



Oxford Security Services

EMPLOYEE HANDBOOK

THIS DOCUMENT ALONG WITH
THE PRINCIPAL STATEMENT OF TERMS OF EMPLOYMENT
COMPRISES YOUR CONDITIONS AND OBLIGATIONS OF EMPLOYMENT WITH
OXFORD SECURITY SERVICES LTD.



The terms and conditions in this handbook bind Oxford Security Services Ltd also referred to as 'the Company', 'this Company', 'us', 'our', 'we'. They also bind the Employee to whom it is issued, also referred to as 'you'.

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MESSAGE FROM THE DIRECTORS

I would like to take this opportunity to welcome you to Oxford Security Services Ltd.

We set ourselves out to be an integral part of our client's business, setting high standards to achieve exceptional levels of service. We always aim to deliver on our client's expectations with all aspects of their security requirements. As our employees, you represent the face of the company and it is therefore imperative we present ourselves in the most professional manner. This is by way of our dress code, our general conduct and our ability to engage with our client's to foster an excellent working relationship. Our mutual success will be as a result of us working towards these aims at all times.

This handbook covers our company vision and overall goals as well as our policies and procedures. It is intended to familiarise you with important information about the Company, as well as provide guidelines for your employment with us. If you need further information, do not hesitate to ask your manager.

Finally, I hope that your career with us will be a long one and that it will be enjoyable and rewarding.

INTRODUCTION

1.1 WELCOME

The success of Oxford Security Services Ltd is directly related to the quality of our employees and our work environment. With that in mind, this handbook was developed to inform you of the policies, rules and procedures in force to maintain the level of quality, equality and fair dealing that we at the Company think important for our continued success.

Please read and familiarise yourself with this handbook as its contents are part of the terms and conditions of your employment with the Company, unless expressly indicated otherwise. If you have any questions about the contents, please address them to your manager.

It is our intent that this handbook will cover most events during your employment with us, but no handbook can fully address all circumstances. The Company reserves the right to review, revise, amend or replace the contents of this handbook and introduce new policies from time to time reflecting the changing needs of the business and to comply with new legislation.

If any part of the handbook is considered to be in conflict with existing law, regulations or other statutory requirements, only the part that is in direct conflict will be invalid. The remaining part of the handbook's policy statements, rules and procedures and Codes of Practice will remain in force.

1.2 POLICY OF EQUAL OPPORTUNITY (NON-CONTRACTUAL)

Oxford Security Services Ltd is committed to eliminating discrimination and encouraging diversity amongst our workforce. Our aim is that each employee feels respected and is valued based upon their skills, performance and commitment.

It is the continuing policy of the Company to provide equal opportunity employment to all employees without regard to the actual or perceived protected characteristics referenced below. Oxford Security Services Ltd is committed to treating all employees fairly and as such no employee will be treated less favourably due to their association with someone who has a protected characteristic.

Protected characteristics

- Age;
- Disability;
- Gender Reassignment;
- Marriage and Civil Partnership (applies only to someone who actually personally has this characteristic);
- Pregnancy and Maternity;
- Race (including ethnic origin, colour, citizenship, nationality, and national origin);
- Religion or Belief;
- Sex;
- Sexual Orientation.

People will be judged solely on merit and ability during recruitment, selection, training, development and promotion throughout their employment.

Fair treatment

All employees whether full-time, part-time or temporary, will be treated fairly and with respect. This policy applies to all employment decisions, including those in connection with:

- Recruitment, selection, promotion and advertisement of jobs;
- Terms and conditions of employment;
- Training, career development and progression;
- Grievance and disciplinary procedures;
- Performance;
- Relationships between members of staff;
- Treatment of employees when their contract ends.

Positive action

The Company may elect to utilise positive action where permitted by legislation. Positive action is action an employer takes to achieve greater equality in its workforce. Should positive action be utilised it will be proportionate and in accordance with legislation.

Enquiries about disability and health during recruitment

As an equal opportunities employer Oxford Security Services Ltd will not ask about the health of an applicant (including whether they are disabled) prior to either offering work to the applicant or prior to including the applicant in a pool of applicants from which we intend to select a person to whom to offer work, unless an exemption applies.

The only circumstances in which the Company may make pre-employment health enquiries are:

- To establish whether the Company has a duty to make a reasonable adjustment in respect of an interview/assessment process;
- To establish whether the applicant will be able to carry out a function that is intrinsic to the work concerned;
- To monitor the diversity of applicants;
- To implement positive action in employment for disabled people;
- To recruit appropriately where having a particular disability is a requirement of the role;
- To comply with national security vetting requirements.

Promotion of equal opportunities and observance of the policy

Each employee of Oxford Security Services Ltd has an obligation to promote an equal opportunity environment within the Company. As our employee, you have a duty to observe and apply this policy at all times. In particular you must not:

- Discriminate against or harass colleagues, other employees or job applicants;
- Discriminate against or harass visitors, clients, customers, suppliers, consultants, or contractors;
- Discriminate against or harass members of the public in the course of your duties, irrespective of whether such conduct occurs on company premises;
- Induce, or attempt to induce, others to practise unlawful discrimination;

- Victimise individuals who have made allegations or complaints of discrimination, or provided information about such discrimination.

Violation of this policy is a serious offence and could result in disciplinary action and/or summary dismissal.

The Directors will, with the assistance and co-operation of senior management and employees, take steps to ensure compliance with this policy. This will include regular reviews of equality issues, monitoring activities and complaints. All employees of the Company will also receive adequate training on the correct operation of this policy.

If you feel that you have been treated in a manner that is not in accordance with this policy, please initially raise the matter with your manager. The Company takes such matters seriously and aims to resolve any complaints in accordance with its grievance procedure. If there is a good reason as to why you are unable to raise this matter initially with your manager please contact your line manager in relation to your complaint. All complaints will be treated seriously and, where possible, in confidence. For further details please refer to the grievance procedure which can be found at the end of this handbook.

1.3 ANTI-BRIBERY COMMITMENT

It is our policy to carry out business fairly, honestly and openly both at home and abroad. As such we have a zero tolerance approach towards bribery in any part of our operation. Bribery is defined as a promise offer or gift (financial or otherwise) to bring about the improper performance of a function or activity. Examples of this would be offering a potential client a gift such as a weekend away on the condition they do business with us, or a client offering you a gift on the basis you will reduce the price of our service to them. To meet this commitment the Company has the following systems in place to counter bribery:

- A clear entertainment and expenses policy that sets out that only reasonable hospitality, entertaining and gift giving expenses will be accommodated by the Company and should not induce either party to contract.
- All new employees will receive, as part of their induction, training on preventing, detecting and reporting bribery.
- A whistleblowing policy is in place, which can be found at the end of the handbook. If you are concerned that bribery has occurred, may occur or is likely to occur we would encourage you to report your concerns.

If you suspect or if you are asked to accept or offer a bribe you must report this immediately to a Director. The Company values a proactive anti-bribery stance by any employee.

As we take our obligations to prevent bribery being committed very seriously, any breach of our anti-bribery policy or procedures will be considered to be gross misconduct and may result in your dismissal. Where you have been involved in or suspected of involvement in bribery that is not connected with this Company, this may still affect your suitability for on-going employment with us.

1.4 POLICY REGARDING DATA PROTECTION OF PERSONAL DETAILS (NON-CONTRACTUAL)

Purpose

The Company is committed to being transparent about how it collects and uses the personal data of its workforce, and to meeting its data protection obligations. This policy sets out the Company's

commitment to data protection, and individual rights and obligations in relation to personal data, in accordance with the law.

This policy applies to the personal data of job applicants, employees and former employees. Personal data is any information that relates to an individual who can be identified from that information.

Data protection principles

The Company processes personal data in accordance with the following data protection principles:

- The Company processes personal data lawfully, fairly and in a transparent manner.
- The Company collects personal data only for specified, explicit and legitimate purposes.
- The Company processes personal data only where it is adequate, relevant and limited to what is necessary for the purposes of processing.
- The Company keeps accurate personal data and takes all reasonable steps to ensure that inaccurate personal data is rectified or deleted without delay.
- The Company keeps personal data only for the period necessary for processing.
- The Company adopts appropriate measures to make sure that personal data is secure, and protected against unauthorised or unlawful processing, and accidental loss, destruction or damage.

The Company tells individuals the reasons for processing their personal data, how it uses such data and the legal basis for processing in its privacy notices. It will not process personal data of individuals for other reasons.

Where the Company processes special categories of personal data or criminal records data to perform obligations or to exercise rights in employment law, this is done in accordance with a policy on special categories of data and criminal records data.

The Company will update personal data promptly if an individual advises that their information has changed or is inaccurate.

The periods for which the Company holds HR-related personal data are available from your manager.

Rights of access, correction, erasure, and restriction

Under certain circumstances, by law you have the right to:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request the erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to stop processing personal data where we are relying on a legitimate interest

and there is something about your particular situation which makes you want to object to processing on this ground.

- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal data to another party.
- If you want to review, verify, correct or request erasure of your personal data object to the processing of your personal data, or request that we transfer a copy of your personal data to another party, please contact your manager.

Data security

The Company takes the security of personal data seriously. The Company has internal policies and controls in place to protect personal data against loss, accidental destruction, misuse or disclosure, and to ensure that data is not accessed, except by employees in the proper performance of their duties.

Where the Company engages third parties to process personal data on its behalf, such parties do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and Company measures to ensure the security of data.

Data breaches

If the Company discovers that there has been a breach of personal data that poses a risk to the rights and freedoms of individuals, it will report it to the Information Commissioner within 72 hours of discovery. The Company will record all data breaches regardless of their effect.

If the breach is likely to result in a high risk to the rights and freedoms of individuals, it will tell affected individuals that there has been a breach and provide them with information about its likely consequences and the mitigation measures it has taken.

International data transfers

The Company will not transfer personal data to countries outside the EEA.

Individual responsibilities

Individuals are responsible for helping the Company keep their personal data up to date. Individuals should let the Company know if data provided to the Company changes, for example if you move to a new house or changes your bank details.

You may have access to the personal data of other individuals and of our customers and clients in the course of your employment. Where this is the case, the Company relies on you to help meet our data protection obligations to staff and to customers and clients.

Individuals who have access to personal data are required:

- to access only data that they have authority to access and only for authorised purposes;
- not to disclose data except to individuals (whether inside or outside the Company) who have appropriate authorisation;
- to keep data secure (for example by complying with rules on access to premises, computer access, including password protection, and secure file storage and destruction);
- not to remove personal data, or devices containing or that can be used to access personal data, from the Company's premises without adopting appropriate security measures (such as encryption or password protection) to secure the data and the device; and

- not to store personal data on local drives or on personal devices that are used for work purposes.

Unauthorised use, processing or disclosure of personal data (including special categories of personal data), or any serious or deliberate breach of data protection policies or procedures or confidentiality may constitute gross misconduct and could lead to dismissal without notice.

STARTING WITH OXFORD SECURITY SERVICES LTD

2.1 INDUCTION

When you start with us we will provide you with an appropriate induction. This induction will inform you as to the Company's structure and the mission and goals it is working to. You will be inducted into the Company's policies and procedures and it will be explained to you how your role contributes to the success of the Company. As part of this induction you will be asked to familiarise yourself with the following documents.

2.2 TERMS AND CONDITIONS OF EMPLOYMENT

Your terms and conditions of employment are contained in the following documents. Together these documents set out the requirements and obligations that you agree to follow as a condition of your employment.

Principal Statement of Terms

Within eight weeks of starting your employment, you will receive a Principal Statement of Terms of Employment. This document contains details of the terms and conditions of your employment in your particular role.

Employee handbook

This handbook contains the policies that apply across the Company.

Job description

The job description contains a description of the tasks and duties that you are expected to fulfil in your role.

Other rules and procedures

Other notices of rules and procedures, which will be provided to you during your employment also make up the terms and conditions of your employment.

2.3 VARIATIONS TO TERMS OF EMPLOYMENT

Mobility and relocation

The requirements of the Company may change during the course of your employment and you may be asked to transfer to another location. As a condition of your employment you agree to transfer to another location subject to:

- The proposed transfer being discussed with you;
- Your domestic circumstances being taken into account;
- Relocation being necessary in your case;
- Suitable work being available at the new location; and
- The proposed new area being realistically accessible from your normal residence.

Temporary relocation

You may be required to relocate on a temporary basis to cover short-term requirements at other locations. In deciding whether such temporary relocation is justified, we will balance any inconvenience this may cause you with the legitimate business interests of the Company.

Other suitable work

Without in any way qualifying or altering your contractual status and the work which you are required to undertake in that capacity whenever such work is available, if temporarily there is little or no work for you to do in that capacity you will be expected to carry out other suitable work.

2.4 SUITABILITY CHECKS FOR EMPLOYMENT

In order to assess your suitability for employment with this Company we will carry out the following checks.

Employment subject to satisfactory references

It is our normal practice to take up references. Any offer of employment is subject to what we consider to be 'satisfactory' references being received by us before we confirm your appointment.

Unsatisfactory references

Within our sole discretion, your employment may not be confirmed or may be terminated if we receive what we deem to be an 'unsatisfactory' reference.

Disclosure & Barring Service (DBS) check

Posts involving regular contact with vulnerable groups including children will be subject to an enhanced DBS check from the Disclosure & Barring Service. The Company reserves the right to obtain up to date information from the Disclosure & Barring Service at the start of and at any subsequent point during your employment.

2.5 RESTRICTIONS ON EMPLOYMENT

No interest in other companies

You must devote your whole time and attention to the Company during working hours. Furthermore, you are not permitted to have any interest in any other business or engage in any activities which may interfere with the performance of your duties or cause a conflict of interest with our business. If you should be engaged in any other employment or have any outside business interests, you must first seek the written permission of your manager. This will not be unreasonably withheld.

Inventions during employment

Company property

Any and all improvements and inventions made by you during your employment with us shall be the property of Oxford Security Services Ltd and, as a condition of your employment, you agree to sign all documents required to transfer title of such inventions to the Company without receiving compensation or payment.

Exceptions

This condition does not apply to inventions made by you in fields either directly or indirectly unrelated to the activity of Oxford Security Services Ltd, past or present. Nor does this condition prejudice any rights you have under the Patents Act 1977.

Confidentiality

Duty of confidentiality

Except in the proper course of your duties, as authorised or required by law or where expressly authorised in writing by your manager, you must not, during or after your employment with the Company, use or disclose to any person, company or organisation confidential and sensitive information. This includes but is not limited to, any details about the following:

- Personal data and special categories of personal data as covered by data protection legislation. This includes for example, a name of a customer and/or employee (actual, potential and past), an address, information about an individual's health or family life.
- Staffing;
- Information on the Company's database(s);
- Planning;
- Policies;
- Rules and manuals;
- Services;
- Products;
- Technical data;
- Research;
- Testing; or
- Other information that could be likely to compromise the business interests of the Company.

Unauthorised media contact

Unless authorised by your manager and subject to statute, you are not to have any contact with the media or to discuss with anyone who is not an employee of the Company, any matter relating to your employment or matters relating to the business activity of the Company.

Disciplinary action for violation of policy

If you disclose or misuse the information described in this section the Company will treat such conduct as gross misconduct and your employment may be terminated without notice or payment in lieu of notice.

