender, sexual orientation, marital or civil partner status, gender reassignment, race, religion or belief, colour, nationality, ethnic or national origin, disability or age, pregnancy or trade union membership or the fact that they are a part-time worker or a fixed-term employee. Our workers and applicants for employment shall not be disadvantaged by any policies or conditions of service which cannot be justified as necessary for operational purposes.

The company shall, at all times, strive to work within legislative requirements as well as promoting best practice.

The principle of non-discrimination and equality of opportunity applies equally to the treatment of visitors, clients, customers and suppliers by members of our workforce and also, in some circumstances, ex-employees.

The policy is for guidance only and shall be provided to all workers, but does not form part of your contract of employment.

You will receive a full copy of the Equal Opportunities Policy with your Statement of Particulars. It is also contained in the Policy Manual which is kept in the office and is available on request from your Line Manager.

### Disability Policy

In line with our Equal Opportunities Policy, the company is anxious to ensure that no employee is discriminated against on the grounds of a disability. As such, we have introduced a policy outlining the main implications of the Equality Act 2010 ("the Act") and how the company complies with its obligations under the Act. This policy can be found in the Policy Manual.

## Policy for Prevention of Harassment at Work

It is never acceptable for any employee to be subjected by any other employee to harassment on the basis of race, religious belief, creed, ethnic or regional origin, age, disabilities, physical characteristics, health, personal background, gender, marital status, sexual orientation, political beliefs, trade union membership or any other grounds.

### Definition of Harassment

The company defines harassment as being any conduct, whether physical or verbal, whether persistent, occasional or singular, which is unwarranted by another person and either embarrassing, humiliating, intimidating or offensive to any other employee. Harassment is unwanted conduct of a discriminatory nature affecting the dignity of individuals at work. It can include unwelcome physical, verbal or non-verbal conduct. Such behaviour is unacceptable.

If you think you have been subjected to harassment at work you must report this immediately to a Company Director.

The procedures we will follow in the event that an allegation of harassment is made are contained in the Policy Manual.

If, following investigation, you are deemed to have harassed a colleague you will be subject to disciplinary action up to and including summary dismissal on the grounds of gross misconduct.

## Whistleblowing Policy

### Intention of Policy

This policy applies to all workers at the company, and is designed to allow concerns of a wider nature (called "protected disclosures") to be raised and dealt with properly. The company is committed to giving workers the ability raise such concerns without fear of reprisals and to investigating concerns where they arise. This policy is not designed for individual matters – any concerns which you have which relate to you personally should be raised using the grievance procedure.

Use of the grievance procedure will not remove any protection you may be entitled to under the law if your grievance is, in fact, a “protected disclosure”, but it is a more appropriate forum for individual concerns to be raised, and will allow them to be dealt with in the best way.

This policy should be used where your concerns relate to a matter of wider significance. This policy is not restricted to matters within the company but is designed to allow workers to raise any issue which they have a concern about, and to allow the company to ensure that matters are dealt with.

Examples of the types of concerns which this policy may be used to deal with are:-

- Theft by any person in the company
- Fraud of any kind being perpetrated (whether within or not)
- Environmental concerns
- Any kind of criminal activity (including drug taking – whether on or off the premises)
- Health and Safety concerns – whether affecting workers or the general public
- Harassment

This list is not exhaustive, and all workers should feel free to use this policy to report any concerns they have, so that the company can look into these.

The procedure which will be used if such a disclosure is made, along with the rights of the employee raising the concern, are set out in the Policy Manual.

## Working Parents and Carers

### Maternity Policy - Maternity Leave

Pregnant employees are entitled to ordinary maternity leave and additional maternity leave. At the end of ordinary maternity leave you will have the right to return to the same job. At the end of additional maternity leave you will have the right to return to the same job or where this is not possible, to a suitable alternative job. During your maternity leave you

have the right to work and be paid as usual for up to ten “keeping in touch days”.

Ordinary maternity leave is 26 weeks and you then have the option to take a further 26 weeks additional maternity leave. During your maternity leave you are entitled to benefit from all your normal terms and conditions of employment except for remuneration.

To qualify for maternity leave you must tell us by the end of the 15<sup>th</sup> week before the expected week of childbirth:-

- That you are pregnant
- The expected week of childbirth by means of a medical certificate
- The date you intend to start maternity leave

We will then write to you within 28 days to let you know your return date. If you wish to change this date you must give us eight weeks’ notice.

During your pregnancy, prior to taking maternity leave, you are entitled to time off with pay to attend ante-natal classes. You must produce your appointment card for verification by your Line Manager.

### Statutory Maternity Pay

You are entitled to Statutory Maternity Pay (SMP) if you have been employed by the company for a continuous period of at least 26 weeks ending with the 15<sup>th</sup> week before the expected week of childbirth, and have average weekly earnings at least equal to the lower earnings limit for National Insurance contributions. SMP can be paid for up to 39 weeks.

The rate of SMP is reviewed every April so please see your Line Manager for current rates.

### Working During Your Pregnancy

The company is obliged to consider any risks in your work activity while you are pregnant. This may mean that certain duties are removed from your role or you may be given a suitable alternative role.

As a last resort if the risks assessed cannot be removed or avoided you may be suspended on full pay for as long as necessary to protect you and your baby. In order to fulfil this obligation we need to know that you are pregnant as early as possible into your pregnancy.

Your full maternity rights are detailed in the Maternity Policy which can be found in the Policy Manual. We will also provide you with a copy of the full policy once you inform us that you are pregnant.

