



**Support Services Group LTD**

**SSG SUPPORT SERVICES GROUP LTD**

# **EMPLOYEE HANDBOOK**

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# EMPLOYEE HANDBOOK

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1-33	1	01/10/2015
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## **A welcome from the Chief Executive Officer**

I would like to personally welcome you on behalf of all the business and management to Support Services Group Ltd.

We are a very successful company in a very competitive market and we recognise that a significant element of the success of our organisation is attributable to the hard work and consistent effort we receive from our work force.

We depend on you, as much as you depend on us to provide you with long term employment, good wages and promotional opportunities, and therefore to develop this relationship we look towards you to play your part and we shall continue to play ours.

We provide equal opportunities and are committed to the principle of diversity and equality regardless of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability.

We will apply employment policies that are fair, equitable and consistent with the skills and abilities of our employees and the needs of the business.

We look to your support in implementing these policies to ensure that all employees are afforded equality in recruitment, training and promotion and, in all jobs of like work, on equal terms and conditions of employment.

We again welcome you and express our sincere hope that you will be happy here in our team. We ask that you study carefully the contents of this Employee Handbook as, in addition to setting out necessary rules and regulations, it also contains a great deal of helpful information.

*Many Thanks*

*Ahmad Rafique*



*Chief Executive Officer*

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## MISSION STATEMENT

SSG Support Services Group Limited recognise that we must have a clear and strategic mission to deliver an outstanding security service to all our clients and therefore create and maintain a successful business that meets all individual stakeholders expectations

Our “mission” therefore is:

- ***To be “Best in Class”***

In order to achieve our mission we have recognised that we must achieve the following critical success factors

***We must ....***

- ***Achieve this through motivation and reward***
- ***Ensure that all our staff are continually trained in all aspects of service that will contribute to our success***

***This will ensure that we can build an alliance of trust for our long term mutual benefit***

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## COMPANY VALUES

SSG Support Services Group Limited recognise that we must operate all aspects of our business in a professional, fit and proper manner that not only satisfies the legal requirements of running a company but addresses the ethical and moral responsibilities we have as an employer, provider of security and member of the wider local business community.

All decisions and actions of the company therefore will be taken following the considerations of these values:

### **LISTEN □ ENCOURAGE □ IMPROVE □ DELIVER**

- **Listen.....We will to our staff and clients and if we get things wrong we will say so and work with all concerned to correct it.**
- **Encourage.....We will encourage all employees and treat them as we would wish to be treated so that they can achieve their best.**
- **Improve.....We prefer to do business with customers and suppliers who share similar ethical and moral values to our own and will strive to be the best that we all can be.**
- **Deliver..... We will deliver excellent standards to both customers and employees at all levels.**

The Chief Executive Officer of this company will ensure these values are maintained and promoted in all aspects of the business

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## **QUALITY POLICY & OBJECTIVES STATEMENT**

It is the policy of SSG Support Services Group Ltd to operate to British Standards: BS 7499 for Manned and Mobile Security, BS 7960 Door Supervision and BS 7858 for Security Screening and the SIA Approved Contractor Scheme standard.

The Directors of our company are fully committed to the requirements of BS EN ISO 9001, BS EN ISO 14001, BS EN 27001, BS EN 22301, OHSAS 18001 and have implemented a documented Quality Management System, Environmental Management system Information Security System a set Business Continuity Objectives and Occupational Health and Safety system to ensure the individual requirements of our client's and employees are met and wherever possible the quality of service we deliver is enhanced.

The aim of our company is to provide a security service that ensures client satisfaction and by focussing on continual improvement within the quality of that service we will promote a partnership relationship that is both mutually beneficial and profitable.

### **Quality Objectives**

To assist the business in achieving its aims we have set business objectives (Reference OP.4) and the following quality objectives that we will monitor and measure ourselves against.

- Customers to be regularly surveyed on satisfaction perception and achieve a minimum 85% score.
- A maximum of 2 non conformances to be detected per internal audit.
- Site audits are to score a minimum of 85% on the quality.

The contents of this Quality Policy shall be communicated to all personnel during induction training and its understanding verified during internal audits.

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## **JOINING OUR ORGANISATION**

### **A) PROBATIONARY PERIOD**

You join us on an initial probationary period of three months. During this period your work performance, general suitability and screening to satisfy BS 7858 will be completed and assessed and, if it is satisfactory, your employment will continue. However, if your work performance is not up to the required standard, you fail to meet the requirements of BS 7858 or you are considered to be generally unsuitable, we may either take remedial action (which may include the extension of your probationary period) or terminate your employment at any time.

We reserve the right not to apply our full contractual capability and disciplinary procedures during your probationary period.

### **B) JOB DESCRIPTION**

You will be provided with a job description of the position to which you have been appointed but amendments may be made to your job description from time to time in relation to our changing needs and your own ability.

### **C) STAFF INDUCTION**

At the start of your employment you are required to attend a Staff Induction at which you will be briefed on the Company's Rules, Regulations, Policies and Procedures. Uniforms and ID badges will be issued at this time and you are expected to sign for receipt of these. Information will be provided to you at your induction and you will be asked to sign for receipt of your induction material.

### **D) EMPLOYEE TRAINING**

At the commencement of your employment you will receive training for your specific job, and as your employment progresses your skills may be extended to encompass new job activities within the business. If not already completed you are required to complete a four-day training course to gain your SIA licence before any employment commences. This course is mandatory as all security staff must be licensed.

### **E) ID BADGES**

ID badges must be worn at all times. If your ID badge is lost or stolen, this must be reported immediately. Failure to do this will result in disciplinary action being taken.

### **F) PERFORMANCE AND REVIEW**

Our policy is to monitor your work performance on a continuous basis and during periodic formal reviews so that we can maximise your strengths, and help you overcome any possible weaknesses.

### **G) STAFF APPRAISAL SCHEME**

We have an annual staff appraisal scheme in place for the purpose of monitoring staff performance levels with a view to maximising the effectiveness of individuals, details of which are available separately.