HOURS OF WORK AND ATTENDANCE REPORTING

3.1 HOURS OF WORK

Your usual hours of work are specified in your Principal Statement of Terms of Employment. You are responsible for beginning work at your contracted time. If you are late it causes more work for your colleagues, may inconvenience our customers and reflects badly on you. Lateness and absence is treated as a disciplinary offence. Persistent lateness or absence may be grounds for disciplinary action and possible dismissal.

3.2 ADDITIONAL HOURS

On some occasions the Company may require you to work more than your usual hours. This will happen if you are needed to help with extra work and you will be given as much notice as possible in the circumstances. By signing this handbook or working to its terms and conditions you are agreeing to be available for additional work in this respect. You will not be asked to work more than an average of 48 hours a week over a reference period of 17 weeks unless this is permitted by law or you volunteer to do so.

3.3 OVERTIME

On some occasions, when the reasonable needs of the Company require, you may be asked to work overtime. If your Principal Statement of Terms of Employment entitle you to additional pay for overtime worked, and if previously authorised by your manager, you will be paid in accordance with the pay structure in force at the time. In all other cases no overtime payment will be made.

3.4 ATTENDANCE REPORTING PROCEDURE

You must clock in on starting work and clock out on finishing work. You are responsible for complying with 'clocking in/clocking off' procedures. Violation of these procedures is a disciplinary offence.

If you are going to be absent, notify the control room as soon as possible prior to the start of your shift, of the reason for your absence and likely length of time you will be away from work. If for any reason you are unable to contact the control room as stipulated above you should phone to notify the appropriate individual. Notification by text or email is unacceptable. Please note if you are late or absent without valid reason you will not receive payment for the time absent and as such the correct amount will be deducted from your pay. Persistent lateness or unauthorised absenteeism may result in disciplinary action.

If you are going to be absent from work due to sickness you must follow the sickness reporting procedure.

3.5 TIMESHEETS

You are required to fill in time sheets detailing your hours worked for the preceding week. These should be submitted to the office by Monday (2.00p.m. at the latest) of each week. If this is impractical or you are unable to attend the office in person you should phone into the office and submit your hours of work verbally. Please note, in the event that you are late submitting your time sheets, this will result in a delay in paying you your wages.

3.6 CLIENT RELATIONS (NON-CONTRACTUAL)

We provide services to clients and you are employed to do work on behalf of our clients, sometimes on their own premises. Because of this relationship our clients may from time to time request that an individual be removed from a job in accordance with their contract with us. In such circumstances we will investigate the reasons for such requests. However, if our client maintains their stance we will then take all reasonable steps to ensure that alternative work is provided. If this is not possible we may have no alternative but to terminate your employment. This procedure is separate from any concurrent disciplinary matter, which may need to be addressed.

3.7 LAY-OFF AND SHORT-TIME WORKING PROCEDURE

The Company expressly reserves the right to 'lay off' or to introduce short-time working should either become necessary for legitimate business reasons where there is a cessation or diminution of work. You are not entitled to remuneration for any period of lay-off, other than your statutory entitlements. In the event of short-time working, you will only be entitled to remuneration for the work done.

Prior to laying off staff or implementing short-time working, the Company will:

- Ensure overtime working is reduced to an absolute minimum;
- Ensure a recruitment freeze in the affected areas;
- Advise employees as to the reasons for possible lay-offs/short-time working and the procedure that will be employed;
- Investigate and discuss with affected employees any suitable alternative employment available within the Company.

The Company will initially ask for voluntary lay-off/short-time working. Following this, and if still required, selection for any lay-off/short-time working will be made on the basis of an assessment of the work required and your suitability to service the remaining work.

WAGES, SALARIES AND BENEFITS

4.1 PAY

Details of your rate of pay, including the times and method of payment, are specified in your Principal Statement of Terms of Employment. You will be given confidential pay slips containing full details of your earnings and identifying all deductions.

Deductions – National Insurance and Income Tax

Deductions for Income Tax, National Insurance and any other deductions as agreed in advance will be made from your salary, wages. You are required to supply your manager with your National Insurance number and to bring your P45 to work on the first day of your employment. If you have not yet received your P45 you will be required to fill in a Starter Checklist form as a substitute, however you must ensure your P45 is supplied to the Company as soon as it is received by you.

After the end of the tax year, the Company will issue the appropriate forms showing the total pay and relevant deductions and in certain circumstances other benefits paid to you during the tax year. Keep these forms and documents safe. You are responsible for the necessary records documenting your tax obligations.

Pay problems

If you have any problems with, or questions about, your pay you should contact your manager immediately.

Advances, overpayment and error in pay

Before we agree to make any payment in advance of your normal entitlements you will be required to sign to authorise a deduction of the amount advanced from further wages or salary.

You expressly agree as part of these terms and conditions of your employment that the Company may deduct an amount equivalent to any overpayment made to you, from any future wage/salary that may become due to you.

If you knew that you had been overpaid, and you failed to make us aware of the overpayment immediately, we may treat that failure as a disciplinary offence which may result in your dismissal.

4.2 EXPENSES

If you are required to travel away from your home on company business you are entitled to claim reasonable travel expenses of which you will be notified. All claims for expenses must be authorised in advance and made on expenses forms and accompanied by corresponding vouchers and/or receipts and VAT receipts as appropriate. Claims should be submitted to your manager by the end of the month in which expenses were incurred.

Third party expenses

You are not permitted to pay, offer or promise to pay a third party's business expenses.

HOLIDAYS AND HOLIDAY PAY

5.1 COMPANY POLICY

Holiday year

Our Holiday Year runs from 1st January to 31st December, during which time you may take accrued holiday consistent with Company staffing requirements and the rules set out below, except from 15th December to the 5th January, that being the time of year during which the Company needs all its employees at work. The Manager has the discretion to grant special permission for holiday during this period but will only do so in exceptional circumstances.

5.2 PAID HOLIDAY ENTITLEMENT

Your holiday entitlement is 5.6 weeks during a complete holiday year. This means that if you are a full-time employee you will receive 28 working days holiday and if you are a part-time employee you will receive a pro rata amount of this entitlement. See your Principal Statement of Terms for more details and for details of holiday pay.

If you work unusual hours, your entitlement is calculated according to how much paid work you have done during the previous 12 weeks actually worked and this may include overtime, commission or bonuses.

If you are on or about to go on a period of statutory maternity, paternity, adoption, parental leave or shared parental leave please contact your manager to discuss the arrangements for taking your holiday entitlement.

If due to sickness absence you have been or will be prevented from taking your full statutory holiday entitlement in the year to which it relates, please contact your manager to discuss how the Company's holiday policy will apply in this situation.

Employees joining or leaving the Company during the year will be entitled to holiday on a pro-rata basis.

Public bank holidays

Your paid holiday entitlement does include the public bank holidays referred to below:

New Year's Day, Good Friday, Easter Monday, first Monday in May, last Monday in May, last Monday in August, Christmas Day and Boxing Day.

Working on public bank holidays

All staff will be required to work on a public bank holiday (please see above), if the public bank holiday falls on your normal working day, unless you have requested it as a holiday and have been given prior authorisation by your manager. This includes Christmas Day, Boxing Day and New Year's Day. Where Christmas Day, Boxing Day or New Year's Day falls on a Saturday or a Sunday you will be paid at your normal hourly rate as stipulated in your individual Principal Statement of Terms. Where you are then required to work on the substitute bank holiday on the following Monday you will then be paid at two times your normal hourly rate.

5.3 HOLIDAY CARRY OVER POLICY

You are not allowed to carry over any part of your holiday entitlement into the next holiday year. Therefore, all or any part of your holiday entitlement not taken in the year accrued will be lost.

5.4 PAYMENT IN LIEU OF HOLIDAY

The Company will not pay you in lieu of holiday whilst you remain in employment.

Holiday owed to you when you leave

If you have not taken your holiday entitlement for the final year when you leave the Company you will be paid in lieu for it when you receive your final pay.

Paid holiday taken in excess of your entitlement (overpayment)

You expressly agree as part of your Terms and Conditions of Employment that if you have taken more paid holiday than you were entitled to at the date of leaving the Company, we may deduct from your final pay an amount equal to that overpayment.

5.5 HOLIDAY REQUEST PROCEDURE

All requests for holiday must be made on approved forms and authorised by your manager one month in advance to ensure that there will be sufficient staff cover in your department. We will consider exceptions to this policy in relation to requests for single days only and the decision will be made at the Company's sole discretion.

The Company may from time to time require employees to take part of their holiday entitlement on particular days to meet the needs of the business. If you are required to do so, you will be given twice the length of notice to the time the Company requires you to take. For example, if you are required to take 2 days' holiday, you will be given 4 calendar days' notice of this.

Financial loss

Oxford Security Services Ltd will not be liable for any financial loss you might incur if you book a holiday without authorisation and the Company is subsequently unable to grant your request for holiday.

Restrictions

We reserve the right to grant holiday requests in line with business requirements.

You will not normally be permitted to take annual holiday in excess of two consecutive weeks.

At least three-quarters of the year's holiday must be booked by the ninth month of the holiday year.

Violation is a disciplinary offence

Failure to obtain advance holiday authorisation is a disciplinary offence.

5.6 SICKNESS PRIOR TO OR DURING HOLIDAY

Should you fall sick just prior to or during pre-booked annual holiday, please refer to our sickness reporting procedures. You are entitled to take your holiday at some other time at the usual discretion of the Company and in accordance with our legal obligations. Your request will not be considered unless you supply a valid medical certificate and follow the holiday request procedures.

OTHER LEAVE

6.1 ABSENT WITHOUT LEAVE

If you are absent without leave you will not be paid during that absence and may be subject to disciplinary action.

6.2 UNPAID LEAVE

Unpaid leave should only be requested if all your holiday entitlement for the year has been used. It is within the sole discretion of the Company to grant or refuse your request based on all the circumstances.

6.3 MATERNITY ENTITLEMENT

Maternity leave, maternity pay and any other rights will be granted in accordance with current statutory regulations. If you become pregnant please notify your manager as soon as possible. You will need to provide the anticipated date of birth so that your exact entitlement can be calculated.

6.4 PATERNITY ENTITLEMENT

Paternity leave and pay will be granted in accordance with current statutory regulations.

6.5 ADOPTION ENTITLEMENT

Adoption leave and pay will be granted in accordance with current statutory regulations.

6.6 SHARED PARENTAL LEAVE

Shared parental leave and pay will be granted in accordance with current statutory regulations. For information regarding shared parental leave please contact your Manager.

6.7 PARENTAL/DEPENDANT LEAVE

Parental leave or dependant care leave will be granted in accordance with current statutory regulations.

6.8 JURY SERVICE

If you are required to serve on a jury you should inform us immediately. You will normally be excused from work for the time required. You should ensure that you keep your manager informed as to your absence on a daily basis. You are required to return to work when jury duty ends and to present any documentation you receive from the Court to your manager. Whether jury service is paid or unpaid is entirely at the Company's discretion.

6.9 MILITARY LEAVE

Military leave will be granted in accordance with current statutory regulations.

6.10 SPECIAL LEAVE

You may request special leave in addition to your holiday entitlements for exceptional unforeseen personal circumstances. We will consider your request and make a decision whether or not to grant it based on all the circumstances. Whether or not such leave is paid or unpaid is entirely at the Company's discretion.

6.11 BEREAVEMENT LEAVE

Leave may be granted in the event of the death of a close family member. Whether or not such leave is paid or unpaid is entirely at the Company's discretion.

ABSENCE AND SICK PAY

The Company recognises you may on occasions need time away from work due to illness. However, the aims of the following rules and procedures are for us to manage your illness with a view to understanding your condition and facilitating your return to work as soon as you are fit and able to do so.

Despite this aim, any failure to comply with the rules and procedures relating to sickness and absence may be treated as a disciplinary offence.

7.1 SICK PAY

Statutory Sick Pay (SSP)

During periods of absence due to sickness you will be paid Statutory Sick Pay (SSP) in accordance with current legislation provided that you comply with the procedures set out below.

7.2 NOTIFICATION AND CERTIFICATION OF SICKNESS

Notification requirements

If you are ill and unable to report for work, notify the control room as soon as possible prior to the start of your shift, of the reason for your absence and likely length of time you will be away from work. A spouse, partner, friend or neighbour may call if you are too ill to do so, as long as we are properly notified of your absence in line with the above requirements. If for any reason you are unable to contact the control room as stipulated above you should phone to notify the appropriate individual. You are under an on-going duty to keep the Company updated as to the nature and length of your absence.

Please note, notification must be made by telephone; notification made by text or email is not permitted in any circumstance. You must inform your manager of any outstanding work that requires action.

Additionally if your doctor has diagnosed that you are suffering from an infectious or contagious condition you must notify your manager that you are not fit for work and should not return until all related symptoms have subsided.

Notifying us that you are returning to work

In order for us to adjust staffing requirements you must notify your manager in advance of your intention to return to work.

Certification

If you are ill for fewer than seven days you will be required to complete a self-certification form, which is available from your manager. For periods of absence of seven days or more you will be required to provide medical certification, normally a 'Fit to Work' note, from your doctor or a medical practitioner. Once a certificate has been received by the Company, you need only contact us on the last day for which the certificate is valid, at which time you must notify us as to whether you intend to return to work upon its expiry or whether you will be supplying another medical certificate to extend your sickness absence.

Misinforming the Company about self-certification

Giving incorrect information on a self-certification form will be grounds for disciplinary action which may result in your dismissal.

Failure to inform

An absence of seven calendar days or more that is not covered by a medical certificate, or an absence of seven days or fewer of which you have failed to notify the Company in line with notification procedures, will be treated as absence without leave. Where you are eligible for payment you will not be paid for such absence. Further, it will be considered gross misconduct and your employment may be terminated if you do not notify us of your absence.

7.3 EXPECTED BEHAVIOUR DURING SICKNESS ABSENCE

If you are off work for sickness or injury, the Company expects you not to carry out any activity which would exacerbate your symptoms or injury. If applicable, the Company requests that you follow any advice given by your GP or any other qualified medical advisor.

Further, we ask that during any period of sickness absence that you do not undertake any work or employment, whether paid or unpaid, or participate in any activity which a reasonable person or healthcare professional would find inconsistent with the reason you gave for being off work, unless you have been given written permission by the Company.

7.4 RETURNING TO WORK

Fitness for work

You are expected to return to work as soon as possible without endangering your own health or that of your colleagues. On your return to work you will be required to attend a return to work interview with your manager.

Letter verifying fitness for work

We have a duty to all our staff to ensure that they are safe and well. To ensure that you can return to work as soon as you are fit, you may be required by your manager to obtain a 'fit to work' note signed by a medical practitioner verifying that you are fit to work. In this circumstance you must take all reasonable steps to obtain such a letter as quickly as possible.

If we have any doubt whatsoever upon your return regarding your fitness to work or you fail to produce a 'fit to work' note confirming your condition to return, you may be asked to remain away from the workplace on Statutory Sick Pay until you are confirmed 'fit to work' by a qualified medical professional.

Failure to return to alternative duties

If your medical adviser suggests that you are fit to return to work for alternative duties which can be accommodated by the Company and you fail to do so without a valid medical reason, your entitlement to SSP may be at risk and the Company reserves the right to commence appropriate procedures.

7.5 ATTENDING MEDICAL APPOINTMENTS

Dental, medical and other similar appointments should be arranged to take place outside of working hours wherever possible. Where this is not possible normal leave requests will apply (see earlier chapter). At the Company's discretion and only with prior agreement, you may be given permission to make up the working hours used to attend such appointments.