### **Paternity Leave**

If you are the father of a child or its mother's husband/partner, and you expect to have responsibility for the child's upbringing, you may be entitled to paternity leave. **Please see the Paternity Leave Policy in the Policy Manual.**

### **Parental Leave**

Employees who have completed one year's service with the company are entitled to 13 weeks unpaid parental leave for each child born to them or adopted by them. The leave can be taken at any time up to the child's fifth birthday or until five years after placement in the case of adoption. Parents of disabled children can take 18 weeks up to the child's eighteenth birthday.

While on parental leave you will remain employed and some of your contract terms such as contractual notice and redundancy terms still apply. At the end of the parental leave you have the right to return to the same job or a similar job with the same or better status and terms and conditions. If the leave taken lasts for four weeks or less you have the right to return to the same job.

In addition all employees are entitled to reasonable time off work without pay, to deal with an emergency involving a dependant. For example, if a dependant falls ill or is injured, if care arrangements break down, or to arrange or attend a dependant's funeral.

### **Adoption Leave**

If you are adopting or have adopted a child you may be entitled to leave and pay. **Please see the Adoption Leave Policy in the Policy Manual.**

### **Flexible Working**

Employees have certain statutory rights in relation to requesting to work flexibly. These rights are detailed in the company's **Flexible Working**

**Policy which can be found in the Policy Manual.** The Policy also sets out the procedure for making such a request.

All employees may request to work flexibly and the company will give every request due consideration in line with the company's **equal opportunities policy.**

## **Career Development**

**This section of the handbook should be read in conjunction with the company's equality policies detailed in the Policy Manual.**

### **Appraisal**

Your work performance will be monitored on an on-going basis by your Line Manager however, once a year you will have the opportunity to meet formally with your Line Manager to review your performance, discuss any changes to your job description, analyse your training requirements and plan your future development.

### **Training**

The company's training policy aims to:-

- Help you develop the skills and give you the knowledge necessary to do the job for which you have been employed
- Help you develop the skills and give you the knowledge required in other jobs in the company so that flexibility may be achieved at all levels in the company
- Equip you for promotion should the possibility arise
- Increase the effectiveness of everyone in the company and therefore of the company as a whole

### **Promotion**

All promotions are made solely on the basis of individual merit as detailed in the company's equal opportunities policy. Your potential for promotion will be assessed objectively by considering your current work performance and indications of your future capabilities. Length of service alone does not lead to promotion.

## Communications and Consultation

### The Role of Your Line Manager

Your most important source of information about the company and your job is your Line Manager. It is part of his or her job to inform, answer questions and listen to constructive opinions, comments or suggestions.

### Notice Board

Located within the operations office

### Employee Representation

There are no collective workforce agreements in place at the company but you are entitled to join a trade union if you so wish.

### Absence

The company relies on regular staff attendance to maintain service levels etc. Employees work in teams and any absences can put pressure on other team members to cover. However, we do recognise that from time to time employees will be unfit for work due to illness.

## Absence Policy

### Medical Appointments

If you are unable to work in order to keep a medical, dental or other essential appointment, prior permission should always be obtained from Management. Payment for absences of this nature will be at the discretion of the company. You must try to arrange such appointments outside normal working hours wherever possible. Any such absences from the workplace should be minimal.

You may be expected to make up the hours that you are absent for, at some other appropriate time.

## Sickness and Injury

### Notification of Absence

If you are unable to attend work, you must notify your Line Manager no later than four hours prior to the start of your shift. Any absence must be

properly explained in that first contact and, if the absence continues, you must keep the company fully informed. This applies to both short and long term situations and you will be expected to contact the company on a daily basis if your absence continues for more than a day until your absence is covered by a sick note. Failure to follow this procedure may result in disciplinary action being taken.

### Returning from Absence

On your return to work after absence because of sickness, irrespective of the length of absence, you must complete a return from sickness form. The company will also hold a “return to work” meeting with you. The purpose of this meeting is to talk through any arrangements to facilitate and support your smooth return to your role or, if applicable, an adjusted or temporary role.

### Period of Absence

If your sickness is for more than seven days (including Saturday, Sunday and customary holidays) then you must provide the company with a doctor’s medical certificate. You must continue to provide medical certificates to cover the whole of the absence period.

Please note that the company will review the attendance levels of all employees on a regular basis. In deciding whether to take further action in respect of sickness absence, the evidence of a medical certificate may be disregarded and the company may seek alternative medical information.

### Statutory Sick Pay and Contractual Sick Pay

The company is responsible for paying SSP to you if you are eligible. Subject to you properly informing us of your absence and proper provision of sick notes you may be entitled to receive SSP.

Contractual sick pay may be payable depending upon your contract terms which can be found in your Statement of Particulars. If payable, this includes SSP (where applicable) and pay is then “topped up” with any contractual sick pay up to the contractual sick pay level.

The maximum period for which SSP is payable is 28 weeks in one period of sickness absence and is paid at a rate specified by law. As with other

earnings, SSP is subject to the deduction of income tax and all other normal deductions. We will inform you if you are eligible for SSP.

SSP is paid in respect of qualifying days on which you are unable to work through illness. Qualifying days are those days on which you would normally work. Generally SSP is not payable for the first three days of sickness which are known as waiting days. This may not always be the case when you are absent on more than one occasion within a short period of time.

At the start of your employment you are required to produce to the company any linking letter or information given to you by your previous employer or the Benefits Agency.

### **Unauthorised Absence**

Unauthorised absences and/or abuse of this policy will be unpaid and you may be subject to disciplinary sanctions or enquiry. Sanctions up to and including dismissal for gross misconduct may be applied depending upon the circumstances. Where abuse of the policy is discovered after the event, the company reserves the right to make a deduction from your wages in the sum of any monies paid to you as an alternative or additional disciplinary sanction to dismissal.