### **H) JOB FLEXIBILITY**

It is an express condition of employment that you are prepared, whenever necessary, to transfer to alternative departments or duties within our business. During holiday periods, etc. it may be necessary for you to take over some duties normally performed by colleagues. This flexibility is essential as the type and volume of work is always subject to change, and it allows us to operate efficiently and gain maximum potential.



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## **I) MOBILITY**

It is a condition of your employment that you are prepared, whenever applicable, to travel to and work at, any other of our client's sites in the UK. This mobility is essential to the smooth running and success of our business.

## **H) POLICY STATEMENT ON THE SECURE STORAGE, HANDLING, USE, RETENTION AND DISPOSAL OF DISCLOSURES AND DISCLOSURE INFORMATION**

1. As an organisation using the Criminal Records Bureau (CRB) to help assess the suitability of applicants for positions of trust, the company complies fully with the CRB Code of Practice regarding the correct handling, use, storage, retention and disposal of disclosures and disclosure information. The company also complies fully with its obligations under the Data Protection Act.
2. Disclosure information is never kept on an applicant's personnel file. It is always kept separately and securely in lockable, non-portable storage containers with access strictly controlled and limited to those who are authorised to see it as part of their duties in accordance with Section 124 of the Police Act 1997. We maintain a record of all those to whom disclosures and disclosure information has been revealed and we recognise that it is a criminal offence to pass the information to anyone who is not entitled to receive it.
3. Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.
4. Once a recruitment (or other relevant) decision has been made, the company does not keep disclosure information for any longer than is absolutely necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, the company considers it necessary to keep disclosure information for longer than six months, the CRB/SCRO will be consulted and full consideration will be given to the data protection and human rights of the individual.
5. Once the retention period has elapsed, the company will ensure that any disclosure information is immediately destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, disclosure information will not be kept in any insecure receptacle (e.g. a waste bin or confidential waste sack). The company will not keep any photocopy or other image of the disclosure or any copy or representation of the contents of the disclosure. However, the company may keep a record of the date of issue of the disclosure, the name of the subject, the type of disclosure requested, the post for which the disclosure was requested, the unique reference number of the disclosure and the details of the recruitment (or other relevant) decision taken.

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## **WAGES AND SALARIES, ETC.**

### **A) ADMINISTRATION**

#### **1. Payment**

- a. Hourly paid staff are paid every fortnightly in arrears with the pay period ending on the Sunday night / Monday morning shift. Wages are paid on a Friday according to the payment schedule. Monthly paid staff are paid on 5<sup>th</sup> of every month in arrears.
- b. You will receive a payslip, via e-mail, showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, e.g. Income Tax, National Insurance, etc.
- d. Any pay queries that you may have should be raised with Accounts Manager.

#### **2. Overpayments**

If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment but if this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

#### **3. Income Tax and National Insurance**

At the end of each tax year you will be given a form P60 showing the total pay you have received from us during that year and the amount of deductions for Income Tax and National Insurance. You may also be given a form P11D showing non-salary benefits. You should keep these documents in a safe place as you may need to produce them in your dealings with the Inland Revenue and other government departments, or if completing a self-assessment form.

### **B) LATENESS/ABSENTEEISM**

- 1. You must attend for work punctually at the specified time(s) and you are required to comply strictly with any time recording procedures relating to your work. Security staff must book 'onto' and 'off' the sign in book and complete hourly check calls in accordance with the company policy.
- 2. All absences must be notified in accordance with the sickness reporting procedures laid down in this Employee Handbook.
- 3. If you arrive for work more than one hour late without having previously notified us, other arrangements may have been made to cover your duties and you may be sent off the premises for the remainder of the shift/day without pay.
- 4. Lateness or absence may result in disciplinary action and/or loss of appropriate payment.

### **C) SHORTAGE OF WORK**

If there is a temporary shortage of work for any reason, we will try to maintain your continuity of employment even if this necessitates placing you on short time. For those staff with contracted hours the company may have to consider a lay off, and you will be contacted with further information should the need arise.

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## **D) MATERNITY/PATERNITY LEAVE AND PAY**

You may be entitled to maternity/paternity leave and pay in accordance with the current statutory provisions. If you (or your partner) become pregnant you should notify the Head of the Human Resources Department at an early stage so that your entitlements and obligations can be explained to you.

## **E) PARENTAL LEAVE**

If you are entitled to take parental leave in respect of the current statutory provisions, you should discuss your needs with the Head of Human Resources Department, who will identify your entitlements and look at the proposed leave periods dependent upon your child's/children's particular circumstances and the operational aspects of the business.

## **F) TIME OFF FOR DEPENDANTS**

You may be entitled to take a reasonable amount of unpaid time off during working hours to take action that is necessary to provide help to your dependants. Should this be necessary you should discuss your situation with the Head of Human Resources Department, who, if appropriate, will agree the necessary time off.

## **G) STAKEHOLDER PENSIONS**

We operate a stakeholder pension scheme that enables you to save for your retirement using your own money, together with tax relief and investment returns. You can build up a pension fund which you may use to buy an annuity when you are older or retire. The scheme is operated separately to any other pension provision and it is at your discretion and risk whether or not you contribute. The pension providers details are available from the Office

# **HOLIDAY ENTITLEMENT AND CONDITIONS**

## **A) ANNUAL HOLIDAYS**

1. Your holiday year begins on 1<sup>st</sup> January and ends on 31<sup>st</sup> December each year.
2. Your annual holiday entitlement is shown in your Contract of Employment Statement
3. It is our policy to encourage you to enjoy an acceptable work and life balance and take all of your holiday entitlement in the current holiday year. We do not permit holidays to be carried forward.