7.6 TERMINATION OF EMPLOYMENT DUE TO REPEATED ABSENCES

Repeated absences of any length may result in your dismissal from employment with the Company if in the business environment in which the Company operates, and in our reasonable opinion, your absence causes staffing issues, or otherwise unreasonably affects the business of the Company.

If your absence is in consequence of a disability, you will not be dismissed unless this action is a proportionate means of achieving the Company's aim of ensuring that absence is maintained at a manageable level.

7.7 LONG-TERM ABSENCE

We may apply this procedure whenever we consider it necessary, including for example in the event of a long-term absence or a number of frequent short-term absences. The underlying objective of this policy is to facilitate your return to work on a regular basis, if possible.

Preliminary actions

The Company will remain in contact with you as a means of providing support and in order to understand the reasons for your absence. We will invite you to attend a preliminary welfare meeting to explore the reasons for your absence and the prospects of your return.

Where possible we will obtain medical advice on your condition and any recommendations regarding workplace adjustments which may facilitate your return. We will usually require your permission to obtain medical advice and we will seek this from you when necessary.

Facilitation of your return

Once medical advice has been received, you will be invited to another welfare meeting where we will review the information with you and discuss the way forward. Adjustments to your role will be made if it is considered to be reasonable and practicable by the Company in the circumstances. Where necessary, further welfare meetings will be held as appropriate to discuss all of the options with you. This will include providing you with alternative employment where this is a possibility. Should the Company consider that further medical advice is required during the process, this will be addressed with you.

Termination of employment

Only where it is believed that there is no reasonable prospect of a timely return to work in any capacity, will the Company consider terminating your employment. You will be invited to a final meeting to discuss any further options and the reasons for your proposed dismissal.

A decision to dismiss due to capability will only be taken if it is determined to be a reasonable and proportionate outcome, having regard to all of the circumstances, to achieve the Company's aim of ensuring that sickness absence is maintained at a manageable level. Once we are satisfied that all relevant information has been gathered and properly considered you will be advised of the decision in writing. You have the right to appeal against any decision to terminate your employment.

Employee obligations

As a requirement of your employment with us you agree to:

- Assist the Company in its efforts to comply with the requirements of the Equality Act 2010, if your long-term illness or condition so warrants;
- Inform your manager if you believe there are any ways in which we can accommodate your illness and help you to cope more easily with your work.

If you have any questions regarding this policy please contact your Manager.

HEALTH AND SAFETY

8.1 STATEMENT OF GENERAL POLICY

General

This Company recognises that complying with the Health and Safety at Work, *etc.* Act 1974 (and regulations made under it) is a legal requirement, not a matter of choice.

Policy

The ethos of the Company is to develop, maintain and improve our ability to eliminate or control risks to health and safety; to meet expectations of employees, shareholders, customers and suppliers, and to satisfy legal requirements.

Our policy is to exceed the minimum requirements of the law where possible, with sufficient funds and resources allocated to achieve this.

We will also ensure that systems are in place that will enable us to properly assess risk, maintain, monitor and, where necessary, improve, safety and health performance throughout all areas of our activities.

Included in these systems will be the means to provide effective communication and consultation on health and safety matters at all levels of the business.

Any information, instruction, training or supervision necessary to meet these commitments will be provided to those who require it, in order to enable them to perform their job safely and competently.

Responsibilities

In return, the Company expects employees at all levels to exceed their minimum legal duties - these are set out in our organisational responsibilities.

This includes cooperating with us on safety matters and taking care of their own safety and that of others - whether from within, or outside the Company - who may be affected by their actions or omissions.

Review and audit

This policy, and the way it is operated, will be reviewed annually - or more often if the business changes in nature and size.

The overall health and safety management system will be subject to an appropriate audit process.

Any revisions made to improve safety performance will be effectively communicated to employees and all other interested parties.

COMPANY VEHICLES

9.1 COMPANY POLICY

If you are authorised to use a company vehicle you must comply with the following rules. Failure to do so may constitute a disciplinary offence.

9.2 TERMS AND CONDITIONS OF VEHICLE USE

General statement

Your use of company vehicles is conditional upon your behaving in a responsible manner, observing all relevant road traffic laws including but not limited to drink and drug driving legislation and following the rules set out in this chapter.

Authorised

You must be specifically authorised by a Director prior to driving a Company vehicle.

Licence

You are required to have a full and valid UK driving licence, a European Community equivalent, or an international driving licence appropriate for the class of company vehicle you will drive. The Company requires all employees to produce upon request their original valid driving licence prior to use of a company vehicle or at any subsequent point during their employment. When requested to do so you are also required to take the necessary steps to enable the Company to obtain evidence of your driving record. Please contact your Manager if you require further information regarding this.

Loss of your driving licence may result in the termination of your employment if your ability to drive on highways is a substantial part of your job.

Type of use

Company vehicles are to be used for the Company's business purposes only. Express permission must be obtained before a company vehicle is used for personal use. Speak to your manager if you are unsure about this.

Use for the carriage of passengers for hire or reward is expressly forbidden and will be regarded by the Company as constituting gross misconduct.

Physically and mentally fit

Whenever you drive a company vehicle you must have disclosed to your employer any medical physical or mental conditions that would impair your ability to drive the vehicle in a safe and secure manner.

Alcohol

You are expressly forbidden to drive or to be in possession of a vehicle while under the influence of alcohol. It is your responsibility to ensure you stay below the legal drink driving limit applicable to the part of the UK in which you are driving. A failure to comply with this requirement will be regarded by the Company as constituting gross misconduct.

Drugs

You are expressly forbidden to drive or be in possession of a vehicle where medication prescribed for you or over the counter medication impairs your ability to drive or where you are under the influence of illegal or other drugs such as but not limited to 'legal highs'.

In addition to the above, you must ensure that where you are driving in England and Wales you comply with the Drug Driving (Specified Limits) (England and Wales) (Amendment) Regulations 2015. These Regulations make it illegal to drive with certain drugs in your system over specified limits. The Regulations cover specified illegal drugs and certain prescription drugs in some circumstances. If you are in any doubt regarding the content of the regulations or your ability to drive, you must contact your Manager before driving the vehicle. It is your responsibility to ensure you comply with the rules.

A failure to comply with the rules regarding driving and drugs will be regarded by the Company as constituting gross misconduct.

Smoking/Electronic Cigarettes

It is not permitted to smoke or use electronic cigarettes in company vehicles at any time.

Fuel and mileage

Fuel and expense claims for the operation of company vehicles must be accurate and submitted on a timely basis along with relevant logbook and check out sheets for your shift. You will be expected to submit your these forms with the necessary receipts attached (if applicable). You will be reimbursed for legitimate authorised expenses. Submitting false or intentionally misleading requests for reimbursement is grounds for disciplinary action and may result in summary dismissal. You must keep accurate records of mileage and comply with appropriate statutory and licensing procedure applicable to the vehicle you are using. Contact your Manager if you have any questions regarding this requirement.

Breakdown

You will be advised of the breakdown procedures and cover (if applicable) when you are issued with a company vehicle. If you do not receive this information please ask your manager.

Road fund licence

The road fund licence for each vehicle will be renewed by the Company when required. If you have any questions regarding a vehicle's road fund licence please contact your Manager.

Use outside the United Kingdom

No company vehicle may be taken out of the United Kingdom without written permission from your manager.

Vehicle security

At all times when leaving the vehicle unattended you must ensure that all windows are closed, the ignition key removed, and the vehicle securely locked.

Lost or stolen articles

The Company accepts no responsibility for any personal articles carried in the company vehicle.

Seat belts

You and any front or rear seat passengers are required by law to wear seat belts at all times where they are provided. Fines imposed for not wearing them will be your responsibility.

Parking or other fines

The Company will not under any circumstances accept any responsibility for parking or other fines incurred by you. They are your responsibility and failure to pay them may result in disciplinary action being taken.

Mobile phones

All employees are prohibited from using mobile phones, including hands-free mobile phones, whilst driving or operating a company vehicle. Please stop at regular and convenient intervals to pick up any messages you may have, but be aware that it is an offence to use a hand held mobile phone unless the vehicle is stationary with the engine switched off. If you fail to obey this requirement, we will not be liable for any fines incurred and disciplinary action may be taken against you.

9.3 USE BY OTHER DRIVERS

Sole use by employee

If the company vehicle has been provided solely for your use, it is your responsibility to see that the vehicle is not driven by anyone else. If in doubt, you must seek clarification from your manager.

Use by another driver

If you have received authority for someone else to drive the company vehicle, you should use your best endeavours to ensure that he/she observes the policies and rules set out in this section and complies with licencing procedures as set out at the beginning of this chapter.

9.4 CONDITION OF VEHICLE

Cleanliness

The company image is important and is reflected through you and through any company property including company vehicles. It is therefore your responsibility, where a company vehicle has been entrusted to you, to keep its exterior and interior clean, ensuring all rubbish and waste is removed from the vehicle on a daily basis.

Maintenance

It is your responsibility to ensure that the vehicle entrusted to you is properly serviced and maintained, consistent with any manufacturers and service warranty. Further, you are to ensure that the vehicle is always in a roadworthy condition.

Random checks

We reserve the right to conduct random checks to ensure that these policies are being observed and to repossess the vehicle if they are not.

No fixtures or alterations

No fixtures such as aerials, roof racks, towing apparatus, stickers or similar may be attached to company vehicles without prior written permission.

Before returning the vehicle to the Company, it should be restored to the condition it was in when first received by you, subject to normal wear and tear.

No change or alteration may be made to the mechanical or structural specification of any company vehicle.

9.5 INSURANCE

Fleet policy

All company vehicles are covered by a fleet insurance policy and the terms of this policy must be strictly observed. For security reasons, the Company keeps certificates of insurance.

Securing vehicles and contents

All company vehicles should be kept locked when not in use, and all contents should be stored out of sight, preferably in the boot. Additionally you should ensure that any company vehicle is parked in well-lit areas in clear public view.

If a vehicle is stolen, the Company is required to satisfy the insurance company that there has been no negligence. If you have not observed this policy, we will hold you responsible for any resulting loss that would not have been covered by the insurance.

Reporting loss

In cases of loss, whether of the vehicle and/or its fittings or contents, you must inform the Company immediately. Full details of the contents of the vehicle must be itemised and given to the Company.

9.6 ACCIDENTS

Reporting accidents

You must notify the Company immediately if there has been an accident, no matter how trivial. If the accident is serious the Company can make arrangements for the vehicle to be recovered and alternative transport arrangements to be provided for you.

Additionally, within 24 hours you must provide the Company with a written accident report detailing the incident and cause. Wherever possible the following particulars should appear on the report:

- Name(s) and address(es) of the third party driver(s) and the name(s) and address(es) of their insurer(s);
- Names and addresses of all passengers in the company vehicle and in any third party vehicle(s);
- Names and addresses of all witnesses;
- Particulars of the attending police and/or emergency services.

The report must be accompanied by a detailed sketch showing the relative positions of the vehicles before and after the accident, together with the details of the nearby roads. Details should include whether they are major or minor roads and as many relevant approximate measurements as possible.

Contributory fault for loss, accident or damage

Whilst the Company appreciates that accidents and/or incidents may happen, where it is found by the insurer that your behaviour has contributed to the accident we may require you to repay, either through deduction of wages or any other method acceptable to us, any costs incurred by the Company.

Where you are held responsible by the insurer for any accident, incident or damage, then we reserve the right to deduct the excess on the insurance policy as a minimum and possibly the total costs of the accident and/or damage from your wages.

9.7 REPLACEMENT, RETURN AND REPOSSESSION OF COMPANY VEHICLES

Replacement

At a time to be decided by the Company, and at its sole discretion, the vehicle will be replaced with a vehicle from the existing fleet or a new vehicle, depending on availability at the time of replacement. The model and make are at the Company's discretion.

Repossession

Where you have a company vehicle for work use only, the Company reserves the right to take back the vehicle in the event of an unexplained absence from work in excess of one week or any certified sickness absence in excess of four weeks. The vehicle will be returned when you return to work.

On notice of termination being given by either party the Company reserves the right to repossess the vehicle at any time, and may require the company vehicle to be returned at any time.

Returning the company vehicle

It is your responsibility to return the vehicle to the Company in the condition in which it was provided to you. By signing these terms and conditions, you agree to refund the Company for any damage to the vehicle that you have not notified the Company of previously and that is not as a result of ordinary wear and tear.

It is your responsibility to return the vehicle to the place that the Company designates at the time that the Company stipulates. Any reasonable transport expenses incurred in returning home will be met by the Company.

By signing these terms and conditions, you agree to accept liability for any expenses and costs incurred in reclaiming the vehicle if you fail to return it.

9.8 PERSONAL VEHICLES USED FOR BUSINESS PURPOSES

General

If you are authorised to use your own vehicle for business purposes you should ensure that you observe all relevant road traffic laws, including but not limited to drink and drug driving legislation and the use of mobile phones whilst using the vehicle during working time.

Licence

To be permitted to use your car for business use you are required to have a full and valid UK driving licence, a European Community equivalent, or an international driving licence appropriate for the class of vehicle you will drive. The Company requires all employees to produce their original valid driving licence prior to being permitted to use a personal vehicle for business purposes. This should be presented to your Manager. You are also required to take the necessary steps to enable the Company to obtain evidence of your driving record prior to being permitted to use a personal vehicle for business purposes. You should contact your manager for further information regarding this.

We reserve the right to request you to produce your driving licence and to take the necessary steps to enable the Company to obtain evidence of your driving record at any subsequent time during your employment where you wish to use or are using a personal vehicle for business purposes.

Loss of your driving licence may result in the termination of your employment if your ability to drive on highways is a substantial part of your job.

Insurance

You must ensure that your car is insured for business use. Please see your manager to provide a copy of your insurance document showing your vehicle is insured for business use.

MOT Test

You will also be required to supply a copy of your most recent MOT test certificate to prove your vehicle is roadworthy. New MOT test certificates should be provided to the Company on an annual basis. You must inform the Company immediately if your vehicle fails to pass an MOT Test or becomes unroadworthy.

Road fund licence

You will be required to provide proof that your vehicle has the sufficient road fund licence prior to being used for business purposes. This should be presented to your Manager.

Fuel

If you are authorised to use your own vehicle for business purposes, the Company will pay for any fuel used for company purposes. Please see your manager for an explanation of the rate of reimbursement. You must adhere to all rules in regard to claiming expenses.

Alcohol and drugs

If you are authorised to use your own vehicle for business purposes you must ensure that during working time you observe the rules regarding alcohol and drugs as set out in section 10.2 of the Company Vehicle policy in this Handbook.

Smoking /Electronic Cigarettes

When using your vehicle for work purposes you are required to comply with the law regarding smoking in private vehicles in the presence of someone who is under 18. The vehicle must be smoke free if it is enclosed, there is more than one person present and one of them is under 18. If you are in any doubt regarding the law you must contact your Manager. It is your responsibility to ensure you comply with the law.

Parking or other fines

The Company will not under any circumstances accept any responsibility for parking or other fines incurred by you. They are your responsibility.

CODE OF CONDUCT

10.1 COMPANY RULES

The following rules apply to all employees and should be strictly observed. Breach of these rules may result in disciplinary action as set out in the chapter detailing Disciplinary Rules and Procedure in this handbook.