### **Company Systems during Absence**

The company reserves the right to remove access to its systems and/or property during any period of absence for the better performance and security of the business. You may be required to return any company vehicle during periods of extended absence in order that others may cover your role.

## **Disciplinary and Dismissal Procedure**

This procedure is designed to help and encourage all employees to achieve and maintain standards of conduct and performance.

Normally, minor issues are resolved informally with members of staff. The Disciplinary Procedure is used to deal with repeated minor offences or more serious offences of misconduct or poor performance.

The rules and procedures set out in this Policy will be reviewed periodically by the company in light of experience, changes in legislation and other relevant factors. Employees will be involved in any subsequent changes.

Please note that the disciplinary procedure is non-contractual.

### **Policy Principles**

The principles of the Disciplinary Procedure are as follows:-

- To promote fairness and consistency of treatment between all employees
- To ensure that no disciplinary action is taken until the case has been fully investigated
- The company's objective in applying this disciplinary procedure is that, where possible, any action taken should be corrective rather than to inflict punishment
- To apply a system of warnings, according to the staged procedure outlined below. However, the company may commence the procedure at any stage if the alleged misconduct or poor performance warrants it

No disciplinary action will be taken until a case has been fully investigated. The investigation may include the holding of an investigation meeting with the employee, depending upon the specific case. Following an investigation meeting a decision as to whether disciplinary action is required will be made.

All investigation and disciplinary meetings will be handled by managers of the company (in the first instance the employee's Line Manager) or by an external HR Consultant. All arrangements regarding dates and times of meetings will be notified to the employee in writing. The company will write to the employee to invite them to a disciplinary meeting. The letter will explain:-

- The time, date and location of the meeting
- The reason for and nature of the meeting
- The allegations or criticisms (together with supporting evidence where relevant) which have given rise to it

- What will happen at the meeting, including the employee's opportunity to ask questions, present evidence and call witnesses (if advance notice is given to the company before the meeting)
- The possible consequences of the meeting and
- The employee's right to be accompanied to the meeting

The company, the employee and the chosen companion will make every effort to attend all meetings. Where the employee is persistently unable or unwilling to attend a disciplinary meeting without good cause the company can make a decision on the evidence available in the employee's absence.

The purpose of a disciplinary meeting is to establish the relevant facts and only after these are clear may a warning be issued. Formal warnings will be confirmed in writing.

At a disciplinary meeting:-

- The company will explain the complaint against the employee
- The company will go through the evidence gathered
- The employee will be given the opportunity to present their case
- The employee will be given the opportunity to answer any allegations made against them
- The employee will be given a reasonable opportunity to ask questions
- The employee will be given a reasonable opportunity to present evidence
- The employee will be given a reasonable opportunity to call witnesses and
- The employee will be given a reasonable opportunity to raise points

At all stages of the formal disciplinary procedure, the employee has the right to be accompanied by a work colleague or a Trade Union representative or an official employed by a Trade Union to any meeting.

The employee's choice of companion must be reasonable. If the proposed person is not available to attend the hearing, the hearing can be

postponed to a date and time within five working days of the date of the originally proposed meeting to enable the employee to choose an alternative colleague if they wish to.

At each meeting a companion:-

- Can, if the employee wishes, address the meeting
- Can, if the employee wishes, put or sum up the employee's case
- Can respond on the employee's behalf to views expressed
- Can confer with the employee during the meeting
- Cannot answer questions on the employee's behalf
- Cannot prevent the employee from explaining their case

The employee has a right to appeal against any decision made if the employee feels that the disciplinary action taken against them is wrong or unjust.

Summary dismissal without notice will take place if an act of gross misconduct is committed. Gross misconduct is misconduct serious enough to prejudice the business or reputation of the company and to damage the working relationship and trust between the employee and the company. The sanction for gross misconduct **may** be summary dismissal i.e. dismissal without notice or payment in lieu of notice.

#### **Examples of Misconduct**

The following is a non-exhaustive list of examples of offences which amount to misconduct falling short of gross misconduct:-

- Refusal to carry out duties or reasonable instructions
- Bad time keeping/lateness
- Unauthorised absence
- Minor damage or misuse of the company's property
- Non-compliance with the company's policies, procedures and/or codes
- Unacceptable performance and/or attendance
- Lack of application
- Smoking on company premises unless in designated areas
- Time wasting
- Unauthorised use of the company's telephone or internet

### Examples of Gross Misconduct

The following list provides examples of offences which are normally regarded as gross misconduct. This list is not exhaustive:-

- Theft
- Fraud and deliberate falsification of records
- Making or signing any false statements of any description
- Physical violence
- Unlawful discrimination
- Bullying or harassment
- Deliberate damage to property
- Destroying, altering or erasing documents, records or electronic data without permission or through negligence
- Serious insubordination
- Misuse of the company's property or name
- Bringing the company into disrepute
- Incivility to persons encountered in the course of duties or misuse of authority in connection with business
- Use of uniform, equipment or identification without permission
- Permitting unauthorised access to a customer's premises
- Carrying of equipment not issued as essential to an employee's duties, or use of a customer's equipment or facilities without permission
- Incapability whilst on duty brought on by alcohol or non-prescription drugs
- Serious negligence which causes or might cause unacceptable loss, damage or injury
- Serious infringement of health and safety rules
- Serious breach of confidence (subject to the Public Interest (Disclosure) Act 1998)
- Divulging matters confidential to the organisation or customer, either past or present, without permission
- Soliciting or receipt of gratuities or other consideration from any person
- Failure to account for keys, money or property received in connection with business