## **B) CONDITIONS APPLYING TO YOUR ANNUAL HOLIDAY ENTITLEMENT**

1. You should complete a holiday request form for all holiday requests and ensure that it has been approved before making any firm holiday arrangements.
  2. Holiday requests will only be considered if you present them on the proper form and we will allocate agreed holiday dates on a "first come - first served" basis whilst ensuring that operational efficiency and minimum staffing levels are maintained throughout the year.
  3. You should give at least two week's notice of your intention to take holidays.
  4. You may not normally take more than two working weeks consecutively.
  5. Your holiday pay will be at your normal basic pay.
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**C) PUBLIC/BANK HOLIDAYS**

Your entitlement to public/bank holidays and to any additional payment which may be made for working on a public/bank holiday is shown in your individual Contract of Employment

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## **SICKNESS/INJURY PAYMENTS AND CONDITIONS**

### **A) NOTIFICATION OF INCAPACITY FOR WORK**

1. You must notify us by telephone on the first day of incapacity, and at the earliest possible opportunity and at least eight hours prior to your start time, whenever it is possible to do so. Notification should be made personally (or if you are unable to do so, then by a relative, neighbour or friend), to Line Manager. You should try to give some indication of your expected return date and notify us as soon as possible if this date changes.
2. If your incapacity extends to more than seven days you are required to notify us of your continued incapacity once a week thereafter, unless otherwise agreed.

### **B) EVIDENCE OF INCAPACITY**

1. Doctors' certificates are not issued for short-term incapacity. In these cases of incapacity (up to seven calendar days) you must sign a self-certification absence form on your return to work.
2. If your sickness has been (or you know that it will be) for longer than seven days (whether or not they are working days) you should see your doctor and make sure he/she gives you a medical certificate and forward this to us without delay. Subsequently you must supply us with consecutive doctors' medical certificates to cover the whole of your absence.

### **C) PAYMENTS**

1. You are entitled to statutory sick pay (SSP) if you are absent because of sickness or injury provided you meet the criteria in the current SSP regulations. When you are absent for four or more consecutive days you will be paid SSP by us if you are eligible. This is treated like wages and is subject to normal deductions.
2. Qualifying days are the only days for which you are entitled to SSP. These days are normally your working days unless otherwise notified to you. The first three qualifying days of absence are waiting days for which SSP is not payable. Where a second or subsequent period of incapacity (of four days or more) occurs within 56 days of a previous period of incapacity, waiting days are not served again.
3. Where the circumstances of your incapacity are such that you receive or are awarded any sum by way of compensation or damages in respect of the incapacity from a third party, then any payments which we may have made to you because of the absence (including SSP) shall be repaid by you to us up to an amount not exceeding the amount of the compensation or damages paid by the third party and up to, but not exceeding, any amount paid by us.

### **D) RETURN TO WORK**

1. You should notify your line manager as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified.
2. If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor. Separate rules relating to infectious diseases and food handlers are to be found later in this handbook and you, if you are a food handler, must familiarise yourself with them.
3. On return to work after any period of sickness/injury absence (including absence covered by a medical certificate), you are also required to complete a self-certification absence form and hand this to the Supervisor/Director.

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4. Upon returning to work you may be interviewed by your Manager for the purposes of ascertaining your well-being.

**E) GENERAL**

1. Submission of a medical certificate or sickness self-certification absence form, although giving us the reason for your absence, may not always be regarded by us as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick you may need time off, continual or repeated absence through sickness may not be acceptable to us.
2. In deciding whether your absence is acceptable or not we will take into account the reasons and extent of all your absences, including any absence caused by sickness. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces our efficiency.
3. We will take a serious view if you take sickness/injury leave which is not genuine, and it will result in disciplinary action being taken.
4. If we consider it necessary, we may ask your permission to contact your doctor or for you to be independently medically examined.

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## **SAFEGUARDS**

### **A) RIGHTS OF SEARCH**

1. We have the contractual right to carry out searches of employees and their property (including vehicles) whilst they are on our premises, our clients premises or used for our business. These searches are random and do not imply suspicion in relation to any individual concerned. **Our clients also have this right.**
2. If you should be required to submit to a search, if practicable you will be entitled to be accompanied by a third party to be selected from only someone who is on the premises at the time a search is taking place. This right also applies at the time that any further questioning takes place.
3. You may be asked to remove the contents of your pockets, bags, vehicles, etc.
4. Whilst you have the right to refuse to be searched, refusal by you to agree to being searched will constitute a breach of contract, which could result in your dismissal.
5. We reserve the right to call in the police at any stage.

### **B) CONFIDENTIALITY**

1. All information that:-
  - a. is or has been acquired by you during, or in the course of your employment, or has otherwise been acquired by you in confidence;
  - b. relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort; and
  - c. has not been made public by, or with our authority;shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your employment, disclose such information to any person without our prior written consent.
2. You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your employment with us, or at any other time upon demand, return to us any such material in your possession.

### **C) COPYRIGHT**

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your employment with us, is our property and our copyright. At the time of termination of your employment with us, or at any other time upon demand, you shall return to us any such material in your possession.

### **D) STATEMENTS TO THE MEDIA**

Any statements to reporters from newspapers, radio, television, etc. in relation to our business will be given only by the Chief Executive Officer.

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## **E) INVENTIONS/DISCOVERIES**

An invention or discovery made by you will normally belong to you. However, an invention or discovery made by you will become our property if it was made:-

- a. in the course of your normal duties under such circumstances that an invention might reasonably be expected to result from those duties;
- b. outside the course of your normal duties, but during duties specifically assigned to you, when an invention might reasonably be expected to result from these; and
- c. during the course of any of your duties, and at the time you had a special obligation to further our interests arising from the nature of those duties, and your particular responsibilities.

## **STANDARDS**

### **A) WASTAGE**

1. We recognise our social and environmental responsibilities and maintain a policy of "minimum waste" which is essential to the cost-effective and efficient running of all our operations.
2. You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:-
  - a. handle any machines and equipment with care;
  - b. turn off any unnecessary lighting and heating. Keep doors closed whenever possible;
  - c. maintain focus on your work even if your job has periods of inactivity
  - d. start with the minimum of delay after arriving for work and after breaks.
3. The following provision is an express written term of your contract of employment:-
  - a. any damage to vehicles, stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement;
  - b. any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work will render you liable to re-imburse to us the full or part of the cost of the loss; and
  - c. in the event of an at fault accident whilst driving one of our vehicles you may be required to pay the cost of the insurance excess up to a maximum of £250.00.
4. In the event of failure to pay, we have the contractual right to deduct such costs from your pay.