10.2 GENERAL

Bringing the Company into disrepute

At all times remember that you are an employee of the Company and that your conduct may reflect on us. Whether or not you are at work, you should not do anything that would bring the Company into disrepute with customers or the general public.

This includes any statements made about the Company, colleagues or clients on the internet, forums or social networking sites which are likely to be interpreted as damaging to the reputation of any associated party of the business, the Company's business interests or any duty of confidentiality. Please note such comments or statements are considered serious and may result in disciplinary action up to and including dismissal.

Obey instructions

You must obey all reasonable and lawful instructions given to you.

Abide by terms and conditions of employment

You must familiarise yourself with and abide by the terms and conditions of your employment that include the Principal Statement of Terms of Employment, this handbook, the Code of Conduct and other company rules which may be issued to you from time to time.

Best endeavours

You are required to use your best endeavours to promote the interests and welfare of the Company and to devote the whole of your time, attention and skill during working hours to Oxford Security Services Ltd and its affairs.

Alcohol

You are not allowed to consume alcohol at work, to bring alcoholic beverages on to company premises or to be under the influence of alcohol while at work.

Illegal drugs

You are not allowed to use illegal drugs at work, to bring illegal drugs on to company premises or to be under the influence of illegal drugs while at work.

Gambling

Customary sweepstakes and lottery syndicates require the permission of your manager. Otherwise you may not participate in or provide facilities for betting or gambling on the company premises.

Smoking / Electronic Cigarettes

You must not smoke or use electronic cigarettes during working hours. However, you may smoke or use electronic cigarettes during your rest breaks in the designated area.

No misrepresentation

The Trade Descriptions Act 1968 protects customers from being misled about the merchandise or service provided by the Company.

After receiving appropriate training you will be expected to be accurate in your description of the merchandise or services that the Company provides (whether the communication is verbal or in writing, e.g. on invoices, valuations etc.) when dealing with customers. It is your responsibility to comply with this legislation at all times.

Personal relationships whilst at work

The Company recognises that employees who work together may form personal friendships and, in some cases, close personal relationships. Whilst it does not wish to interfere with these personal relationships, it is necessary for the Company to ensure that all employees behave in an appropriate and professional manner at work. Therefore, the following principles have been devised, and apply to all employees regardless of their job or level of seniority:

- Any employee who is involved in a close personal relationship with a colleague, contractor, client, customer or supplier must not allow that relationship to influence his/her conduct whilst at work;
- Intimate behaviour during working hours is expressly prohibited;
- Any employee who embarks on a close personal relationship with a colleague for whom they have line management responsibility must declare the relationship to his/her manager or the next most senior manager if appropriate.

In these circumstances, the Company will consult both of the employees and seek to reach a satisfactory agreement. This may involve a transfer of one or both of them if considered appropriate.

Personal mobile phones

Unless you are anticipating an emergency call you must switch your personal mobile phone to silent whilst at work. You may use your mobile phone on your breaks provided that you do not disturb or disrupt your colleagues.

10.3 STATIC OR DOOR SECURITY

You are expected to be polite and courteous to customers, client management and staff at all times. Please remember to greet every customer with 'good evening' or 'hello'. Treat everyone as you would wish to be treated when visiting a venue for a night out or at any premises. When customers depart, bid them 'good night' or 'good day' and as appropriate open doors to enable them to exit peacefully and quietly. At times, you are required to exercise restraint and self-control when dealing with customers and in dealing with any disturbance. When ejecting any unruly patrons, use reasonable and necessary force to achieve that end and no more.

Under no circumstances, whatever the provocation, are you permitted to leave the premises to confront a member of the public unless assisting the police in the execution of their duties. Never under any circumstances use a weapon or any implement as a weapon to restrain or defend yourself against a customer.

You are required to co-operate at all times with any member of the emergency services in the execution of their duties. For the avoidance of doubt, this includes the Police Force, Fire Department and Ambulance Service. Remember you cannot force a customer to be searched against their wishes. You must gain their permission first. If a customer refuses to be searched, you may consider refusing admission. Your Head Supervisor or Venue Manager will advise you of the procedure to be followed in the event of finding weapons or drugs during any search.

The following should also be considered:

- Do no chew gum or eat any food whilst on duty. If your shift is sufficiently long enough you may be allowed a break with your Head Door Supervisor's permission.
- You must always prominently display your SIA licence at all times whilst on duty.
- You should be aware of the evacuation procedure and position of the fire points of the venue or premises.
- When dealing with admissions you must ensure that no persons under the legal age for purchasing alcohol (current 18 years) is granted admission.
- You should control the number of persons admitted to the premises so as to prevent overcrowding in strict adherence to the fire limit.
- Ensure you use moderate language, which is not defamatory or abusive when dealing with the members of the public and colleagues.
- Never solicit or accept any bribe or other consideration from any person, nor fail to account for any money or property received during the course of the assignment.
- Do not display preferential treatment towards individuals.
- Never abuse your position of authority.

10.4 SEARCHES FOR DRUGS, ALCOHOL AND WEAPONS

Door supervisors must remember that they are not police officers, and that they cannot force anybody to be subjected to a search. Door Supervisors must use their powers of search at the point of entry to prevent weapons and other undesirable objects from being brought into the venue. Not only can weapons be used to cause serious or fatal injuries to the venue's patrons, but they may also be used against the door staff that may be called to a disturbance or a fight.

Please note it is illegal for door staff themselves to use any form of weapons during the course of their duties.

10.5 SEARCHING OF PREMISES

Before the opening of any venue, the door supervisors should carry out an effective search of the premises. The purpose of this search is to check that:

- Fire and emergency doors are not blocked.
- Windows and skylights are secure.
- Public access points are clear.
- Any security equipment, i.e. lighting, alarms, locks and bolts are in working order.
- All areas are free from litter and there are no suspicious objects.

The door supervisor is not a police officer. This means that he/she:

- Has no automatic legal right to search another person.
- Must never use force.

The venue may, however, make it a condition of entry that persons wishing to enter the premises consent to a search by the door staff. Most people will be happy to consent to a search, once it is explained what is being searched for and the fact that it is for their protection.

Anyone refusing to be searched should be politely refused entry.

Before searching any person or their property, door staff must always obtain their permission.

Patrons entering the venue should also be advised of the search policy by prominently displayed notices. These notices should inform them of the fact that they may be searched on request and that refusal to be searched will prevent them from being allowed in.

For reasons of safety and maintenance of possible evidence, CCTV should, wherever possible, monitor the search area.

10.6 THE 4 'P'S OF SEARCHING

Permission

- It cannot be stressed enough that consent to a search must always be sought.

Polite

- When conducting personal searches door supervisors must remember that they are invading someone's privacy and treat others as they would wish to be treated.

Positive

- Whilst conducting a search, the door supervisor should remember to adopt a positive attitude and this will instil confidence in the person being searched, that the correct procedure is being followed.

Professional

- Remember searches must not be carried out on people on the grounds of dress ethnic origin or religion. Door supervisors must make sure that the searches are fair and lawful.

10.7 TYPES OF SEARCH

There are three primary types of search policy:

- General - General searches are fairly common at venues and involve all patrons being subjected to a search before entry is permitted.
- Random - Randomly selected people. Random searches act as a deterrent as people do not know they are going to be selected.
- Specific - Specific searches are carried out as and when they are requested by management. In some instances door staff may know an individual as a potential troublemaker. The search is then carried out specifically to target that individual.

10.8 SEARCHING PEOPLE AND THEIR PROPERTY

- Door staff should ensure, for their own protection against malicious allegations, that a witness is always present when they search someone.
- If proper hands-on body searches are operated at the venue, door staff must never search patrons of the opposite sex.

- The behaviour of the door supervisor at the time of the search will have an effect on the reaction of the person being searched.

In summary remember:

- To be sensitive to peoples embarrassment.
- To be firm.
- To be tactful.
- To be polite.
- Not to ridicule.
- Not to be threatening.

The use of words like “please” and “thank you” will help. When people are upset or embarrassed they often become abusive and aggressive – this does not mean they have something to hide.

Remember only a woman can search a woman and only a man can search a man.

Male door supervisors can however search a female’s handbag with her consent.

When searching handbags door staff must:

- Always obtain the patrons permission
- Never interfere with the contents of the bag.
- Always ask the patron to remove items themselves.

How should door supervisors search clothing?

- Do not put hands into pockets, bags etc.
- Ask the owner to self-search i.e. empty their own bags and pockets.

By following these procedures door supervisors will avoid:

- Accusations of impropriety.
- Accusations of planting of evidence.
- Risk of injury to him/herself.

Door supervisors have a clear responsibility to provide for the welfare of drug-users they have contact with and must act within the terms of their organisation’s policy when dealing with drug related issues.

The main responsibilities imposed on the door supervisor are:

- The preservation of life - doing everything reasonable possible to assist drug-users who may be in danger of injury or are unconscious.
- The preservation of evidence of drug use for possible disciplinary action and /or criminal prosecution.

10.9 RECORDING ARTICLES

Any search resulting in the finding of an offensive weapon drugs and alcohol must be recorded in either a specific search register, or in the Company incident book.

The following procedures are required:

- Date and time of the search.
- Person conducting the search.
- Name and address of the person being searched (if given).
- Signature of the person being searched (if consenting).
- Description of item(s) being confiscated.
- Time handed over to the police.
- Name and warrant number of the receiving police officer.
- Note: Accurate records can help disprove false allegations.

10.10 PROCEDURE FOR HANDLING SEIZED DRUGS

Whenever door Supervisors seize drugs from a person, they must be immediately handed over to either the manager or the person in charge of the door staff. Any arrests, seizures and ejections concerning controlled drugs should be noted in either the door supervisor's notebook or the occurrence book.

10.11 GIFT GIVING AND RECEIVING

Receipt of gifts

You are required to declare in writing to a Director all gifts received in the course of business. You will not be allowed to retain these gifts without the prior approval of a Director. You must not accept or agree to receive any gift if you know or suspect it is intended as a bribe. Cash or equivalent gifts are strictly prohibited.

Under no circumstances are you permitted to request gifts of any kind from clients, potential clients, suppliers or any other third party in the course of business.

Giving of gifts to third parties

You are prohibited from offering, promising or giving gifts to clients, potential clients, suppliers or any other third party in the course of business without the prior permission of a Director. Permission will only be given if in the circumstances the gift is reasonable in nature, value and timing. Cash or equivalent gifts are strictly prohibited. Where the giving of a gift is permitted, it must be given openly and be appropriately recorded in the gifts register.

Giving of gifts to colleagues

While we appreciate that employees may collectively wish to present colleagues with gifts from time to time, collections for such gifts should be controlled and only arranged with the prior permission of a Director.

10.12 HOSPITALITY

You may not offer, promise or give hospitality in the name of the Company without the express prior written permission of a Director. Where such permission is granted, you must ensure that all of the following are complied with:

- You have authority to do so;
- It does not exceed £25;
- It is reasonable in nature, value and timing;
- It is not promised, offered or given to influence a third party to enter into business with us or to give us a business advantage;

- It is given openly;
- It does not occur overly frequently between the parties.

You may accept hospitality providing it is proportionate, appropriate and justifiable in the circumstances. You must ensure that by accepting hospitality you do not place, potentially place or give the appearance of placing the Company in a position where a business advantage is expected to be given by us in return. You must not accept hospitality where you know, believe or suspect that it is intended as a bribe. Under no circumstances are you permitted to request hospitality in the course of business. Where hospitality is offered, promised, given or accepted details of this must be recorded in hospitality register. This will be monitored by the Directors and the provision and acceptance of hospitality will be kept under review.

10.13 DONATIONS

This Company does not make contributions of any kind to political parties, causes or politicians. Nor do we make charitable donations of any kind. You are prohibited from offering, promising or giving political or charitable donations for the purpose of obtaining business or a business advantage for this Company.

10.14 APPEARANCE

Uniform

You are required at all times to wear the following:

- Retail – black suit, white shirt, black shoes and black tie.
- Static – black safety shoes, black trousers, white shirt, black tie, logo embossed jumper and high visibility jacket or vest on all sites.

Out of these items you are required to provide:

- Black suit;
- White shirts; and
- Black shoes.

The Company will provide:

- High visibility jackets and vests,
- R & R Frontline Services Ltd jumper and tie.

The Company will replace worn items where this is as a result of normal wear and tear.

It will be the responsibility of all staff to replace, at their own cost, any item lost, misused or abused. You are contractually required to return all items of uniform to us on the termination of your employment. If you fail to do so you will be required to repay to the Company, either by deduction from wages or any other method acceptable to the Company the reasonable cost of any unreturned item(s).

Jewellery

You should not wear any jewellery whilst on duty with the exception of religious jewellery and weddings bands.

Personal hygiene

A reasonable and appropriate standard of personal hygiene must be maintained during working hours.

10.15 PERSONAL PROTECTIVE EQUIPMENT

Protective clothing

If you are issued with protective and/or safety clothing or equipment you must use these at all times as instructed.

Safety boots

You will be issued with appropriate safety boots where this is identified as being necessary. If you wish to purchase more expensive safety boots you will be responsible for the cost of these. The Company may at its absolute discretion make a contribution towards the purchase of such safety boots. For information regarding this please contact your manager.

10.16 USE OF OUR PROPERTY

Two-Way Radios

You may be provided with two-way radios in order to communicate with colleagues or supervisors on site and at certain premises. Inappropriate or personal use of these radios is not acceptable and communication across these devices should be solely related to your role.

Loss or damage caused by negligence or maliciousness to these radios is considered serious and may result in disciplinary action. The Company also expressly reserves the right to deduct the cost of replacement of such equipment where deemed necessary

Equipment, stationery and office supplies

You must not use the Company's equipment, stationery and/or supplies for private purposes.

Telephones

You must not use company telephones for receiving or making calls unrelated to company business unless for emergency purposes.

Personal mail

All mail received at the company address will be opened including mail addressed to individual employees. You should not receive personal mail at work without prior permission from your manager and you must not mail personal post at company expense.

Company property

Unless your manager has given prior written permission, you must not remove documents or items belonging to the Company, its customers, suppliers or employees from the premises.

Use of tools

You must not use the Company's tools for private purposes without written permission of your manager.

Return of company tools

You must return any company tools to us on the termination of your service or earlier upon the Company's demand.

Lost or stolen tools

It is the responsibility of the employee to keep safe and to maintain all tools and equipment belonging to the Company. Tools and equipment that are the property of the Company must be safeguarded at all times and not left unattended. They should be kept locked up and out of sight where appropriate. If you fail to do this you will be expected to reimburse the Company for the cost of any tools or equipment that are lost or stolen while under your care.

10.17 USE OF OUR PREMISES

Housekeeping

For security and safety reasons ensure that your workspace is uncluttered, clean and sanitary.

Break rooms

You and your colleagues are responsible for ensuring that the places where you take your rest breaks are kept clean (disposing of any rubbish and cleaning up any perishable food stuffs). This is with particular reference if you are on a client's site.

After use, ensure that the condition of these areas is clean and tidy in appearance.

Personal visits are not authorised

Please do not encourage any unauthorised individuals to visit you at work. Such visits will not be authorised unless for emergencies.