- Failure to comply with search procedures detailed in the Policy Manual
- Failure to comply with statutory or regulatory requirements
- Non-compliance with the rules regarding the use of the company's computer systems or equipment as set out in the Policy Manual
- Conviction of a criminal offence which in the company's opinion demonstrates unsuitability for continued employment with the company
- Breach of issued data protection policies whether or not set out in the Policy Manual
- Leaving the place of work without permission, or without sufficient cause
- Failure to notify the company immediately of any:-
  - Conviction for a criminal and/or motoring offence
  - Indictment for any offence
  - Police caution
  - Legal summons
  - Refusal, suspension or withdrawal (revocation) of a Security Industry Authority licence

### Disciplinary Procedure

#### Stage 1 – Improvement Note: Unsatisfactory Performance

If performance does not meet acceptable standards the employee will normally be given an improvement note. This will set out the performance problem, the improvement that is required, the timescale and any help that may be given. The individual will be advised that it

constitutes the first stage of the formal procedure. A record of the improvement note will be kept for six months, but will then be considered spent – subject to achievement and sustainment of satisfactory performance.

#### Stage 1 – First Warning- Misconduct

If conduct does not meet acceptable standards the employee will normally be given a written warning. This will set out the nature of the misconduct and the change in behaviour required. The warning will also inform the

employee that a final written warning may be considered if there is no sustained satisfactory improvement or change. A record of the warning will be kept for six months after which it will be disregarded for disciplinary purposes subject to sustainment of satisfactory conduct.

If performance does not improve as a result of a Stage 1 intervention, then the processes outlined below for Misconduct will apply (Stage 2 being a First Written Warning)

### **Stage 2 – Final Written Warning**

If the offence is sufficiently serious, or there is a failure to improve during the currency of a prior warning for the same type of offence, a final written warning may be given to the employee. This will give details of the complaint, the improvement required and the timescale. It will also warn that failure to improve may lead to action under Stage 3 of this procedure and will refer to the right of appeal. A copy of this written warning will be kept for twelve months after which it will be disregarded for disciplinary purposes subject to achievement and sustainment of satisfactory conduct and/or performance.

### **Stage 3 – Dismissal or some other Sanction Short of Dismissal**

If there is still a failure to improve the final step in the procedure may be dismissal or some other action short of dismissal such as demotion or transfer. Dismissal decisions can only be taken by the Operations Manager or Director, and the employee will be provided, as soon as reasonably practicable, with written reasons for dismissal, the date on which the employment will terminate, and the right of appeal. The decision to dismiss will be confirmed in writing.

If some sanction short of dismissal is imposed, the employee will receive details of the complaint, will be warned that dismissal could result if there is no satisfactory improvement, and will be advised of the right of appeal. A copy of the written warning will be kept for twelve months after which it will be disregarded for disciplinary purposes subject to achievement and sustainment of satisfactory conduct and/or performance.

### **Suspension**

There may be occasions arising out of alleged breach of discipline or misconduct when the company considers it appropriate to suspend an

employee to allow a full investigation of all the facts to take place. During the period of suspension, the employee will be entitled to full pay and the employee will be informed of the suspension in writing.

Suspension is a neutral act and is not a disciplinary action in itself or indicative of any guilt. During a period of suspension, an employee should not attend the company's premises or contact other employees, without first obtaining the company's permission. The period of suspension to complete investigations will be kept under review and be kept as short as possible.

### **Appeals Procedure**

If the employee feels that the disciplinary action taken against them is wrong or unjust they may appeal. The appeal must be in writing to the Director within five working days of the date of the company's decision against which the appeal is made. The employee must state the grounds for the appeal. Where the employee's appeal is against dismissal, the effect of lodging an appeal shall not be to postpone the date of dismissal.

As soon as reasonably possible after receipt of the letter an appeal meeting will be arranged. The employee will be required to attend the appeal meeting with the Manager the company has appointed to hear the appeal and their companion (if they choose to be accompanied). At the meeting the employee will be given the opportunity to explain their appeal and how they think it should be resolved. The purpose of the appeal is not to rehear evidence, but to review the appropriateness of the original decision.

Following the meeting the company will write to the employee and notify them of the decision and any action the company proposes to take; this will normally be within five working days of the meeting. Whatever the outcome, the decision of the Appeal is final and all internal procedures exhausted.

### **Criminal Offences**

Convictions outside of an employee's employment during the course of your employment will not be treated as an automatic reason for dismissal. The provisions of the Rehabilitation of Offenders Act 1974 and subsequent legislation will be observed.

Where the police are involved in a suspected criminal offence during employment, the company do not have to await the outcome of legal processes before deciding on its attitude to such cases. The company may suspend an employee on full pay pending investigations. Consideration will be given as to whether the offence makes the individual unsuitable for their duties or unacceptable to other employees.

### **Company Rules**

During your employment, and in some circumstances following termination of your employment with us, you are required to abide by the following rules. Failure to comply with these rules may result in disciplinary action up to and including dismissal for gross misconduct in line with the company disciplinary procedure.

Whilst on duty you must be alert and acquainted with requirements for the premises where duties are being undertaken. Sleeping on duty is strictly forbidden.

You must never have your attentions diverted by watching television broadcasts, other than monitors which survey the premises and/or surrounding areas. This applies equally to radio or wireless sets other than those by which communications may be received from the Control room, or the client as appropriate.

You must report for duty promptly and telephone "Control" (or a nominated senior guard) to announce your arrival. Failure to report for duty on time may lead to your replacement by another employee and will result in loss of payment for that shift. This is in addition to any action taken under the company disciplinary procedure.