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## **B) STANDARDS OF DRESS**

As you are liable to come into contact with our clients and members of the public, it is important that you present a professional image with regard to your uniform, appearance and standards of behaviour. Uniforms and ID badges where provided must be worn at all times whilst at work and uniforms cleaned and pressed on a regular basis.

## **C) HOUSEKEEPING**

Both from the point of view of safety and of appearance, work areas must be kept clean and tidy at all times.

# **HEALTH, SAFETY, WELFARE AND HYGIENE**

## **A) SAFETY**

1. You should make yourself familiar with our Health and Safety Policy and your own health and safety duties and responsibilities, as shown separately.
2. You must not take any action that could threaten the health or safety of yourself, other employees, customers or members of the public.
3. Protective clothing and other equipment which may be issued for your protection because of the nature of your job must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this protective wear/equipment is your responsibility.
4. You should report all accidents and injuries at work, no matter how minor, in the accident book that can be found on-site (as notified in your induction). For office staff, the accident book can be found in the Main Office upstairs.

## **B) REFRESHMENT MAKING FACILITIES/VENDING MACHINE**

We or our Clients provide refreshment making facilities for your use, which must be kept clean and tidy at all times. Both the refreshment making facilities and the vending machine may only be used during authorised breaks.

## **C) SMOKING POLICY**

Our policy (and UK Law) of no smoking in the work place or in confined public spaces must be observed at all times.

## **D) ALCOHOL & DRUGS POLICY**

Drug and alcohol abuse contributes to numerous lost working hours and causes many work place accidents or injuries every year. Our policy is to employ persons free from alcohol abuse or the use of illegal drugs. This company takes drug and alcohol abuse from its employees as a serious matter and will not tolerate it. The company absolutely prohibits employees using or consuming alcohol or non-prescribed drugs at the work place or while on company business. It also discourages non-work place drug and alcohol abuse. The use, sale or possession of alcohol or drugs while at work or on company property will result in disciplinary action, up to and including termination of employment, and may also have legal consequences.

Employees are expected and required to report to work on time and in an appropriate mental and physical state for work. It is our intent and obligation to provide a drug-free, healthy and safe work environment for all our staff. We reserve the right to demand a drug or alcohol test of any employee, based upon reasonable suspicion. Reasonable suspicion includes, but is

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not limited to, physical evidence of use, involvement in an accident, or a substantial drop off in work performance. Failure to take a requested test may lead to discipline, including possible termination.

The company also cautions against use of prescribed or over-the-counter medication which can affect your work place performance. You may be suspended if the company concludes that you cannot perform your job properly or safely because of using over-the-counter or prescribed medication. Please inform us prior to working under the influence of a prescribed or over-the-counter medication which may affect your performance.

You must report any conviction under a criminal drug offence for violations occurring on or off the Company's premises. A report of a conviction must be made within 3 days of receipt of a conviction.

We will make every effort to assist those who wish to seek treatment or rehabilitation for drug or alcohol dependency. Conscientious efforts to seek such help will not jeopardise any individual employees career and any notes on any personnel record will not be used in any decision making process.

If you do have a drug or alcohol problem, please tell us we may be able to help!

## **E) WORKPLACE VIOLENCE PREVENTION POLICY**

This company has a policy of zero tolerance for violence in the work place. If you engage in any violence in the workplace, or threaten violence in the workplace, your employment will be terminated immediately.

Furthermore no Bullying, talk or threats of violence or joking about violence will be tolerated.

"Violence" includes direct or indirect assault of another person including, striking, shoving, pushing, harassing, intimidating, coercing, brandishing weapons, and threatening or talking of engaging in those activities.

It is the intent of this policy to ensure that everyone associated with this business, including employees and customers, never feels threatened by any employee's actions or conduct.

### **Possession or use of a weapon**

The company specifically prohibits the possession or use of weapons by any employee while on company property. This ban includes keeping or transporting a weapon in a vehicle.

Workers are strictly prohibited from carrying a weapon whilst on duty.

Weapons are defined to include but are not limited to: guns, knives, chains, truncheon/cosh, explosives, and other items where the intended use is to inflict harm.

Appropriate disciplinary action, up to and including dismissal, will be taken against any person who violates this policy.

### **Inspections to detect threats or use of violence including bullying**

Desks, telephones, and computers are the property of SSG Support Services Group Ltd. We reserve the right to enter or inspect work areas including, but not limited to, desks, drawers, lockers and computer storage devices, with or without notice.

The fax, copier, and email systems, including internet systems, are intended for business use only. Personal business should not be conducted through these systems.

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Under conditions approved by management, telephone conversations may be monitored and voice mail messages may be retrieved in the process of monitoring customer service.

Any private conversations overheard during such monitoring, or private messages retrieved, that constitute threats against other individuals can and will be used as the basis for disciplinary hearings resulting in dismissal.

### **Reporting violence or bullying**

It is everyone's interest to prevent violence in the workplace. You can help by reporting what you see in the workplace that could indicate that a colleague is in trouble. You are in a better position than management to know what is happening with those that you work with.

You are encouraged to report any incident that may involve a violation of any of the company's policies that are designed to provide a comfortable workplace environment. Concerns may be presented to your immediate manager.

All reports will be investigated and information will be kept confidential.

### **Improvements**

If you have suggestions for ways to improve safety and security at work, please pass them along to your immediate manager or phone a Director.

Suggestions can be made anonymously by writing to any Director.

## **F) SEXUAL HARASSMENT POLICY**

SSG Support Services Group Ltd's position is that sexual harassment is a serious form of misconduct that undermines the integrity of any relationship.

All our employees have the right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive, including sexual harassment. Any employee engaging in any harassing conduct will therefore be subject to discipline, ranging from a warning to dismissal.