Keys, key fobs and passes

You must take all necessary steps to ensure that if issued with company keys, key fobs or passes, you do not let another person take control of them unless that person is a manager. If you lose any company key you should immediately report this to your manager and if necessary, take all other steps to secure the premises.

10.18 SECURITY POLICY

The Company adopts a proactive approach to security. The Directors are committed to the protection of the business assets of the Company.

We take every reasonable step to ensure the physical security of our employees, premises, vehicles, plant, equipment and product. If any employee has any concerns in respect of the security of any area of the business, they should present full details of their concerns to a manager. Such concerns will be taken seriously and action will be taken if considered reasonable and necessary after investigation.

Everyone has an individual responsibility to be alert to strangers who appear to have no obvious reason for being on the premises. If in doubt, contact your manager.

Right to search

The Company may inspect the contents of any vehicle, bag, parcel, handbag, case or similar article before it is brought on to or taken away from the premises. The Company also reserves the right to request any employee to empty pockets etc. while on the company premises.

A refusal to co-operate may result in disciplinary action and/or the police being involved.

Searches will be carried out on a random basis, and a search does not imply any dishonesty on the part of the employee.

10.19 PARKING

If parking is provided, this will be on a first come first served basis. You must ensure that you comply with any instructions issued by a client if you are parking on their site. The Company (and neither our clients) is not responsible for the security of personal vehicles and accepts no liability should your vehicle or its contents be damaged, stolen or lost.

USE OF COMPUTERS, INTERNET AND EMAIL

11.1 COMPANY POLICY

We make computers, computer equipment, internet services and email available to our employees as a business tool to help them perform their job role more effectively. Whilst we acknowledge the benefits that the use of such technology can have for our organisation, it is vital that it is used reasonably, professionally and for appropriate purposes.

This policy sets out rules for the use of computers, email and the internet. The rules in this policy are very important and as such we expect them to be complied with at all times. A serious violation of this policy may result in summary dismissal for gross misconduct.

11.2 PERSONAL USE

We permit employees to use company computers and internet services or emails for the purposes of browsing the internet and sending or receiving personal email. The Company does permit social media sites to be accessed.

Personal use is only permitted during break times and providing it does not interfere with the operational needs of the Company. Personal use is subject to the rules set out in the rest of this policy.

You should not use our computer systems, internet services or company email account for any matter you wish to be kept private from the Company.

11.3 SECURITY

The security of our systems and data is of great importance to the Company. If it is compromised it could harm our business or expose it to the risk of harm. To prevent this from occurring, you are required to comply with the security measures detailed below.

Unauthorised software

Software other than that provided by the Company is not to be downloaded or installed onto company computers unless specifically authorised by your manager.

External devices and equipment

No external devices or equipment should be attached to our computers or computer equipment without the prior approval of your manager.

Computer viruses

Whilst the Company has anti-virus software and spam filters in place, it is still expected that employees will take reasonable care to ensure that our systems do not become infected. If you are suspicious that an email or an attachment may have a virus, you should not open it. You should report it to your manager immediately.

If you become aware of a virus or any other programme in our computer system that could cause harm, whether to the computer system itself, its security or our data, you must report this immediately to your manager.

Smartphone and tablet applications

If you have been provided with a smartphone or other portable internet enabled device, you must not download or install any applications on to it without authorisation from your manager. Any applications you are authorised to download must be obtained from an approved source, irrespective of their availability elsewhere.

Confidential passwords

Passwords are confidential and must not be given to another person without prior permission from your manager. If you are preparing to leave your position with this Company for any reason (for example because you have resigned), you must immediately make any passwords used in the course of your employment known to your manager.

Securing your computer terminal /computer device

You are required to secure your computer terminal if you are leaving it unattended. You must either log off or lock your system. This is to maintain the security of our systems and data.

If you are using a laptop computer or any other mobile computing device it is your responsibility to ensure that it is kept secure at all times. Particular care must be taken whilst away from the workplace. All mobile computing devices must be password protected. When it is not actively in use, you must switch off or lock your device to prevent unauthorised access being gained to our systems or data. In the event of loss or theft of a device, you must report this immediately to your manager.

You are not permitted to use memory sticks to store information

If loss or theft does occur, you must immediately report this to your manager and provide a description of the information on the device.

Modification of company equipment

You must not make any modifications to computer equipment or computer software (including removing software) without first obtaining permission from your manager.

11.4 USE FOR PROHIBITED CONDUCT

The Company's computers and computer equipment are provided for the legitimate business purposes of this Company. As such, their use for prohibited conduct will be treated very seriously and may result in your dismissal without notice. The examples of prohibited conduct detailed below are non-exhaustive.

The Company strictly prohibits the use of our computers, computer equipment, office equipment, email or internet systems to access, view, create, post, download, store, send, print, copy or distribute:

- Illegal material;
- Pornographic material of any kind or material of a sexual nature;
- Obscene material;
- Discriminatory, defamatory, harassing, derogatory or insulting material;
- Offensive material (that is material likely to cause offence, upset or embarrassment if it is received, seen or discovered to have been accessed);
- Confidential or sensitive company material unless authorised to do so.

The following actions are also prohibited:

- Generating or otherwise participating in the distribution of a virus;
- Copying software;

- Using company programs and software for any unauthorised use;
- Using company software or design programs for unauthorised use;
- Uploading, downloading, opening or distributing unauthorised software;
- Infringing the trademark and/or licencing rights of this Company or any other individual or organisation;
- Infringing the copyright of any individual or organisation.

11.5 EMAIL

The Company recognises that email is a useful business tool. However, it is crucial that it is used in a professional manner at all times, whether being sent from a computer or mobile computing device such as a smartphone or tablet. All employees are required to comply with the rules set out below. At no time should email be used for Prohibited Conduct.

Appropriate use of email

You should correspond by email only when it is appropriate for you to do so. In any email sent in the course of employment you must ensure that:

- The tone and content is appropriately professional,
- You identify yourself in an appropriate manner;
- You include the Company's standard disclaimer.

Confidential information

You are responsible for ensuring that you do not use email to reproduce, replicate, duplicate or distribute confidential or sensitive company information to an inappropriate party.

You are strictly prohibited from transferring confidential or sensitive information to your personal email account.

Creating contractual commitments

It is important to remember that contracts and contractual obligations can be created by email. You must not create a contract or any contractual obligations with a third party unless it is the Company's intention to do so and you have the appropriate authority. If you require further information regarding this, please contact your manager.

Use of emails in court proceedings

Emails can be disclosed in legal proceedings. You must bear this in mind when drafting, responding to or forwarding emails. Even if emails are deleted, it is likely that they are recoverable and as such capable of being disclosed.

Group emails

If you are sending a group email to clients/potential clients (for example for marketing purposes) you must ensure you protect the confidentiality of our client list and the privacy of clients/potential clients. You must obtain approval from a Director before any such group e-mail is sent.

Jokes

Using email for the receipt and distribution of jokes and banter is not permitted. Email is one of the least secure methods of communication. What may seem like a joke to you may be offensive to someone else.

Junk mail (spam) and chain emails

Sending and responding to junk email chain letters/emails is forbidden.

Political and charitable donations

You are prohibited from using email to request or respond to a request for political or charitable donations.

Managing your email account

It is your responsibility to ensure that you have sufficient space in your 'Inbox' to enable you to receive emails at all times. You should regularly electronically archive old emails to ensure that your email account is able to function efficiently.

Where relevant you must use the 'out of office' function on our email system when you are away from the office for more than 2 hours. If you are unsure who to forward your emails to in your absence, contact your manager. The 'out of office' message received by those who contact you must be professional. It should include the date/time when you will next be contactable and who will be dealing with your emails in your absence.

If necessary for business purposes, the Company may access your emails in your absence.

11.6 INTERNET

The Company provides internet access as a tool to assist employees to perform their roles. It must be used in a reasonable and professional manner at all times.

You must not engage in any Prohibited Conduct, or act in a manner which breaches any company policy or term of this handbook. It should be remembered that 'cookies' and similar tracking devices may be left on website visits and these can be traceable to the Company. As such you must not visit any websites or carry out any activity on the internet which would be inappropriate in a business environment.

If, as part of your role you are permitted to make 'postings' (or carry out similar actions) on the internet on behalf of the Company, you will receive additional guidance from your manager regarding what is and what is not acceptable to the Company. Any breach of this part of the policy will be treated seriously and may result in your dismissal.

The Company reserves the right to block access to any website it deems inappropriate for employees to access using its systems.

Watching live television on the Internet

This Company does not hold a television licence. As such you are strictly prohibited from watching or recording live television at our premises using our equipment.

Internet gambling

At no time are employees permitted to use the Company's computers, computer equipment or internet to participate in on line gambling of any kind.

11.7 MONITORING

Use of our computers and IT systems (including internet and email) are monitored. This also includes personal use of them.

For information regarding monitoring please refer to your manager.

Information obtained by monitoring may be used as part of disciplinary, capability or other company procedures set out in this handbook.

SOCIAL MEDIA POLICY

The Company appreciates that many people enjoy using social media sites such as Facebook, Twitter, LinkedIn and social media applications ('apps') such as Snapchat.

Whilst we do not wish to interfere with employees' activities outside work (or permitted activities in work), the Company has a right to protect its reputation, intellectual property, trade secrets, and confidential and sensitive information, as well as ensuring our policies are complied with. To strike a fair balance between the interests of all parties, the guidelines below should be observed when using social media sites, social media 'apps', blogging and making any other postings on the internet.

When referring to social media in this policy, this term includes social media 'apps', blogs, and any other postings on the internet.

Serious violation of this policy may result in summary dismissal for gross misconduct. This is the case whether or not the breach takes place during or outside working hours and whether or not you used company systems or company devices.

12.1 GENERAL

We recommend you consider that anything you post using social media is potentially public. As such, it is advisable that when making posts you ensure they do not reflect badly on you or the organisation.

Responsibility for statements made using social media

If you have communicated that you are an employee of our organisation or are in any way associated with us, it is important that you make it clear that any comments or opinions expressed using social media are yours and are not representative of those of the Company.

Company property

Our logo, brand names and other trademarks are the property of this Company and must not be used without written permission from your manager.

Protecting the Company's reputation

You must not make any statements or postings using social media that damages the reputation of this Company or which puts our reputation at risk.

In particular, you should not make any defamatory or adverse statements about this Company, our clients or suppliers or make any statements that could be interpreted as doing so.

Trade secrets, confidential and sensitive information

You must not reveal or jeopardise the Company's trade secrets, confidential or sensitive information when using social media. You have the same duty to maintain confidentiality when using social media as you do in any other forum.

Trade secrets, confidential and sensitive information are defined in Chapter 2 of this handbook.

Unacceptable conduct toward colleagues and third parties using social media

You should not use social media to harass, discriminate against, victimise, bully or insult your colleagues (whether or not they are employees of this Company), customers/clients or other third parties closely associated with this Company.

12.2 BREACH OF POLICY

You must ensure that you do not breach any of the Company's policies when using social media.

Business contacts

You are not permitted to add business contacts made in the course of your employment with this Company to any of your social networking accounts. If you receive a request from such a person you should politely advise them that you are unable to add them to your account as it is against company policy for you to do so.

If you have any questions regarding this, please contact your manager.

Reporting breaches of this policy

If you become aware of any breach of this policy, you should report this to a Director to enable the Company to investigate the matter.

Co-operation with investigation

If you are suspected of breaching this policy, you will be required to co-operate with the Company's investigation into the matter. This may include allowing the Company access to your social media account to view information relevant to the investigation, such as the alleged posting(s).

12.3 MONITORING

Use of our computers and IT systems (including internet and email) are monitored. This also includes personal use of them.

For information regarding monitoring please refer to your manager.

Information obtained by monitoring may be used as part of disciplinary, capability or other company procedures set out in this handbook.

DISCIPLINARY RULES AND PROCEDURE (NON-CONTRACTUAL)

13.1 OBJECTIVES

This procedure is designed to help and encourage you to achieve and maintain standards of conduct. The aim is to ensure consistency and fair treatment for all.

Conduct and some capability issues will ordinarily be dealt with in accordance with the Disciplinary Procedure set out here. Capability or absence from work will usually be dealt with under the Capability Procedure that follows. If you are unclear as to which procedure is being followed, please ask your manager who will clarify this for you.

However, as the disciplinary procedure is non-contractual, the Company may take action to address disciplinary matters, without first following the procedure outlined below, in circumstances it deems appropriate.

13.2 PRINCIPLES

At all stages you will be informed of the basis of the problem and given an opportunity to put your case before any decisions are made.

The Company will deal with the matter promptly and expect that you will not unreasonably delay the process.

Where the disciplinary process is utilised, employees will not normally be dismissed for a first breach of discipline except in the case of gross misconduct, when the sanction may be dismissal without notice or payment in lieu of notice. It should be noted that this does not mean that the dismissal is an automatic act. All facts will be considered before any action is taken.

There may be occasions that when following the below procedure the Company deems it appropriate for an alternative person of appropriate seniority to conduct a stage of the process. This could for example (although not exclusively) be because the relevant manager has already been involved in the process. The alternative person may be an independent third party.

13.3 SUSPENSION

The Company reserves the right, prior to disciplinary action, to suspend you with payment from your duties, in accordance with the terms and conditions in this handbook, whilst investigations are undertaken. Suspension is not disciplinary action.

However in certain specific circumstances, throughout any police investigation or until court proceedings have been completed, you may be suspended from duties without payment.

The Company may also use its discretion to decide whether to use the disciplinary procedure immediately, or postpone it until any further information becomes available. If the Company decides not to instigate disciplinary proceedings, you may receive back pay for the period of unpaid suspension.

During any period of suspension, you shall not attend your place of work other than for the purpose of attending disciplinary proceedings. You shall not contact any other employees, suppliers or customers of the Company, except your companion in any disciplinary proceedings, without the Company's consent and assistance.

13.4 INVESTIGATORY STAGE

Upon the receipt of an allegation against you the Company will carry out an investigation into the matter.

This will normally involve having a fact finding meeting with you where you will be given the opportunity to give a full account of your interpretation of the matter.

Following this the Company will make a decision as to whether formal disciplinary action is warranted.

In some circumstances the Company may choose to deal with the matter informally.

If formal disciplinary action is warranted, the following procedure will apply.

13.5 THE DISCIPLINARY PROCEDURE

Formal disciplinary meeting

You will be invited to attend a formal disciplinary meeting. At the meeting you will be given an opportunity to state your case and present information in your defence before any decision is made.

After the disciplinary interview, you will be informed of the disciplinary decision and of any disciplinary sanction imposed. The procedure may be implemented at any stage if your alleged misconduct or performance warrants such action.

Right to be accompanied

You have the right to be accompanied at any formal meeting (including an appeal meeting) by a single companion who is:

- A work colleague; or
- An official employed by a trade union; or
- A trade union representative provided they have been certified in writing by their union as being competent to accompany a worker.

Your companion has the right to explain and sum up your case, ask questions, and to respond to any views expressed at the hearing. He or she may not answer questions on your behalf. If your companion cannot attend on the date set for the hearing or appeal, then the date can be postponed for up to five working days. At its discretion, the Company may postpone the meeting for longer.

Minor faults

Minor faults will be dealt with informally, but where the matter is more serious the following procedure and sanctions will apply.

Stage one - written warning

If conduct or performance does not meet acceptable standards you will normally be given a written warning. You will be advised of the reason for the warning, that it is the first stage of the disciplinary procedure and of your right of appeal. A copy of this written warning will be kept on your personnel file but it will be disregarded for disciplinary purposes after 9 months subject to satisfactory conduct and performance.