Meals and refreshments are to be consumed within the premises where the duty is being undertaken.

You must not vacate the premises during your shift unless you have been authorised to do so by a senior manager.

All client "NO SMOKING" regulations must be strictly observed.

The consumption of alcoholic beverages, drugs or liquids which might impair speech, hinder thought or reaction whilst on duty, or prior to attending duty is strictly forbidden.

If requested by the client to carry out duties which differ from company standing instructions, codes of discipline, works manuals or Assignment Instructions, you must courteously refer the client to the company in order that the necessary instructions can be confirmed and to avoid possible misunderstandings or errors.

You must not borrow, buy, or accept any money, goods, or other property belonging to a client, an agent, or an employee, before, during, or after carrying out duties on premises.

You must not sell, lend or misappropriate monies, goods or other property belonging to the client, an agent or employee, before, during or after carrying out duties on the premises.

You must not lend, borrow or gamble with any employee of the client company.

You are required at all times to conduct yourself in such a manner which shall not bring discredit to the company or client.

You should immediately report to your supervisor or a member of management if you have any reason to doubt the honesty, trustworthiness or integrity of other employees or of any person with whom an employee is associated during the course of duty. Please see the company whistleblowing policy for further information.

All reports, records, instructions and actions taken in the interest of the company are to be regarded as confidential and must not be revealed, discussed or disclosed to unauthorised persons.

The company or the clients cannot accept responsibility for any personal items or properties lost, stolen or damaged whilst on clients or company premises, or in vehicles owned by said parties.

You must not take onto a client premises a privately owned pet (unless permission has been granted in writing from a Senior Manager of the company).

You must not remove from a secured location any clock keys unless authorised by a supervisor. Losses of keys are to be reported on incident report forms immediately the loss is observed.

You must advise company management should a warrant be issued against you, or should you be required to appear in court for an offence or as a witness.

You must wear uniform as specified by the company at all times whilst on duty.

You must display your identity badge so that it can be clearly seen.

All uniforms and equipment can only be utilised during working hours.

Uniforms must be maintained in a clean, tidy and serviceable condition.

If Personal Protective Equipment is issued, you must wear it all times as per site regulations.

When reporting for duty, you must be clean and smart taking particular care to ensure personal hygiene standards.

Uniforms or parts thereof must not be worn other than for journeys to and from the workplace and whilst carrying out the company duties.

Under no circumstances should uniforms be worn in public houses, hotels, inns, taverns or licenses clubs, unless duties are being carried out in such places.

When parts of a uniform become unserviceable, damaged or unfit for use, an immediate report is to be made to management.

When uniform items are exchanged, the worn item must be handed in.

The cost of replacement of garments or articles of uniform which have been lost damaged by neglect, carelessness or wilful defacing will be charged to you.

Upon termination of employment, you must not wear any clothing with the company insignia displayed.

Whilst employed or following termination of your employment you must not impersonate a security officer of this company. Failure to comply may result in legal action.

Weapons of any description, whether real or imitation, must not be carried whilst on duty.

Except in the case of an emergency, you are not permitted to use a telephone belonging to a client, for any purpose other than official business.

Personal mobile phones are to be switched off during working hours, unless used for business purposes. If there are special circumstances that require you to have your mobile phone switched on, you should obtain your line manager's permission before doing so.

Under no circumstances are you to use a client's computer for any other reason than the duties set out for you on the individual site.

## Grievance Procedure

### Policy Statement

It is the company's policy to create an environment that promotes open communication, which allows for free and informal discussion of any work related problems. Occasionally however, problems will arise which may only be resolved through a more formal procedure.

The rules and procedures set out in this Policy will be reviewed periodically by the company in light of experience, changes in legislation and other relevant factors. Employees will be involved in any subsequent changes.

Please note that this procedure is non-contractual.

### Policy Principles

The company will protect the right of staff to seek to remedy a grievance in a fair manner. Once a grievance is dealt with there will be no further reference made to it, nor shall the employees be discriminated against for raising the grievance.

If an employee believes that they are the victim of sexual, racial or any other form of harassment or unlawful discrimination, they should report any incidents to a Company Director.

The grievance procedure can only be used where the matter in question is not the subject of disciplinary proceedings, which should be taken up in accordance with the company's separate Disciplinary Procedure.

### Procedure

If an employee raises a grievance, in order for the company to investigate a grievance the employee will be required to co-operate with the investigation.

At all stages of the grievance procedure, the employee has the right to be accompanied by a work colleague, a Trade Union representative or an official employed by a Trade Union to any meeting. The employee's choice of companion must be reasonable. If the proposed person is not available to attend the hearing, the hearing can be postponed to a date

and time within five working days of the date of the originally proposed meeting to enable the employee to choose an alternative colleague if they wish to.

At each meeting a companion:-

- Can if the employee wishes address the meeting
- Can if the employee wishes put or sum up the employee's case
- Can respond on the employee's behalf to views expressed
- Can confer with the employee during the meeting
- Cannot answer questions on the employee's behalf
- Cannot prevent the employee from explaining their case

The company, the employee and the chosen companion will make every effort to attend all meetings.

The employee has a right to appeal against any decision made if the employee feels that the grievance has not been satisfactorily resolved.

### Informal Procedure

In the first instance, an employee who believes they have a legitimate grievance, arising from their employment should discuss it with their Line Manager.

If the Line Manager is the subject of the grievance the employee may have the informal grievance heard by an alternative Manager. The employee's Line Manager will be offered the opportunity to comment on the matter. The relevant Manager will arrange a meeting to hear the grievance, normally within five working days of notification, and the decision and any action the company proposes to take will be notified in writing to the employee as quickly as possible, normally within five working days of the matter being raised.