It is our policy, in accordance with providing a positive, discrimination-free work environment, that sexual harassment in the workplace is considered unacceptable conduct and will not be tolerated.

### **What is and what is not defined as Sexual Harassment?**

Sexual harassment is defined as any unwanted physical, verbal or visual sexual advances, requests for sexual favour, and any other sexually oriented conduct which is offensive or objectionable to the recipient, including, but not limited to: epithets, derogatory or suggestive comments, slurs or gestures and offensive posters, cartoons, pictures, or drawings.

We have written this policy based on the definition of sexual harassment set forth by relevant legislation. We define sexual harassment as unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature when:

- ☐ Submission to such conduct is either an explicit or implicit term or condition of employment or work (e.g., promotion, training, timekeeping or overtime)
- ☐ Submission to or rejection of the conduct, is used as a basis for making decisions (hiring, promotion, training, pay increases, termination etc)
- ☐ The conduct has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment

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Sexual harassment also includes any employee conduct unreasonably interfering with another's work performance by creating an intimidating, hostile, or offensive working environment. Sexual harassment consists of a variety of behaviours by employees directed to other employees including, but not limited to, subtle pressure for sexual activity, inappropriate touching, inappropriate language, demands for sexual favours, and physical assault.

Sexual harassment does not refer to occasional compliments of a socially acceptable nature or colloquial terms of greeting. It refers to behavior that is not welcome, that is personally offensive, that debilitates confidence and self esteem, and that, therefore, interferes with work effectiveness.

### **Harassment by Non-Employees**

We will endeavour to protect our employees, to the fullest extent possible, from reported harassment by non-employees such as from clients, contractors, members of the public and other parties who have workplace contact with our people.

### **Complaint Procedure**

If you feel that you have been the recipient of sexually harassing behaviour, report it immediately to the Director. It is preferable to make a complaint in writing, but you can accompany or follow up your written complaint with a verbal complaint. All allegations of sexual harassment will be quickly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of that investigation.

Depending on the complexity of the investigation, you should be contacted within 5 days about the status of your complaint and whether action is being taken.

### **Discipline**

Any person found to have harassed another employee or applicant for employment, will be subject to appropriate disciplinary procedure action, including reprimands, suspension or termination of employment as considered appropriate.

A person committing sexual harassment may also be held legally liable for his or her actions under applicable law.

### **Responsibility**

Each manager is responsible for implementing this policy within his or her area of supervision.

SSG Support Services Group Ltd is responsible for providing you with an employment environment free of sexual harassment by management personnel, by your co-workers and by others with whom you interact with in the course of your work and for taking immediate corrective action to stop sexual harassment in the workplace and for promptly investigating any allegation of work-related sexual harassment

Sexual harassment is specifically prohibited as unlawful and is a violation of company policy

## **G) EQUALITY & DIVERSITY POLICY**

SSG Support Services Group Ltd encourages a wide and diverse population of employees and it is this very diversity that is one of the company's greatest strengths. In order to consolidate and build upon this diversity, it is essential that equality of opportunity and the absence of unfair discrimination be at the core of all the company's activities.

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The Chief Executive Officer recognises the link between equality and quality and will not unfairly discriminate in the recruitment or general treatment of people on the basis of race, colour, ethnicity, ethnic origin, national origin, gender, marital status, disability, religion or belief, sexual orientation, age or any other factor.

The company is committed to promoting and developing equality of opportunity in all its functions and will seek to do this by:

- ❑ Communicating its commitment to equality and diversity to all members of its community
- ❑ Communicating where responsibility lies for equality issues
- ❑ Providing training for decision-makers, and briefing for staff
- ❑ Developing mechanisms for implementation, monitoring, evaluation and review.
- ❑ Taking positive action to redress any gender, racial or other imbalances in the company
- ❑ Treating acts of discrimination as a disciplinary offence
- ❑ Consulting with interested groups and individuals, internal and external

The Director has responsibility for ensuring that the company operates within the legal framework for equality and for implementing the policy throughout the company. However, each member of the company community as a whole is responsible for preventing unfair discrimination which it is within their control to prevent.

The Equality and Diversity policy is freely available to all interested parties. All stakeholders and members of the public can receive a copy for their review upon written request.

Training will be used to communicate the policy and to help them to translate it into working practice.

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## H) COMPLAINTS POLICY

We recognise that despite all our best efforts circumstances might occur that result in SSG Support Services Group Ltd not providing our Clients with the quality of service they expect from us or our services have a detrimental impact on other people.

When this happens and we are told about it, we consider this is a "Complaint"

On these, we are pleased to say, rare occasions I can assure you we will make every endeavour to deal with the matter quickly, efficiently and transparently and without compromise.

We will use all available information we learn from the complaint to focus on improving our services and prevent re-occurrence in the future

It is our Policy to deal with complaints with the following values

**Quickly:** All complaints will be acknowledged by the next working day, investigated and resolved with the aim of achieving satisfaction within 5 working days.

**Efficiently:** A Director will take sole responsibility as a decision maker for the investigations without generating unnecessary delays.

**Transparently:** The full findings of the investigations will be documented and resolutions communicated to the complainant.

**Without compromise:** We will strive, where we have a reasonable influence, to ensure complainants do not suffer if it is found our service was deficient.

Should you have any cause for complaint, without hesitation, please direct your communication in the first instance to Customer Services at:

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## **I) CORPORATE SOCIAL RESPONSIBILITIES**

SSG Support Services Group Ltd is aware of the need to take seriously its responsibilities to the social fabric and infrastructure of the universe. The Director is silently committed to a range of beliefs, commitments and policies that are applied to assist and support on a local, national and international level.

Should you as an employee of SSG Support Services Group Ltd take part in any charitable actions please inform the director of this.

## **J) HYGIENE**

1. Any exposed cuts or burns must be covered with a first-aid dressing.
2. If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.
3. Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.
4. High levels of personal hygiene must be maintained at all times to prevent causing offence to members of the public, customers or colleagues and avoid any embarrassing discussions between employees and management.