Stage two – final written warning

If there is a failure to improve and conduct or performance is still unsatisfactory or there is a further offence, or if the misconduct is sufficiently serious to warrant only one written warning but insufficiently serious to justify dismissal (in effect both the first and final written warning), a final written warning will normally be given to you. This will give details of the complaint, will warn that dismissal will result if there is repetition of such conduct, if there is a further offence or no satisfactory improvement and will advise of the right of appeal. A copy of this final written warning will be kept on your personnel file but it will be disregarded for disciplinary purposes after 12 months subject to satisfactory conduct and performance.

Stage three – dismissal

If conduct or performance is still unsatisfactory and you fail to reach the prescribed standards, if there is a further offence, or if you have committed a gross misconduct offence, dismissal will normally result. Only a senior manager can take the decision to dismiss. As an alternative to the dismissal, the senior manager may consider demotion, which would involve a reallocation of duties on a salary commensurate with the post, as an appropriate sanction. As soon as reasonably practicable following the disciplinary interview, you will be provided with written reasons for dismissal or any action short of dismissal, the date on which employment will terminate (if relevant) and the right of appeal.

13.6 APPEALS PROCEDURE

You may appeal against a disciplinary decision by informing a Director in writing within five working days of the decision.

All appeals must set out the grounds on which you are making the appeal.

You will be invited to an appeal meeting and you have the right to be accompanied at that meeting (and you will be notified of that right when you are invited to the appeal meeting). The appeal meeting will reconsider the original decision. You will have an opportunity to put forward, should you so wish:

- New evidence which was not available during the first meeting; and/or
- Complaints of a flaw in the original decision-making process, such as the failure to follow procedures or the failure to give you a fair hearing.

The outcome of any appeal will be confirmed to you in writing and will take one of three forms:

- The original decision may be upheld, in which case the disciplinary sanction will be confirmed;
- The original decision may be overruled, in which case the disciplinary sanction will be rescinded;
- The original decision may be substantially confirmed but a less severe sanction may be substituted for that originally imposed (usually in cases of appeals based on extenuating circumstances). The disciplinary sanction cannot be increased.

The decision of the Director is final, and there is no further right of appeal.

13.7 LEVELS OF SERIOUS BREACH

Misconduct

The following (not exhaustive) list provides examples of offences which are normally regarded as misconduct.

- **Accidents**
Failing to report an accident, no matter how minor/slight.
- **Safe working environment**
Failing to create and maintain a safe operating working environment.
- **Punctuality**
Failure to be punctual and work to the hours defined in your Principal Statement of Terms of Employment.
- **Lateness**
Lateness will be considered a breach of the terms of your Contract of Employment.
- **Skill and aptitude for the job**
Failing to show the skill or aptitude required for the job, particularly where those skills were claimed at the time of your commencing the job.

- **Acting in interest of Company**
Failing to act wholeheartedly in the interest of the Company at all times.
- **Undertaking reasonable duties**
Not being prepared to undertake reasonable duties other than those for which you have been specifically employed.
- **Reporting absence**
Failure to follow the correct absence reporting procedures or to keep us informed of the reason for your absence and your likely return date (see earlier Chapter for guidelines).
- **Continued absence**
Where an absence is expected to continue for more than seven days failing to obtain and send a medical certificate to the Company.
- **Persistent absenteeism**
Regular and persistent absenteeism.
- **Inform Company of infectious or contagious diseases**
Failure to inform the Company if you contract an infectious or contagious illness.
- **Removal of material from work**
Removal of any material or equipment from your place of work without prior permission.
- **Unauthorised work**
Using company time, materials or equipment for unauthorised work.
- **Follow company procedures**
Failure to follow company working or operating procedures.
- **Company vehicles**
If you drive a company vehicle, failure to observe all company operating procedures.
- **Reporting offences**
Failure to report any convictions for driving offences and/or endorsements or any convictions that may affect your suitability for employment with the Company.
- **Fines during use of company vehicle**
Attempting to place any liability arising out of your wrongful or illegal use of a company vehicle upon the Company.
- **Vehicle mileage requirement**
Failure to comply with all statutory and/or company regulations regarding the recording of daily mileage, journeys undertaken, actual driving hours etc.
- **No unauthorised passengers**
Carrying unauthorised passengers or using the vehicle for personal gain without permission.
- **Health and safety of colleagues**
Endangering the health and safety of any other employee whilst at work.
- **Protective clothing**
Where you are issued with any protective and/or safety clothing, equipment etc., failure to use this as instructed, unless you have good reason not to.
- **Unauthorised use of computers, email and internet usage**
Failing to follow the Computer policy

- **Unauthorised personal usage of computers, email and internet**
Emailing or using the internet for personal use outside of break times.

Gross Misconduct

The following (not exhaustive) list provides examples of offences which are normally regarded as gross misconduct.

- **Early departure**
Leaving your place of work before your normal finishing time without permission whether verbal or written.
- **Fighting**
Fighting, assault on another person, bullying, harassment, victimisation or discrimination, including dangerous horseplay.
- **Failure to carry out instruction**
The failure to follow a reasonable instruction and/or request given to you.
- **Insubordination**
Serious act(s) of insubordination.
- **Offensive language**
Single or repeated use of offensive or excessive bad language.
- **Offensive behaviour**
Single or repeated use of offensive behaviour on company premises, or in front of customers.
- **Smoking/ using electronic cigarettes**
Serious breach of the rules dealing with smoking/using electronic cigarettes.
- **Theft**
The theft of the Company's property and/or the property of others.
- **Damage to property**
Deliberate damage to company property.
- **Damage to company business**
Being concerned or interested in action which is damaging to or competes with the business of the Company.
- **Interest in other companies**
Having interest in any other business, associating with contentious organisations or engaging in any activities which may interfere with the performance of your duties or cause a conflict of interest.
- **Bringing Company into disrepute**
Bringing the Company into serious disrepute by your actions and/or negligence of your duties or any adverse personal publicity that could potentially damage the Company's reputation or business interests.
- **Being at work under the influence of alcohol or drugs**
Serious incapability/intoxication through alcohol or being under the influence of illegal or non-prescribed drugs or other substances such as but not limited to 'legal highs' whilst at work.
- **Breach of the rules regarding driving and drugs or alcohol**
Driving or being in possession of a vehicle whilst under the influence of alcohol, illegal or other drugs such as but not limited to 'legal highs', driving or being in possession of a vehicle where

prescription or over-the counter medication impairs your ability to drive or any breach of drug driving law.

- **Seriously endangering health and safety**
Seriously endangering the health and safety of yourself and/or others on company premises or representing the Company.
- **Falsifying official company records**
Knowingly and deliberately placing false information, or inducing another person to place false information, in company records with a view to gaining a pecuniary advantage or which proves harmful to another.
- **Fraud**
Participating in fraudulent activity against the interests of the Company.
- **Bribery**
Offering, promising or giving a bribe to another person to bring about or reward the improper performance of a function or activity or to obtain or retain business or an advantage in the conduct of business for this Company.
- **Receiving bribes**
Requesting or receiving a bribe or inducement to place business with a supplier of goods or services.
- **Failure to comply with anti-bribery policy or procedures**
Failure to comply with company policy or procedures regarding the receipt of gifts, giving of gifts to third parties, hospitality or third party expenses.
- **Negligence**
Serious or gross negligence which causes unacceptable loss, damage or injury.
- **Intentional or multiple acts of misconduct**
Intentional breach of any rule or procedure or multiple acts of misconduct.
- **Inappropriate use of the Internet**
Using an internet enabled company device to deliberately access internet sites containing, or to store and/or transfer pornographic, offensive or obscene material.
- **Inappropriate postings on social media sites or social media applications ('apps')**
Postings that damage, offend or embarrass the Company, clients or colleagues or which otherwise seriously breach the Company's social media policy.
- **Company property**
Unauthorised possession of the Company's property.
- **Criminal offence affecting company business**
Commission of a criminal offence (which affects the Company's business either directly, or where the impact is to bring the Company's reputation into disrepute).
- **Subjecting a colleague to any detriment on the ground that they have raised a whistleblowing concern**
Harassing, threatening or taking any other retaliatory action against a whistle-blower.
- **Breach of Data Protection, Data Protection Policies or Procedures or Confidentiality**
Unauthorised use, processing or disclosure of personal data (including special categories of personal data), or any serious or deliberate breach of data protection policies or procedures or confidentiality.

- **Serious/deliberate breach of Company policy**

Serious or deliberate breach of any rules/policies contained in Company documentation.

If you are accused of an act of gross misconduct, you may be suspended from work on full pay, normally for no more than five working days (although in some cases this period may be longer, for example in order to carry out a full investigation), while the Company investigates the alleged offence. If, on completion of the investigation and the full disciplinary procedure, the Company is satisfied that gross misconduct has occurred, the result is likely to be summary dismissal without notice or payment in lieu of notice.

CAPABILITY RULES AND PROCEDURE (NON-CONTRACTUAL)

14.1 CAPABILITY PROCEDURE

Objectives

We recognise that during your employment your capability to carry out your duties may deteriorate. This can be for a number of reasons, the most common ones being that either the job changes over a period of time and you fail to keep pace with those changes, or you change (most commonly because of health reasons) and you can no longer cope with the work. This procedure is designed to help and encourage you to achieve and maintain standards of job performance.

As the capability procedure is non-contractual, this means the Company may take action to address capability issues (including dismissal) without first following the procedure outlined below, in circumstances it deems appropriate.

Principles

If the nature of your job changes and/or we have concerns regarding your capability with regard to your role, we will make every effort to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. This will be done in an informal manner in the first instance and you will be given time to improve.

If your standard of performance is still not adequate you will be subject to a formal capability procedure. The procedure may result in a warning that a failure to improve and to maintain the level of performance required could lead to a further progression through the capability procedure. Throughout the process, we will also consider the possibility of more suitable work if any is available.

If we cannot transfer you to more suitable work and there is still no improvement after a reasonable time, or the standard of achievement is not maintained, you will be subject to further capability procedures that may result in your dismissal.

The meetings will normally be held by your manager. At all stages you will be advised, in writing, of the alleged unsatisfactory performance and the likely outcome if we decide after the meeting that your performance has been unsatisfactory. You will be given a reasonable opportunity to consider your response before any capability meeting.

We will also include the following where appropriate:

- A summary of relevant information gathered as part of any investigation;
- A copy of any relevant documents which will be used at the capability meeting;
- A copy of the outcomes from any previous capability meetings.

Right to be accompanied

You have the right to be accompanied throughout this procedure. For further information see the section dealing with the right to be accompanied in the chapter on Disciplinary Rules and Procedure in this handbook.

The capability meeting

The aims of a capability meeting will usually include:

- To set out the required standards that we believe you may have failed to meet, and to go through any relevant evidence that we have gathered;

- To give you an opportunity to state your case and present information and facts that you feel are relevant before any decision is made;
- To establish the likely causes of poor performance, including any reasons why any measures taken so far have not led to the required improvement;
- To identify whether there are further measures, such as additional training or supervision, that may improve performance;
- To discuss targets for improvement and a time-scale for review, where appropriate;
- To establish whether there is any likelihood of a significant improvement being made within a reasonable time and whether there is any practical alternative to dismissal, such as redeployment, where dismissal is a possibility.

Procedure

The procedure may be implemented at any stage if your performance warrants such action.

Stage one - written warning

Following a stage one capability meeting, if we decide that your performance is unsatisfactory, we will give you a first written warning.

The warning will normally remain active for 9 months from the end of the review period, after which time it will be disregarded for the purposes of the capability procedure. Your performance will be monitored during the review period and we will write to inform you of the outcome.

Stage two - final written warning

If your performance does not improve within the review period set out in a first written warning, or if there is further evidence of poor performance while your first written warning is still active, we may decide to hold a stage two capability meeting. Following a stage two capability meeting, if we decide that your performance is unsatisfactory, we will give you a final written warning. A final written warning will normally remain active for 12 months from the end of the review period.

Stage three - dismissal

If your performance has not improved to the required standard or is still unsatisfactory dismissal will normally result. As an alternative to the dismissal, the senior manager may consider demotion, which would involve a reallocation of duties on a salary commensurate with the post, as an appropriate sanction. You will be provided, as soon as reasonably practicable following the meeting, with written reasons for dismissal or any action short of dismissal, the date on which employment will terminate (if relevant) and the right of appeal.

The outcome

We will inform you in writing of our decision and our reasons for it, usually within one week of the capability meeting. Where possible we will also explain this information to you in person.

The warnings will set out:

- The areas in which you have not met the required performance standards;
- Targets for improvement;
- Any measures, such as additional training or supervision, which will be taken with a view to improving performance;
- A period for review;
- The consequences of failing to improve within the review period, or of further unsatisfactory performance.

Review periods

Following each warning there will be a review period. At the end of this review period we will write to inform you of the outcome, which will be one of the following:

- If your performance is satisfactory, no further action will be taken;
- If your performance is unsatisfactory, the matter may be progressed to the next stage of the capability process;
- If there has been a substantial but insufficient improvement, the review period may be extended.

14.2 APPEALS

You may appeal against any capability decision by informing a Director in writing within five working days of the decision.

All appeals must set out the grounds on which you are making the appeal.

You will be invited to an appeal meeting and you have the right to be accompanied at that meeting (and you will be notified of that right when you are invited to the appeal meeting). The appeal meeting will reconsider the original decision. You will have an opportunity to put forward, should you so wish:

- New evidence which was not available during the first meeting; and/or
- Complaints of a flaw in the original decision-making process, such as the failure to follow procedures or the failure to give you a fair meeting.

The outcome of any appeal will be confirmed to you in writing and will take one of three forms:

- The original decision may be upheld, in which case the sanction will be confirmed;
- The original decision may be overruled, in which case the sanction will be rescinded;
- The original decision may be substantially confirmed but a less severe sanction may be substituted for that originally imposed (usually in cases of appeals based on extenuating circumstances). The sanction cannot be increased.

The decision of the Director is final, and there is no further right of appeal.

14.3 ALTERNATIVE CHAIRPERSON

There may be occasions that when following the capability procedure the Company deems it appropriate for an alternative person of appropriate seniority to conduct a stage of the process. The alternative person may be an independent third party.

DISMISSAL PROCEDURE (NON-CONTRACTUAL)

15.1 PURPOSE AND SCOPE

This procedure sets out the steps that will ordinarily be followed when the Company is contemplating the dismissal of any employee in circumstances where the dismissal is not specifically covered by another of the Company's procedures.

Examples where this procedure may apply, although not an exhaustive list, are when the Company has reason to consider dismissing an employee for any of the following reasons:

- Where your employment places the Company in breach of a statutory duty; or
- Dismissal for some other substantial reason (e.g. substantial business reasons) unless a specific exemption applies (e.g. dismissing employees and offering to re-engage them on different terms).

However, as this procedure is non-contractual, the Company is not required to follow it at all times when contemplating dismissal. There may be occasions where the Company deems it appropriate to take the decision to dismiss without first following the procedure below.

15.2 THE PROCEDURE

Right to be accompanied

You have the right to be accompanied throughout this procedure. (See the section dealing with the right to be accompanied in the Chapter on Disciplinary Rules and Procedure in this handbook.)