### Formal Procedure - Stage 1

Should the employee feel that the matter has not been resolved through informal discussions, they should put the grievance in writing in detail to a Company Director without unreasonable delay. The letter should request that it is heard by the next level of management.

The Director will then arrange a meeting to hear the grievance, normally within five working days of receiving the employee's letter. At the meeting the employee will be given the opportunity to explain their grievance and how they think it should be resolved.

Following the meeting the company will decide what action, if any, needs to be taken. The company will then write to the employee and notify them of the decision and any action the company proposes to take and the right to appeal against the decision; this will normally be within five working days of the meeting.

### **Appeal Procedure- Stage 2**

Should the employee still remain dissatisfied that the grievance has not been satisfactorily resolved they can request the grievance be referred to the next level of management, who will give further consideration to the problem. In these circumstances the employee should put their grounds of appeal in writing to the Director within five working days of the date of the company's decision letter.

The Director will then arrange a meeting to hear the appeal, normally within five working days of receiving the employee's letter. At the meeting the employee will be given the opportunity to explain their appeal and how they think it should be resolved.

Following the meeting the company will decide what action, if any, needs to be taken. The company will then write to the employee and notify them of the decision and any action the company proposes to take; this will normally be within five working days of the meeting.

Whatever the outcome, that written decision is final and no further appeal within the company may be made.

Copies of all written communications and records of the appeal hearing will be retained on the employee's personal file.

### **Smoke Free Policy**

The Health Act 2000 bans smoking in enclosed public spaces and workplaces. This policy has been developed to protect all employees, customers and visitors from exposure to second hand smoke.

It is the policy of the company that all workplaces and work vehicles (used by more than one person) shall be smoke free enabling all employees to work in a smoke free environment.

The company may designate an unenclosed space as a smoking area. Employees will be notified if the company has a smoking area. Employees are not allowed additional breaks to smoke. Those who wish to smoke must do so in their own time.

Any employee who fails to comply with this policy will be subject to disciplinary action which may include dismissal on grounds of gross misconduct. Failure to follow the legal requirements which this policy implements is a criminal offence and may result in a fine.

### **Bribery Policy**

The Company values its reputation for ethical behaviour and for financial probity and reliability. It recognises that over and above the commission of any crime, any involvement in bribery will also reflect adversely on its image and reputation. Its aim therefore is to limit its exposure to bribery by:

- Setting out a clear anti-bribery policy
- Encouraging its employees to be vigilant and to report any suspicion of bribery, providing them with suitable channels of communication and ensuring sensitive information is treated appropriately
- Rigorously investigating instances of alleged bribery and assisting the police and other appropriate authorities in any resultant prosecution
  
- Taking firm and vigorous action against any individual(s) involved in bribery

The Company prohibits:

- the offering, the giving, the solicitation or the acceptance of any bribe, whether cash or other inducement

*to or from*

- any person or company, wherever they are situated and whether they are a public official or body or private person or company

*by*

- any individual employee, agent or other person or body acting on the Company's behalf

*in order to*

- gain any commercial, contractual or regulatory advantage for the Company in a way which is unethical

*or in order to*

- gain any personal advantage, pecuniary or otherwise, for the individual or anyone connected with the individual

### Further Clarification

The Company recognises that market practice varies across the territories in which it does business and what is normal and acceptable in one place may not be in another. This policy prohibits any inducement which results in a personal gain or advantage to the recipient or any person or body associated with them, and which is intended to influence them to take action which may not be solely in the interests of the Company or of the person or body employing them or whom they represent.

This policy is not meant to prohibit the following practices providing they are customary in a particular market, are proportionate and are properly recorded:

- normal and appropriate hospitality
- the giving of a ceremonial gift on a festival or at another special time
- the use of any recognised fast-track process which is available to all on payment of a fee
- the offer of resources to assist the person or body to make the decision more efficiently provided that they are supplied for that purpose only

Inevitably, decisions as to what is acceptable may not always be easy. If anyone is in doubt as to whether a potential act constitutes bribery, the matter should be referred to the local senior manager with responsibility for this policy before proceeding.

### Employee Responsibility

The prevention, detection and reporting of bribery is the responsibility of all employees throughout the Company and employees or others can report confidentially any suspicion of bribery in line with the Company's 'Whistleblowing' policy.

### Corporate and Social Responsibility Policy

Corporate Social Responsibility (CSR) represents a commitment by the Company to behave fairly and responsibly, contribute to economic development while improving the quality of life for our employees as well as contributing to local communities and society.

We recognise that our social, economic and environmental responsibilities to our stakeholders, including the Security Industry, marketplace, environment, community and our people are integral to our core business values.

Our mission to enhance the sustainability of the Security Industry is at the heart of our CSR policy. We aim to improve the competitiveness of the Security Industry sector and thereby enhance livelihoods.

Our business is widely located across the UK. We work to provide support into communities in a range of ways including partnership with other businesses and community organisations, via charitable activities.

The Company is committed to improving the environment and manage our business within the framework of an Environmental Management System in line with the requirements of ISO 14001. We continually reduce our greenhouse gas emissions by implementing energy efficient measures and adopting procurement policies that favour sustainably-produced goods. Whenever feasible, we will use our influence to promote the values of CSR across our client base and Security Industry.

The Company is committed to ensuring that our business is carried out in all respects according to rigorous ethical, professional and legal standards. Our business and livelihood depend upon our customers. Every employee is responsible for ensuring that any contact with our customers and the public at large reflects professionalism, efficiency and honesty. We strive constantly to provide high quality service levels and good value for money.