# **GENERAL TERMS OF EMPLOYMENT, INFORMATION AND PROCEDURES**

## **A) CHANGES IN PERSONAL DETAILS**

You must notify us of any change of name, address, telephone number, etc., so that we can maintain accurate information on our records and make contact with you in an emergency, if necessary, outside normal working hours.

## **B) OTHER EMPLOYMENT**

If you already have any other employment or are considering any additional employment you must notify us so that we can discuss any implications arising from the current working time legislation.

## **C) TIME OFF**

Circumstances may arise where you need time off for medical/dental appointments, or for other reasons. Where possible, such appointments should be made outside normal working hours. If this is not possible, time off required for these purposes may be granted at the discretion of the Supervisors/Director and will normally be without pay.

## **D) BEREAVEMENT LEAVE**

Individual's reactions to bereavement vary greatly and the setting of fixed rules for time off is therefore inappropriate. You should discuss your circumstances with the Supervisor/a Director and agree appropriate time off.

## **E) TRAVEL EXPENSES**

We will reimburse you for any reasonable expenses incurred whilst travelling on our business. The rules relating to travelling expenses will be issued separately. You must provide receipts for any expenditure.

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**F) EMPLOYEES' PROPERTY**

We do not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight.

**G) PARKING**

There are no staff parking rights at the main premises.

**H) MAIL**

All mail received by us either traditional post or electronic email will be opened, including that addressed to employees. Private mail, therefore, should not be sent care of our address. No private mail may be posted at our expense except in those cases where a formal re-charge arrangement has been made.

**I) TELEPHONE CALLS/ MOBILE PHONES**

Telephones are essential for our business. Incoming personal telephone calls to the office are allowed only in the case of emergency. Outgoing calls can only be made with the prior permission of a Director. Personal mobile phones should be switched off during working hours. Security staff are not permitted to use clients' telephones unless authorised to do so. Company mobile phones must not be used for personal calls/text messages, unless authorised or you are in an exceptional or emergency situation.

**J) BUYING OR SELLING OF GOODS**

You are not allowed to buy or sell goods on your own behalf on our premises or during your working hours.

**K) FRIENDS AND RELATIVES CONTACT**

You should discourage your friends and relatives from either calling on you in person or by telephone except in an emergency.

**L) CLIENT RELATIONS**

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.

**M) MONITORING OF E-MAILS/INTERNET USAGE**

The Company reserves the right to monitor all electronic correspondence and internet usage on any company computer or laptop.

**N) PERSONAL VISITS**

You are not allowed to have personal visits from family or friends to your place of work at anytime.



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## MAKING A PROTECTED DISCLOSURE

### A) INTRODUCTION

1. Under certain circumstances, employees have legal protection if they make disclosures about organisations for whom they work. These employees are commonly referred to as 'whistle blowers' and their activities have often received wide publicity in the media.
2. An employee who believed, for example, that organisations were disposing of toxic waste illegally may have 'blown the whistle' directly to the press or television, perhaps because of concern for the environment, a belief that the organisation would attempt a 'cover-up' if asked to stop, or for financial gain.
3. Employees, who blew the whistle on organisations, were often treated detrimentally by them or their engagements were terminated. This discouraged employees from whistle blowing even where such action would be for the good of the public. The legislation is designed to protect employees from suffering any detriment or termination of employment for whistle blowing.

### B) QUALIFYING DISCLOSURES

1. Certain disclosures are prescribed by law as 'qualifying disclosures'. Disclosures are qualifying disclosures where it can be shown that the company commits a 'relevant failure' by:-
  - a. committing a criminal offence;
  - b. failing to comply with a legal obligation;
  - c. a miscarriage of justice;
  - d. endangering the health and safety of an individual;
  - e. environmental damage; or
  - f. concealing any information relating to the above.
2. These acts can be in the past, present or future, so that, for example, a disclosure qualifies if it relates to environmental damage that has happened, is happening, or is likely to happen.

### C) THE PROCEDURE

1. If you so wish you should in the first instance report any concerns you may have to the director who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate organisation or body, e.g. the Police, the Environment Agency, Health and Safety Executive or Social Services Department.
2. If you do not report your concerns to your Manager you may take them direct to the appropriate organisation or body.

### D) GENERAL NOTES

1. The Public Interest Disclosure Act 1998 prevents you from suffering a detriment or having your contract terminated for 'whistle blowing' and we take very seriously any concerns which you may raise under this legislation.
2. We encourage you to use the procedure if you are concerned about any wrong doing at work. However, if the procedure has not been invoked in good faith (e.g. for malicious reasons or in pursuit of a personal grudge), then it will make you liable to immediate termination of employment or such lesser disciplinary sanction as may be appropriate in the circumstances.

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## **CAPABILITY AND CAPABILITY DISMISSAL PROCEDURES**

### **A) INTRODUCTION**

We recognise that during your employment with us 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 the changes, or you change (most commonly because of health reasons) and you can no longer cope with the work.

### **B) JOB CHANGES**

1. If the nature of your job changes 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. If we have concerns regarding your capability these will be discussed in an informal manner and you will be given time to improve.
2. If your standard of performance is still not adequate you will be warned in writing that a failure to improve and to maintain the performance required could lead to your dismissal. We will also consider the possibility of a transfer to more suitable work if possible.
3. If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.
4. If such improvement is not forthcoming after an agreed period of time, you will be dismissed with the appropriate notice.

### **C) PERSONAL CIRCUMSTANCES**

1. Personal circumstances may arise which do not prevent you from attending for work but which prevent you from carrying out your normal duties (e.g. a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice. Under normal circumstances this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before we can obtain such a report and we will expect you to co-operate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.
2. There may also be personal circumstances which prevent you from attending work, either for a prolonged period(s) or for frequent short absences. Under these circumstances we will need to know when we can expect your attendance record to reach an acceptable level. This may again mean asking your own doctor for a medical report or by making whatever investigations are appropriate in the circumstances. When we have obtained as much information as possible regarding your condition, and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

### **D) SHORT SERVICE STAFF**

We retain discretion in respect of the capability procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal but you will retain the right to a hearing and you will have the right to appeal.