There are three stages to the procedure:

Stage one

You will be advised in writing of the proposed dismissal and the reasons, circumstances and characteristics, as appropriate, which led to the proposal. You will be invited to a meeting to discuss the proposal. Prior to any meeting, you will be given a reasonable opportunity to consider your response to the proposed dismissal.

Stage two

At the meeting, you will be given the opportunity to discuss the proposed dismissal and any points you may want to raise in respect of the proposed dismissal. You will then be informed in writing of the outcome of the meeting and your right to appeal against that decision.

Stage three

If you wish to appeal against a decision to dismiss, you should inform a senior manager within five working days in writing. You will then be invited to attend an appeal hearing. A Director will hear the appeal and their decision is final. After the appeal, you will be informed of the appeal decision.

For more details on the right to appeal, please refer to paragraph below.

Right of appeal

All appeals must set out the grounds on which you are making the appeal.

You will be invited to an appeal hearing and you have the right to be accompanied at that hearing. You will be notified of that right when you are invited to the appeal hearing. The appeal hearing will reconsider the original decision. You will have an opportunity to put forward, should you so wish:

- New evidence which was not available during the first hearing; and/or
- Complaints of a flaw in the original decision-making process, such as the failure to follow procedures or the failure to give you a fair hearing.

The outcome of any appeal will be confirmed to you in writing and will take one of two forms:

- The original decision may be upheld, in which case the dismissal will be confirmed; or
- The original decision may be overruled, in which case the dismissal will be rescinded.

There is no further right of appeal from the decision of a Director.

Alternative Chairperson

There may be occasions that when following this procedure the Company deems it appropriate for an alternative person of appropriate seniority to conduct a stage of the process. This could for example (although not exclusively) be because the relevant manager has already been involved in the process. The alternative person may be an independent third party.

LEAVING THE COMPANY

16.1 RESIGNATION

Giving notice

If you wish to resign you should put this in writing and give it to your manager. You should give the required notice as stated in your Principal Statement of Terms of Employment.

Leaving without notice

If you leave the Company without working your complete notice period, you will only be paid for the days you attended work.

If you leave the Company without working your full contractual notice and without authorisation, the Company reserves the right to seek reimbursement from you for any additional expense incurred by the Company in covering your duties during this period. You expressly agree that Oxford Security Services Ltd may deduct the additional cost of hiring a replacement for this period from your final pay.

16.2 COMPANY DISMISSAL WITH NOTICE

In the event of the Company terminating your employment you will receive written notice from us as stated in your Principal Statement of Terms of Employment. As explained in your Principal Statement of Terms of Employment, statute provides for minimum periods of notice based on length of service. For your ease of reference we have set out below in table form the current statutory minimum notice requirements.

Length of Service	Minimum Notice Period
Less than 1 month	Nil
One month or more, but less than 2 years	1 week
2 years or more, but less than 12 years	1 week for each year of continuous service
12 years or more	12 weeks

16.3 COMPANY DISMISSAL WITHOUT NOTICE

Circumstances

The Company shall be entitled to dismiss you at any time without notice or payment in lieu of notice if you commit a serious breach of your obligations as an employee.

Fundamental breach of trust and confidence

If either party does something which makes the working relationship untenable the other party may accept that act as a repudiatory breach and terminate the Contract of Employment without notice.

Recovery of company losses

You agree that if the disciplinary action or gross misconduct leading to the dismissal has resulted in Oxford Security Services Ltd incurring financial loss, such loss may be offset by any payments to which you are otherwise entitled. In addition, the Company reserves the right to pursue you for recovery of such losses by passing the matter to an appropriate court.

Garden leave

On receipt of your notice or on the termination of your employment with notice the Company reserves the right for the duration of your notice period to require you not to work, and is not under any obligation to provide you with work. This is to protect our client lists, sales lists, client contracts, designs, confidential information, manuals, intellectual property etc. Garden leave will be implemented for business purposes only and does not imply a lack of trust or confidence in you as an employee.

Specifically unless directly requested to by the Company you:

- Will not attend company premises or any subsidiary premises;
- Will not contact or deal (or attempt to contact or deal with) clients/contractors/agents/staff unless directly requested to by the Company;
- Will inform the Company of where you can be contacted every day.

You will not during the garden leave period be directly or indirectly involved, concerned or engaged in any other business activity that, directly or indirectly, competes, interferes or conflicts with your contractual obligations to Oxford Security Services Ltd.

The implementation of garden leave does not affect any of your other contractual or statutory rights. You will be entitled to full contractual pay and benefits during your notice period and will remain an employee and bound by the terms of your employment.

16.4 ADMINISTRATION ON LEAVING THE COMPANY

Application of holiday policy to employees leaving the Company

Should you have holiday time owing to you in excess of your notice requirements unused accrued holiday pay will be paid in lieu as part of your final pay.

Application of excess holiday taken by employees leaving the Company

If you have taken more than your pro rata holiday entitlement the Company reserves the right to recover a sum equal to the amount of overpaid holiday and deduct it from your final pay.

Pay entitlement during notice period

You will be entitled to full pay if you work your notice period. If you are absent from work due to sickness, maternity or paternity leave then there are specific regulations that apply to your pay entitlement. You will be notified of these at the time.

Surrender of company property

If you have given notice of your resignation, or your employment is terminated with or without notice, we may at our sole discretion request you to immediately surrender all property and materials in your possession. That is the intellectual, personal and real property of the Company.

Subject to your statutory rights, these may include, but are not limited to:

- Company car;
- Company computer, laptop and passwords;

- Company mobile telephone;
- Company credit and/or debit cards;
- Equipment supplied by or purchased on your behalf by the Company for your use;
- Computer software;
- All training manuals;
- All management and employee manuals;
- All sales and marketing materials; and
- All written or otherwise recorded information relating to your employment with the Company.

Inventory

An inventory and accounting of company property identified in this section may be conducted prior to your receiving your final settlement payment. You are not entitled to refuse to surrender company property while waiting to receive salary/wage payment, as these will be paid to you in the normal way.

COMPANY POLICIES

These policies do not form part of your contractual terms and conditions, but provide a framework of how we would choose to deal with certain issues that may arise.

17.1 GRIEVANCE PROCEDURE

Policy

We will try to resolve, as quickly as possible, any grievance you may have about your employment. This procedure is open to any employee who has a grievance in relation to their employment and is designed to enable you to resolve a grievance informally with your manager. If a grievance cannot be resolved informally, you should raise it formally with your manager.

The Company wants you to use this procedure when necessary so that we can deal with such matters appropriately. If you raise a grievance the matter will be dealt with promptly, fairly and in confidence.

Purpose and scope

Grievances are concerns, problems or complaints that employees raise with their employers. Grievances may relate to, amongst other things, terms and conditions of employment, health and safety, work relations, new working practices, organisational changes, equal opportunities and harassment. If the grievance relates to discrimination, bullying or harassment you should also refer to the equal opportunities, bullying and harassment policies.

Principles

A written record of the grievance interview and any appeal should be agreed between, and signed by, the interviewer and you and will be recorded on your personnel file.

Information and proceedings relating to a grievance will remain confidential as far as is possible. All stages of the procedure shall be dealt with without undue delay.

If you set out the grievance in writing and send a copy to the Company, the formal grievance procedure (stage two) will be automatically invoked.

Procedure

At all stages of the procedure, during any associated meetings as outlined below, you have the right to be accompanied by a trade union official or a colleague during the grievance meeting and any appeal meeting. See the chapter in this handbook on Disciplinary Rules and Procedure for further details on who can be a valid accompanying person.

Stage one - informal

Your first step is to raise any grievance with your manager, who, in most cases, will be best placed to respond to the complaint. If this informal approach fails to resolve the issue, or the complaint is sufficiently serious, you should raise it as a formal grievance (stage two).

Where the grievance is against your manager you may approach another manager or raise the issue with a Director.

Stage two - formal

If the matter cannot be satisfactorily resolved, or is sufficiently serious, you should raise the matter formally by setting out the grievance in writing and sending a copy to your line manager. You should ask your line manager for a grievance form.

Once your line manager receives a written copy of the grievance, you will be invited to attend a meeting with them to discuss the grievance. After the meeting they will take time to consider the grievance.

They will then inform you of their decision and any proposed action to be taken in respect of the grievance. You will also be informed of the right to appeal this decision.

Stage three - appeal

If you wish to appeal a grievance decision, you should inform a Director in writing within five working days with grounds for your appeal. You will then be invited to attend an appeal hearing. A Director will hear all appeals and the appeal decision is final. After the appeal, when the grounds for your appeal have been considered, you will be informed of the appeal decision.

Alternative Chairperson

There may be occasions where following receipt of a grievance or a grievance appeal the Company deems it necessary for an alternative person of appropriate seniority to conduct the meeting and/or make the decision regarding the grievance or appeal. This could for example (although not exclusively) be because the relevant manager has already been involved in the process. The alternative person may be an independent third party.

17.2 REDUNDANCY POLICY

Oxford Security Services Ltd intends to develop and expand its business activities and provide a stable work environment with reasonable security of employment for its employees. That said the Company may nevertheless find itself in a redundancy situation. Whilst we will always try to avoid the need to make compulsory redundancies, unfortunately this may not always be possible.

Below is the procedure that the Company may follow should a redundancy situation arise. However, as this procedure is non-contractual, the Company is not required to follow it at all times.

Procedures Prior to Reducing Staffing Levels

In the first instance we will consider steps that might, depending on the circumstances, be taken to avoid the need for compulsory redundancies. Examples of such steps include:

- Reducing overtime working to an absolute minimum;
- Ensuring recruitment in areas that affect the redundancy situation is restricted;
- Considering the possibility of short-time working or lay-off;
- Considering inviting applications for voluntary redundancy

Prior to making redundancies the Company will usually consult with employees as to the reasons for possible redundancies and the procedures that will be employed as well as investigating and discussing with affected employees any suitable alternative employment. However, there may be exceptions to this. The criteria used to select employees who will potentially be made redundant will be reasonable and appropriate in the circumstances.

Where the Company's proposals trigger statutory collective consultation obligations, the Company will comply with these.

Redundancy Payment

Qualification for and calculation of redundancy payments will be in accordance with statute.

17.3 BULLYING AND HARASSMENT POLICY

Bullying and/or harassment are unacceptable, whether in the workplace or outside the workplace where it involves or affects the Company in any way. Everyone should be treated with dignity and respect and as such the Company will not tolerate bullying or harassment, whether intentional or otherwise.

Bullying and/or harassment are serious offences and are likely to be regarded as gross misconduct. If you bully or harass a colleague or other person (or condone harassment), you could be the subject of disciplinary action and may be summarily dismissed.

This policy is designed to prevent bullying and harassment and to deal with any cases that occur. Each employee has a duty to observe and apply this policy at all times.

Definitions

Bullying

Bullying is the repeated less favourable treatment of a person by another or others. Bullying can take the form of physical, verbal and non-verbal conduct.

Examples of what is unacceptable behaviour, including what may be defined as bullying, can be found below:

- Spreading malicious rumours, or insulting someone;
- Copying memos that are critical about someone to others who do not need to know;
- Ridiculing or demeaning someone - picking on them or setting them up to fail;
- Exclusion or victimisation;
- Unfair treatment;
- Overbearing supervision or other misuse of power or position;
- Making threats or comments about job security without foundation;
- Deliberately undermining a competent worker by overloading and constant criticism;
- Preventing individuals progressing by intentionally blocking promotion or training opportunities.

Bullying does not include:

- Occasional differences of opinion, and non-aggressive conflicts and problems in working relations;
- Workplace counselling, managing under-performance and other actions in line with company procedures.

Harassment

Harassment is unwanted conduct that has the purpose, or effect, of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.

Harassment may be related to, age, disability, gender re-assignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation.

Harassment also includes conduct of a sexual nature (sexual harassment) as well as treating someone less favourably because they have previously submitted or refused to submit to conduct of a sexual nature or conduct related to gender reassignment or sex.

A single incident can amount to harassment. Even if harassment does not fall into any of the categories above it is still unacceptable. Harassment can take many forms and can be physical, verbal or non-verbal conduct.

Harassment may include, for example:

- Racist, sexist, homophobic or ageist jokes or derogatory or stereotypical remarks about a particular ethnic group, religion, gender, sexual orientation or disability;
- Offensive or intimidating comments or gestures;
- Insensitive pranks or jokes;
- Unwelcome sexual advances or suggestive behaviour (whether or not the person making the advance or exhibiting the behaviour perceives the conduct as harmless);
- Unwanted physical conduct.

The examples above are not an exhaustive list.

A person may be harassed even if they are not the intended subject of the harassment. For example, a person may be harassed by racist comments about a different ethnic group if they create an offensive environment for that person.

Therefore:

- If you wouldn't say it or do it in front of your parents, partner or close friend of the same or opposite sex: don't say it, don't do it.
- If you wouldn't want your words or actions to be the subject of newspaper or television reporting: don't say it, don't do it.
- If in doubt: don't say it, don't do it.

Company approach

Management are responsible for ensuring that all employees understand that bullying and harassment are not tolerated and for taking early corrective action to deal with behaviour that is offensive or intimidating.

Each employee has an obligation to promote an equal opportunity environment within the Company. As our employee, you have a duty to observe and apply this policy at all times.

Informal procedure

In some cases it may be possible to rectify matters informally. Sometimes people are not aware that their behaviour is unwelcome and an informal discussion can lead to greater understanding and an agreement that the behaviour will cease.

If you think that you may be the victim of bullying or harassment you should in the first instance raise the issue with your manager in confidence. They will then investigate the allegations before deciding the correct approach.

Depending on the circumstances your manager may consider mediation between the parties to resolve the issues. All circumstances will be taken into account with the aim being that a satisfactory resolution is achieved with minimum disruption.

The Company takes all complaints of bullying and harassment very seriously and will endeavour to deal with each issue promptly, confidentially and adequately to ensure the smooth running of the business.

Formal procedure

If resolution at an informal stage has been unsuccessful or you feel the complaint is serious enough, the formal procedure may be used.

The Company encourages the use of its grievance procedure to deal with issues which cannot be resolved informally. It should be noted however, that the Company encourages resolution at an early stage and therefore promotes the use of the informal procedure wherever possible.

Details of the Company's grievance procedure can be found in the preceding policy. Following the outcome of the grievance procedure, if it is found that bullying or harassment has occurred then the relevant disciplinary action will be taken, which may lead to summary dismissal.

Malicious complaints

Disciplinary action may be considered if a deliberately false allegation of bullying or harassment is made. However, such action will not be taken if a complaint which proves to be unfounded is judged to have been made in good faith.

17.4 DRUG AND ALCOHOL POLICY

Drugs, alcohol and the workplace

It is in everyone's interest for the Company to maintain a healthy, safe and productive working environment. This policy sets out the rules you must follow in relation to drugs and alcohol as an employee of this Company.

It is very important that you comply with this policy at all times as the Company considers any breach to be a serious matter. If you are found to be in breach of this policy, you may be dismissed without notice or pay in lieu of notice.

Drugs

Using, possessing, selling and supplying drugs

Apart from drugs prescribed for you, or over the counter medication (both of which must be taken as directed), you are strictly prohibited from using or possessing drugs, including 'legal highs':

- During working time;
- Whilst on company, client or suppliers' premises (this includes vehicles);
- At lunchtime or during breaks;
- When representing the Company at business/client functions or conferences;
- When attending company organised social events outside normal working hours.