The Company values its employees. We have developed employment policies that are directed at creating an environment that will attract, develop, motivate and reward employees of high calibre. The work environment is enhanced by lifestyle-friendly policies that support human rights, citizenship, health and safety, disability, personal and career development and high standards of ethical and professional conduct. The Company's core values guide our working practices.

Alongside our financial success as a business we recognise our responsibility to work in ways that add value to the lives of all persons affected by our business and improve the world in which we live.

## Health and Safety

### Health and Safety Policy

The company is committed to providing a workplace that is healthy and safe for our employees and anyone who interacts with us e.g. customers

and members of the public. Conformance with legal requirements and approved codes of practice will only be regarded as a minimum standard in order for us to achieve these objectives.

We see Health and Safety as an integral part of the business and a key business indicator of our performance as a company just as we do Finance, quality, production or any other business objective.

These shared objectives of the policy have been developed not only for the benefit of our employees, but also people who impact upon our business as a whole. These being our customers, visitors, contractors / suppliers, our neighbours and members of the public.

All levels of management are directly responsible for achieving these aims with accountability to the Director. Managers and Supervisors are pivotal to the development of our Health and Safety culture and it is their responsibility to ensure that all employees comply with our policies, procedures and working methods.

The documented system shall be periodically reviewed and audited to ensure the safest practicable means are being adopted in line with current knowledge. Information, instruction and training shall be provided to ensure best practice is achievable.

Every employee (and anyone who interacts with us) has a legal obligation to comply with the company in order for us to achieve our goals. They also have to:-

Look after the health, safety and welfare of themselves and others affected by their acts or omissions. This therefore means

- Working within the guidelines of safe working procedures
- Wearing any designated personal protective equipment
- Reporting unsafe acts, risks or hazards to their immediate supervisors

Consultation with our employees is paramount to the success of achieving our goals. We encourage our employees to actively participate in this process by informing us of any suggestions they have for improving safety.

“I give full backing to development of this policy and the processes we will utilise for achieving our goals.”

David Kane

08/2020

## Procedure for the Reporting of Accidents, Near Miss and Plant Damage Incidents

### Purpose

As a company we have a duty of care and legal obligation, under Section 2 of the Health and Safety at Work Act, to safe guard our employees. Through the reporting of accidents we can react and prevent / minimise the effect of similar incidents to others.

As a result of reporting near misses we can pro-actively prevent incidents occurring in the first place or certainly minimise the effect or injury.

Our prime aim is therefore to prevent a recurrence or certainly minimise the chances of it reoccurring.

Under the Reporting of Diseases and Dangerous Occurrences Regulations (RIDDOR), we have a legal obligation to report specific accidents and dangerous occurrences. The reporting mechanism defined in these regulations gives companies a 10 day window in order to comply.

It is therefore imperative that all accident investigation, witness statements, photographs etc. are taken and corrective / preventative action established and actioned in order to minimise or prevent a recurrence to a fellow employee.

Where an employee is absent from work as a result of an accident it is imperative that the Health and Safety Manager is notified as soon as possible.

### Scope

The consequences of accidents can have undesired effects such as injury to people, ill-health, damage to property etc. This procedure highlights the correct protocol for reporting accidents, near miss incidents and plant damage incidents. It also highlights the procedural route of notification of accidents and what the company's (including all its employees) legal obligations are.

## Definitions

**Accident** - An accident is an unplanned or undesired sequence of events which results in the human body being subjected to physical harm, in turn leading to injury or ill health.

**Near Miss Incident** - Near Miss (or critical incidents) as they are sometimes referred to, are occurrences where no physical harm or injury is realised by the person/s involved. It is an event or sequence of events, which have the potential to cause injury or harm, but through chance, luck or good fortune no injury or ill health effects are realised.

**Plant Damage Incident** - Plant damage incidents occur as a result of a sequence of events from which and as a consequence of, company property or equipment is damaged. Such incidents can arise through inadvertent or neglectful actions.

## Procedure Accident Reporting

Accidents which are sustained during the course of your employment must be reported when the incident:-

- Requires treatment from a doctor, hospital or company first aider.
- Results in an injury or blow to the head
- Results in a loss of blood i.e. cuts, lacerations
- Results in a muscle, ligament or cartilage damage
- Results in a burn type injury
- Results in an injury which causes bruising or swelling to the body
- Results in any combination of the above

For accidents sustained during the course of your employment you must report them as soon as they occur to your Line Manager. Where accidents occur outside normal working hours or, where your Line Manager is not available, the accident must be reported to any person in authority as soon as it has occurred. The Line Manager must be informed at the earliest possible opportunity thereafter, in the first instance by the person/s involved in the accident. Where this is not possible, due to the severity of the injury, the accident must be reported to the Line Manager by another person who has knowledge of the accident at the first opportunity.

It is the responsibility of the person/s involved in the accident to ensure the accurate and honest completion of accident form documentation as soon as the accident has occurred. Where this is not possible (i.e. due to the severity of the injury) the accident form must be completed as soon as possible thereafter and passed to your Line Manager. Accident Forms are available from the Office or your Line Manager.

The Line Manager must inform a Company Director at the first opportunity of any reported accident. They must submit all relevant documentation and information relating to the accident.

All reported accidents will be investigated in order to determine causation and where necessary, to implement additional control measures which will avoid or at least reduce the likelihood of similar accidents occurring.

During the course of any accident investigation it may be necessary to interview all relevant personnel connected with the accident including any injured person/s and any accident witnesses. Any information given must be honest and accurate. Falsification of any information given in such circumstances will result in disciplinary action being taken.