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## **DISCIPLINARY AND DISCIPLINARY DISMISSAL PROCEDURES**

### **A) INTRODUCTION**

1. It is necessary to have a minimum number of rules in the interests of the whole organisation.
2. The rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness and order in the treatment of individuals. It is our aim that the rules and procedures should emphasise, and encourage, improvement in the conduct of individuals, where they are failing to meet the required standards, and not be seen as a means of punishment.
3. Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case and appeal against any decision that you consider to be unjust.
4. The following rules and procedures should ensure that:-
  - a. the correct procedure is used when inviting you to a disciplinary hearing;
  - b. you are fully aware of the standards of performance, action and behaviour required of you;
  - c. disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner;
  - d. you will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case. On some occasions temporary suspension on full pay may be necessary in order that an uninterrupted investigation can take place. This must not be regarded as disciplinary action or a penalty of any kind;
  - e. other than for an "off the record" informal reprimand, you have the right to be accompanied by a fellow employee, who may act as a witness or speak on your behalf, at all stages of the formal disciplinary process;
  - f. you will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct; and
  - g. if you are disciplined, you will receive an explanation of the penalty imposed and you will have the right to appeal against the finding and the penalty.

### **B) DISCIPLINARY RULES**

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and gross misconduct shown in this handbook, a breach of other conditions, procedures, rules etc. within this handbook will also result in the disciplinary procedure being used to deal with such matters.

### **C) RULES COVERING UNSATISFACTORY CONDUCT AND MISCONDUCT**

(These are examples only and not an exhaustive list.)

You will be liable to disciplinary action if you are found to have allowed or acted in any of the following ways:

- a. failure to abide by the general health and safety rules and procedures including those of our clients;

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- b. smoking in breach of the Company's smoking policy and current law;
  - c. consumption or under the influence of alcohol whilst on our premises and those of our clients;
  - d. persistent absenteeism and/or lateness;
  - e. unsatisfactory standards or output of work;
  - f. rudeness towards customers, members of the public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language;
  - g. failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours;
  - h. unauthorised use of Telephones, E-mail and Internet;
  - i. failure to carry out all reasonable instructions or follow our rules and procedures;
  - j. unauthorised use or negligent damage or loss of our property;
  - k. failure to report immediately any damage to property or premises caused by you;
  - l. use of our vehicles without approval or the private use of our commercial vehicles without authorisation;
  - m. failure to report any incident whilst driving our vehicles, whether or not personal injury or vehicle damage occurs;
  - n. if your work involves driving, failure to report immediately any type of driving conviction, or any summons which may lead to your conviction;
  - o. carrying unauthorised goods or passengers in our commercial vehicles or the use of our vehicles for personal gain; and
  - p. loss of driving licence where driving on public roads forms an essential part of the duties of the post.
  - q. Loss or suspension of your SIA licence

#### **D) SERIOUS MISCONDUCT**

1. Where one of the unsatisfactory conduct or misconduct rules has been broken and if, upon investigation, it is shown to be due to your extreme carelessness or has a serious or substantial effect upon our operation or reputation, you may be issued with a final written warning in the first instance.
2. You may receive a final written warning as the first course of action, if, in an alleged gross misconduct disciplinary matter, upon investigation, there is shown to be some level of mitigation resulting in it being treated as an offence just short of dismissal.

#### **E) RULES COVERING GROSS MISCONDUCT**

(These are examples only and not an exhaustive list.)

You will be liable to summary dismissal if you are found to have acted in any of the following ways:

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- a. grossly indecent or immoral behaviour, deliberate acts of unlawful discrimination or serious acts of harassment;
  - b. dangerous behaviour, fighting or physical assault;
  - c. incapacity at work or poor performance caused by intoxicants or drugs;
  - d. possession, supply or use of illicit drugs;
  - e. deliberate falsification of any records (including time sheets, absence records and so on, in respect of yourself or any fellow employee);
  - f. undertaking private work on the premises and/or in working hours without express permission;
  - g. working in competition with us;
  - h. taking part in activities which result in adverse publicity to ourselves, or which cause us to lose faith in your integrity;
  - i. theft or unauthorised possession of money or property, whether belonging to us, another employee, or a third party;
  - j. destruction/sabotage of our property, any property on the premises;
  - k. serious breaches of health and safety rules that endanger the lives of or may cause serious injury to employees or any other person;
  - l. interference with, or misuse of, any equipment for use at work that may cause harm;
  - m. gross insubordination and/or continuing refusal to carry out legitimate instructions;
  - n. abuse of the personal harassment policy;
  - o. abuse of the protected disclosure provisions;
  - p. Loss or suspension of SIA licence

## **F) DISCIPLINARY PROCEDURE**

1. Disciplinary action taken against you will be based on the following procedure:-

<b>OFFENCE</b>	<b>FIRST OCCASION</b>	<b>SECOND OCCASION</b>	<b>THIRD OCCASION</b>	<b>FOURTH OCCASION</b>
<b>UNSATISFACTORY CONDUCT</b>	Formal verbal warning	Written warning	Final written warning	Dismissal
<b>MISCONDUCT</b>	Written warning	Final written warning	Dismissal	
<b>SERIOUS MISCONDUCT</b>	Final written warning	Dismissal		
<b>GROSS MISCONDUCT</b>	Dismissal			

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2. We retain discretion in respect of the disciplinary procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service you may not be in receipt of any warnings before dismissal but you will retain the right to a disciplinary hearing and you will have the right of appeal.
  3. If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or dismissal, and full details will be given to you.
  4. In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings are not heeded.

#### **G) DISCIPLINARY AUTHORITY**

The operation of the disciplinary procedure contained, in the previous section, is based on the following authority for the various levels of disciplinary action. However, the list does not prevent a higher or lower level of seniority, in the event of the appropriate level not being available, or suitable, progressing any action at whatever stage of the disciplinary process.