You must not sell or supply illegal drugs or prescription medication in the circumstances specified above. Furthermore, it is important to remember that if you engage in activities outside the workplace that could seriously damage our reputation; this may affect your on-going employment with us.

Incidents involving the possession or use of illegal drugs on company premises will result in the authorities being notified.

Attending work under the influence of drugs

You are strictly prohibited from attending work or business functions under the influence of drugs (including 'legal highs') or solvents. It is your responsibility to ensure you attend work in an unimpaired condition.

If you are taking prescription or over the counter medication we advise you to seek advice from your doctor or pharmacist regarding the effects this will have on you in your role and/or in the workplace. You should also have regard to any side effects or prohibited activities detailed in the instructions, such as drowsiness or advice that you should not operate heavy machinery.

You should advise your manager in confidence if medication may have an impact on your health and safety or that of others. This is to enable the Company to take appropriate action where necessary. You do not have to inform the Company of what illness the medication relates to.

Alcohol

Attending work under the influence of alcohol

You are strictly prohibited from attending work under the influence of alcohol. It is your responsibility to ensure you attend work in an unimpaired condition.

Consuming alcohol

Without prior permission from a Director, you are strictly prohibited from consuming alcohol:

- During working time;
- Whilst on company, client or suppliers' premises (this includes vehicles);
- At lunchtime or during breaks;
- When representing the Company at business/client functions or conferences.

Where permission is given for alcohol to be consumed, you must demonstrate responsible behaviour and maintain a professional image and standards at all times. You must remember that the Company's usual code of conduct still applies. Excessive alcohol consumption or unacceptable behaviour will not be tolerated by the Company. These rules are equally applicable to work related social events, such as Christmas parties, where prior permission is not required to consume alcohol.

If you are permitted to consume alcohol, you must ensure that you comply with relevant legislation including drink driving legislation.

Bringing alcohol into the workplace

Alcohol must not be brought onto company or client's premises (including vehicles) without the prior permission of a Director.

Driving whilst under the influence of alcohol or drugs

If we know or suspect that you are under the influence of alcohol or drugs we will not permit you to drive, whether this is your own or a company vehicle. In such circumstances we will ask that you make alternative arrangements to get home and will reasonably assist you to do so, such as by ordering a taxi. Where you insist on driving, it may be necessary for us to contact the police.

Policy on Testing for Drugs and Alcohol

The Company has a policy of carrying out drug and alcohol testing which is applicable to all employees. We consider employees being under the influence of drugs or alcohol in the workplace, or during working time, to be a very serious matter.

This policy outlines what a positive test for drugs and/or alcohol is, the circumstances in which the Company may carry out testing and the type of testing that will be used.

We must advise you that if you test positive for drugs and/or alcohol you may be dismissed without notice or pay in lieu of notice.

You may also be dismissed without notice or pay in lieu of notice if you fail to comply with testing procedures or you refuse to consent to a drug or alcohol test. If you refuse to consent to a drug or alcohol test, this will be considered to be a positive test result.

Testing positive for drugs and/or alcohol

A positive test result is where:

- You have a blood alcohol level that exceeds the legal drink drive limit relative to where you are working and or driving. The limit in England is currently 80mg/dl of blood. The level in Scotland is 50mg/dl blood and lower still in some other Countries.
- You test positive for illegal drugs;
- The level of prescription medication in your body exceeds that which has been prescribed for you;
- The level of over the counter medication in your body exceeds the recommended dose;
- You test positive for solvents.

The above is a non-exhaustive list.

When testing may be carried out

Accident / incident testing

Where there has been an accident/incident, as part of our accident investigation procedure, we may ask you to submit to drug and alcohol testing.

Whilst we are not limited to carrying out testing only in the circumstances below, they are examples of when we foresee carrying out such testing.

Where an accident or incident involves the use of:

- Any mechanical handling equipment;
- Company vehicles (e.g. pallet truck, fork lift truck, company car etc.).

For cause testing

You will be asked to submit to drug/alcohol testing where we have reasonable suspicion that you may be under the influence of drugs or alcohol, or we have cause to test you for this. Circumstances where this may occur include:

- Abnormal behaviour (e.g. aggression, euphoria, hyperactivity or lethargy and tiredness) for that person;
- Difficulty in walking or performing manual functions normally;
- Incoherent or slurred speech;
- Smell of alcohol;
- Bruising and/or injection marks or obvious changes in pupil size;
- Third party observations from employees, contractors, visitors etc.;
- Discovery of illegal substances or empty alcohol containers on company /customer property.

The above is not an exhaustive list of circumstances in which you may be tested for alcohol and/or drugs.

Random Testing

Random testing will be used to detect use of alcohol and/or drugs. This will occur during each quarter of the year, at a time designated by management.

Three employees from the entire payroll will be asked by their manager to submit for testing. The random selection will be made by picking three payroll numbers out of a hat

Testing on client sites

If you attend or work on a client's site you may be subject to drug and alcohol screening as a part of the client's own drugs and alcohol policy. Company employees are expected to cooperate with this in order for us to meet our contractual obligations.

In the event that you test positive on a client drug or alcohol test, we will ascertain whether this is based upon an initial test or a full laboratory confirmation. If only an on-site test has been carried out, we will usually take steps to obtain the urine sample in question in order to run a full laboratory confirmation upon it. If, for any reason, the sample is unavailable, or the chain of custody has not been maintained, then we will usually carry out a further test upon you at the earliest opportunity.

Follow-up testing

The Company has a policy on drug and alcohol dependency as contained within this handbook.

If you are undergoing treatment or rehabilitation for drugs or alcohol, you should be aware that substance abuse testing may be necessary to check progress and compliance.

How testing will be carried out

The method we will use to test for alcohol is either breath, saliva or urine. The method we will use to test for drugs is either saliva or urine.

On-site testing will be carried out by senior managers who have received appropriate training. Before any tests take place, you will be asked if you consent to undergoing testing. Drug and alcohol tests will take place in a private location such as a manager's office where saliva tests are used.

If the initial on-site test is positive, it will usually be followed by a laboratory confirmation test.

Where the Company initiates disciplinary proceedings and you dispute the findings of a drug and/or alcohol test, you may nominate an independent laboratory to undertake further tests at your own expense. If these further tests prove negative, you will be reimbursed for the cost of the analysis and this new information will be taken into consideration.

If you have any questions about this policy, please speak to your manager.

17.5 STRESS POLICY

Introduction

The Company recognises that stress at work can be harmful and can have a detrimental effect upon both the individuals concerned and upon the business as a whole.

What is stress?

Stress is the adverse reaction people have to excessive pressures or other types of demand placed on them. This may be due to work or factors outside work. There is a clear distinction between pressure, which can create a 'buzz' and be a motivating factor, and stress, which can occur when the pressure becomes excessive. If the excessive pressure (stress) continues for prolonged periods of time, it can have adverse effects on an individual's physical and mental health as well as performance at work.

'Good' stress

Any set of tasks, responsibilities and day-to-day problems result in pressures and demands being placed upon almost any employee in any working environment.

Individuals accept reasonable pressures which are, in the main, considered as positive and motivational. These pressures can provide the key to a sense of achievement and job satisfaction.

It is only when there is excessive and unreasonable workplace pressure that it might become harmful. It can then damage performance and undermine the health of a workforce as described below.

Harmful stress

Harmful stress levels differ for individuals, based on personality, experience, motivation and the support received from management, colleagues, family and friends.

But where pressures build and continue for some time, the effects of stress can become more sustained and far more damaging, leading to longer-term psychological problems and physical ill health. Long-term stress has been associated with conditions such as high blood pressure, heart disease, anxiety, depression, ulcers and thyroid disorders.

There can also be associated behavioural effects, such as increased anxiety and irritability, a tendency to drink more alcohol and smoke more, difficulty sleeping, poor concentration and an inability to deal calmly with everyday tasks and situations.

The ability to cope with high levels of stress can also be affected by events being experienced outside of work. Situations such as bereavement, family sickness, marital or other inter-personal problems also cause stress.

Indicators of potentially harmful stress levels to watch out for are:

- Pressures which are cumulative and/or prolonged;
- Demands placed upon the individual over which he/she has lost control;
- Demands which are conflicting – causing confusion;
- High levels of uncertainty or under-utilization of skills;
- Inflexible and/or over-demanding work and/or travel schedules;
- Prolonged inter-personal conflicts; and
- Absences of leadership and/or understanding from managers.

Physical conditions such as noise, heat, humidity, vibration and a presence of toxic or dangerous materials or other hazards might also increase stress levels for the employees working within that environment.

The Company's approach to managing stress

The Company takes the issue of stress very seriously to ensure the health and well-being of its employees as well as the smooth running of the business. If you are feeling the effects of stress, or suspect a colleague is stressed, please inform your manager. Your manager will examine the causes of stress involved and together with the designated Health and Safety representative will look at ways in which the stress can be eliminated or reduced. This will be done in full consultation with the affected employee.

The necessary changes will be made in accordance with the cause of stress, the nature of work and the resources available. Such measures may include:

- Ensuring that employees' skills, abilities and personalities match the demands of the job, which may mean varying the type of work or work location;

- Improving training;
- Improving career structures;
- Improving communications and consultation.

In some instances it may be desirable to take long-term measures aimed at improving the quality of working life. These may include the following:

- Meeting on a regular basis to identify, investigate and attempt to solve work related problems. This can help to improve job satisfaction and produce a higher quality service;
- Taking a critical look at the organisation of tasks and the structuring of jobs, in consultation with employees, to provide satisfaction for them and to increase their effectiveness;
- Giving an individual more responsibility for a defined area of work, where possible;
- Considering team working. This gives a group of people greater responsibility for effective performance whilst also setting specific goals for the team.

Ill health

Where an employee suffers from ill health and is absent from work due to stress, the Company will not endanger that individual's health further by placing him/her back into his/her previous job without first effecting change. The employee will be invited to a welfare meeting where the following may be considered:

- An introduction of a safe system of work – amending the previous job/responsibilities, where practicable. Changes in hours will also be considered.
- Redeployment into a less stressful role;
- Any other measures that the Company can take within its control that will alleviate the stress and enable a return to work for the employee.

It may not be possible to eliminate all pressures that are believed to be causing stress at work, however the Company aims to make all employees aware of such factors and deal with any such issues as effectively as possible. If it is not possible for the Company to implement changes that will help the employee return to work, the employment may be brought to an end, following consultation with the employee, through a dismissal process.

Long-term strategy

To ensure that all instances of stress are as minimal as possible the Company will ensure, so far as is reasonably practicable, that jobs will be designed in such a manner that:

- The responsibility and tasks can be clarified and communicated to each jobholder;
- The job is achievable by the jobholder who can receive credit for its accomplishment;
- Employees are not given a role for which they do not have the ability;
- Timely training and instruction with regard to the job, the working environment and identified, specific pressures can be given.

Where appropriate, as part of the normal risk assessment process, jobs will be assessed in order to identify tasks and responsibilities that may place prolonged and harmful levels of stress upon the jobholders. When necessary, and in consultation with the jobholders, job design may then be altered in order to reduce the risk.

It is each employee's responsibility to become familiar with this policy and adhere to its terms.

17.6 WHISTLEBLOWING POLICY

Introduction

All organisations face the risk of things going wrong or of unknowingly harbouring malpractice. The Company believes it has a duty to identify such situations and take the appropriate measures to remedy them. By encouraging a culture of openness within our organisation the Company believes it can help prevent malpractice. Furthermore, by knowing about malpractice at an early stage the Company stands a good chance of taking the necessary steps to safeguard the interests of all staff and protect the organisation. In short, the Company encourages you to 'blow the whistle' on suspected malpractice.

Please be aware that this policy is not the procedure for general grievances. If you have a complaint about your own personal circumstances then you should use the normal grievance procedure. If you have concerns about malpractice within the Company you should use the procedure outlined in this policy.

Suspected malpractice

The Company encourages you to report suspected malpractice in relation to our activities. We construe malpractice widely and this includes:

- Any illegal activity at the Company;
- Any activity that causes the Company to breach its legal obligations;
- Any activity that causes the Company to endanger the health and safety of any person;
- Any activity that damages the environment;
- Any attempt to wilfully conceal any information that tends to show malpractice.

You are not required to obtain evidence of malpractice before raising your concern. As such you must not commit an act or acts of misconduct, breach company rules or damage the Company in any way in order to obtain information. The Company is committed to ensuring that you work in an environment in which you can raise concerns and there is no question of you having to prove anything. The Company will support employees, who with the reasonable belief that it is in the public interest to do so raise concerns under this policy, even if they turn out to be mistaken.

How to raise your concern internally

If you feel able to do so you should tell your manager about your concern. There is no special procedure for doing this - you can tell your manager about the problem, or put it in writing if you prefer.

If you have raised your concerns and you are still concerned, or the matter is so serious that you feel you cannot discuss it with the person named above, you should raise the matter with a Director:

How the Company will respond

After you have raised your concern the Company will decide how to respond in a responsible and appropriate manner under this policy. Usually, this will involve making internal enquiries first, but it may be necessary to carry out an investigation at a later stage, which may be formal or informal depending on the nature of the concern raised.

As far as possible, the Company will keep you informed of the decisions taken and the outcome of any enquiries and investigations carried out. However, the Company will not be able to inform you of any matters that would infringe the duty of confidentiality owed to others.

If you want to raise your concern confidentially, we will make every effort to keep your identity secret. If it is necessary for anyone investigating your concern to know your identity, we will discuss this with you.

Raising your concern externally (exceptional cases)

The main purpose of this policy is to give you the opportunity and protection you need to raise your concerns internally. The Company would expect that in almost all cases raising concerns internally would be the most appropriate action for you to take.

However, if you feel you cannot raise your concerns internally and you honestly and reasonably believe the information and any allegations are true, you should consider raising the matter with an appropriate 'prescribed person'. The identity of the appropriate prescribed person will depend on the nature of your concern. However, they must be one of those prescribed by an order made by the Secretary of State for the purposes of the Employment Rights Act 1996 Section 43F. The Public Interest Disclosure (Prescribed Persons) Order 2014 (as amended) lists the prescribed persons.

If you have good reasons for not using the internal disclosure procedures or the disclosure procedure described above, you may consider making wider disclosure by reporting the matter to the police or to the media, for example. However, whistle-blowers who make wider disclosures of this type will only be protected in certain circumstances. The Company recommends that you take legal advice before following this course of action since we believe it will be in your own interests to do so.

Protection for whistle-blowers

You may be worried that by reporting your concerns you will be opening yourself up to victimisation or detriment, or risking your job security. However, all staff benefit from statutory protection if they raise concerns in the right way and do so with the reasonable belief that raising the concern is in the public interest. This protection means that employees must not be dismissed or suffer any detrimental treatment as a result of raising a concern. As it will be in your own interests to do so we would encourage you in particular to ensure you have a reasonable belief that the disclosure you wish to make is in the public interest as this is one of the requirements that must be met in order to obtain the statutory protection mentioned earlier.

Staff must not threaten or retaliate against whistle-blowers in any way. This will be regarded as gross misconduct and may result in those involved being dismissed without notice or payment in lieu of notice.

If you believe that you have suffered any detrimental treatment, you should inform a Director immediately. If the matter is not remedied you should raise it formally using our Grievance Procedure.