Where an accident results in the injured person becoming absent from work, it will become necessary to visit injured people at home or hospital for the purposes of gathering the necessary accident information if such information has not previously been gathered and submitted beforehand.

Where reasonably practicable, accident scenes must be left undisturbed and the necessary steps must be taken to ensure this by the person in charge of the area or department at the time of the accident.

As part of the investigation into accidents it may become necessary to take photographic evidence and any other measurements which will assist in determining accident causation and subsequently which will help to avoid or reduce the likelihood of repeat or similar accidents occurring.

For accidents resulting in time off work you must provide all relevant and necessary documentation as required by the company.

Where you think you may have contracted a disease at work arising through your working activities or in connection with the working

environment in general, you must report any such cases at the earliest available opportunity to your Line Manager. Examples of work related diseases will include dermatitis, hand arm vibration syndrome etc. There are many other such conditions which can be work related, if you are unsure as to whether such a condition may be work related contact your Line Manager.

Failure to report an accident sustained in the course of your employment will result in disciplinary action being taken.

Where the incident requires an individual to be absent from work then it is essential that the facts surrounding the incident are established, and action takes place to prevent a recurrence.

### **Near Miss Reporting**

Near Miss incidents which are sustained during the course of your employment, where such incidents have the potential to otherwise have caused the type of accidents outlined must be reported as soon as they occur. Near Miss forms are available from the office or your Line Manager.

For reportable near miss incidents sustained during the course of your employment you must follow the same reporting process as outlined in Accident Reporting.

It is the responsibility of the person/s involved in the near miss incident to ensure the accurate and honest completion of Section 1 of the Near Miss Form as soon as the incident has occurred. The form must then be immediately passed to your Line Manager. The Line Manager must then complete section 2 of the form before passing it to the Company Director at the earliest available opportunity.

Near Miss Incidents will be investigated in the same way as accidents by the Line Manager.

Failure to report a near miss incident will result in disciplinary action being taken.

### **Reporting of Plant Damage Incidents**

All plant damage incidents must be reported as soon as they occur in line with the reporting process outlined. Plant damage forms are available from the office or your Line Manager.

It is the responsibility of the person/s involved in the incident to ensure the accurate and honest completion of section 1 of the plant damage form as soon as the incident has occurred. The form must then be immediately passed to your Line Manager. The Line Manager must complete section 2 of the form before passing it to the Company Director at the earliest possible opportunity. Even if you are not the person/s responsible for the damage, if you are the first person to notice the damage you must carry out the reporting process.

Plant damage incidents will be investigated in the same way as accidents by the Line Manager.

Failure to report a plant damage incident will result in disciplinary action being taken.

### **Training Policy**

The Company provides training to ensure that employees are given an introduction to the business, instruction to enable employees to carry out their job and the opportunity to prepare for possible promotion.

Training is provided in various forms. This may include attendance at one of the Company's operational training centres, 'on the job' training by a colleague, a senior officer or a Manager, or home study in an employee's own time using 'open learning' packages. The Company may also use external providers for certain courses or for management development training. All training is supported by a syllabus and is documented and recorded. The cost incurred by the Company in the provision of training is repayable by an employee who leaves the Company's employment within one year of the termination of the course in question.

Employees should initially discuss any queries they may have about training and training courses with their immediate Manager. Thereafter, if appropriate, contact may be made with the HR Manager.

It is the Company's policy that promotion to supervisory and managerial grades is effected from within the Company wherever this is appropriate and successful participation in relevant training courses will greatly enhance an employee's chances of promotion.

Vacancies offering promotional opportunities are advertised internally and may also be advertised externally.

If any successful applicant is required to relocate in order to take up a new appointment, the Company may provide assistance with relocation expenses, although this is at the Company's discretion and cannot be guaranteed.

New employees recruited to undertake operational duties will be required to attend an induction training course at one of the Company's centres. Employees will be paid their contracted base rate during the induction training period. Employees may be required to undertake further training courses, external or internal, as directed.

Company training courses (and accommodation, where necessary) will be paid for by the Company. Additionally, the Company may contribute towards the cost of relevant external training where considered beneficial to both the Company and the employee.

The SIA licensing scheme requires all Security Officers to have undergone additional training to a standard prescribed by the government. The cost of the training, processing and issuing of individual SIA Licenses is currently £220. This amount can either be paid by an employee at the beginning of their employment or the Company will provide the employee with a loan for this which will be recovered by deductions from an employee's wages over three months. The licence will remain the property of the employee and not the Company.

## **Redundancy, Short-Time Working and Layoffs**

### **Redundancy**

As far as the nature of our business allows it is our wish to provide regular employment to our staff. However, the flow of work can be uneven and in certain circumstances redundancy cannot be avoided.

In circumstances where redundancy cannot be avoided the company will consult with individual employees as soon as is practicable and as fully as possible.

The company will seek to reduce the effect of any redundancy situation by:-

- Re-appraising its recruitment policy
- Reducing or eliminating overtime
- Investigating the possibility of re-deployment and natural wastage
- Seeking applicants for early retirement or voluntary redundancy
- Introducing short-time working or temporary layoffs

Where the above measures fail to prevent a redundancy situation the company will use objective selection criteria in line with its Equal Opportunities Policy to determine which employees will be made redundant.

### **Layoffs and Short-Time Working**

Although every effort will always be made to ensure full employment, in the event of a temporary shortage of work the company reserves the right to temporarily layoff or place on short-time working any employees affected. If you are placed in these circumstances you will be entitled to the statutory guarantee payments for five days of any layoff in any period of three months.

## **Terminating Your Employment**

### **Notice**

If you wish to resign from your employment you must do so in writing giving the relevant notice as set out in your Statement of Particulars.