Formal verbal warning	Head of HR Department
Written warning	Head of HR Department
Final written warning	Head of HR Department
Dismissal	Head of HR Department

#### **H) PERIOD OF WARNINGS**

1. Formal verbal warning  

A formal verbal warning will normally be disregarded after a six month period.
2. Written warning  

A written warning will normally be disregarded after a six month period.
3. Final written warning  

A final written warning will normally be disregarded after a twelve month period.

#### **I) GENERAL NOTES**

1. If you are in a supervisory or managerial position then demotion to a lower status at the appropriate rate may be considered as an alternative to dismissal except in cases of gross misconduct.
  2. In exceptional circumstances, suspension from work without pay for up to five days as an alternative to dismissal (except dismissal for gross misconduct) may be considered by the person authorised to dismiss.
  3. Gross misconduct offences will result in dismissal without notice.
  4. You have the right to appeal against any disciplinary action.
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## **CAPABILITY/DISCIPLINARY APPEAL PROCEDURE**

1. You have the right to lodge an appeal in respect of any capability/disciplinary action taken against you.
2. If you wish to exercise this right you should apply either verbally or in writing to the Head of the Human Resources Department.
3. It may be necessary, because of the size of our organisation, for the appeal to be heard by the person who took the original action and it is therefore important that your appeal gives details of why the penalty imposed is either too severe, inappropriate or unfair in the circumstances.
4. If you are appealing on the grounds that you have not committed the offence, it may be necessary for the person conducting the appeal to have a complete re-hearing so that there can be a reappraisal of all matters before a decision is made to grant or refuse the appeal.
5. You may be accompanied at the appeal hearing by a fellow employee of your choice, who may act as a witness or speak on your behalf, and the result of the appeal will be made known to you in writing within five working days after the hearing. This is the final stage of the appeal process.

## **GENERAL DISMISSAL AND APPEAL PROCEDURES**

This section of the Employee Handbook does not form part of your Contract of Employment but the procedures set out below may apply, where legally required, in the specific circumstances described in your individual Statement of Main Terms of Employment.

### *Step 1: Statement of grounds for action and invitation to meeting.*

- Your alleged conduct or characteristics, or other circumstances, which lead us to contemplate dismissing or taking disciplinary action against you, will be set out in writing.
- This statement, or a copy of it, will be sent to you and you will be invited to attend a meeting to discuss the matter.

### *Step 2: Meeting.*

- The meeting will take place before action is taken, except in the case where disciplinary action consists of suspension.
- The meeting will not take place unless:
  - (a) you have been informed what the basis was for including in the statement, under Step 1, the ground or grounds in it; and
  - (b) you have had a reasonable opportunity to consider your response to that information.
- You must take all reasonable steps to attend the meeting.
- After the meeting, you will be informed of the decision and notified of the right to appeal against the decision if you are not satisfied with it.

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### *Step 3: Appeal.*

- If you wish to appeal, you must inform us.
- If you inform us of your wish to appeal, you will be invited to attend a further meeting.
- You must take all reasonable steps to attend the meeting.
- The appeal meeting need not take place before the dismissal or disciplinary action takes effect.
- After the appeal meeting you will be informed of the final decision.

### **General Requirements:**

The following requirements will be adhered to in respect of the above procedures (if applicable):

- Each step and action under the procedure will be taken without unreasonable delay.
- Timing and location of meetings will be reasonable.
- Meetings will be conducted in a manner that enables both parties to explain their cases.
- In the case of appeal meetings, which are not the first meeting, we will, so far as is reasonably practicable, be represented by a more senior manager than attended the first meeting (unless the most senior manager attended that meeting).

## **GRIEVANCE PROCEDURE**

1. It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which such a grievance can be aired and, where appropriate, resolved.
2. Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset. Whilst we will give the same consideration to any grievance that you raise verbally, provided that you make it clear that you wish it to be treated formally, you should be aware that, in most circumstances, the law requires you to provide us with written details of your grievance before taking certain types of legal action.
3. You have the right to be accompanied at any stage of the procedure by a fellow employee who may act as a witness or speak on your behalf to explain the situation more clearly.
4. If you feel aggrieved at any matter relating to your work (except personal harassment, for which there is a separate procedure following this section), you should first raise the matter with director, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.
5. If you wish to appeal you must inform your Director within five working days. You will then be invited to a further meeting, which you must take all reasonable steps to attend. As far as reasonably practicable, the company will be represented by a more senior manager than attended the first meeting (unless the most senior manager attended that meeting).
6. Following the appeal meeting you will be informed of the final decision, normally within ten working days, which will be confirmed in writing.



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## **TERMINATION OF EMPLOYMENT**

### **A) RETIREMENT**

The normal age for retirement is 65, and it is our policy for employees to retire at the end of the week in which their 65th birthday falls. In certain circumstances consideration may be given to fresh employment being offered to you after retirement. Such offers will be totally at the discretion of the Directors.

### **B) TERMINATING EMPLOYMENT WITHOUT GIVING NOTICE**

If you terminate your employment without giving or working the required period of notice, as indicated in your individual contract of employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you. This is an express written term of your contract of employment. You will also forfeit any contractual accrued holiday pay due to you over and above your statutory holiday pay, if you fail to give or work the required period of notice.

### **C) RETURN OF OUR PROPERTY (INCLUDING UNIFORMS AND ID BADGES)**

On the termination of your employment you must return all our property which is in your possession or for which you have responsibility. Failure to return such items will result in the cost of the items being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

### **D) RETURN OF VEHICLES**

On termination of your employment you must return your company vehicle to our premises. Failure to return the vehicle will result in the cost of its recovery being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

### **E) GARDEN LEAVE**

Once either side has given notice of termination of employment, we may, at any time and for any period, require you to cease performing your job and/or exclude you from entering any of our premises. During such period of garden leave, we will continue to pay your wage/salary and provide all benefits that form part of your contract of employment.