

Insight Security Services

STAFF HANDBOOK

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CONTENTS

SECTION 1--- FROM THE START

Getting started, minimum standards & code of conduct, SIA licence

SECTION 2--- PAY, HOURS OF WORK, EXPENSES & BENEFITS

General policy, Pay, Queries on pay and income tax, Deductions, Hours of work and timekeeping, flexible working, working time directive, travel assistance, hours of work, holiday pay on termination.

SECTION 3--- RECRUITMENT, PROMOTION, TRAINING & DEVELOPMENT

Recruitment policy, interview, selection and decision, medical assessment, references, Probationary period. Promotion, disability. Personnel records, training and development, induction, training.

SECTION 4 – CONTROLLING RISKS

General, right of search. Personal property, exclusion. Telephone recording, other employment. Diffusion and safety tactics, person descriptions.

SECTION 5 – ABSENCES FROM WORK

Reporting. Holidays. Sickness and absence rules. Statutory sick pay. Disability. Behaviour whilst absent. Returning to work. How we control & manage absence. Compassionate leave. Maternity leave. Time off for dependant emergencies.

SECTION 6--- HEALTH,SAFETY AND ENVIRONMENT

Health and safety. First aid. Accidents. Evacuation procedures. Manual handling. protective clothing. Drug and alcohol policy. Environmental policy. Company vehicles. Lone workers. Smoking policy.

SECTION 7--- COMMUNICATIONS & RESOLVING PROBLEMS

Communications policy. Check call inc duress calls. Clients meeting. Resolving problems. Investigations and suspensions. Disciplinary procedures and appeals. Bullying and harassment. Dealing with poor performance. Site telephone (outbound/incoming) recording and reporting.

SECTION 8 --- EQUIPMENT-SECURITY AND USE POLICY

Workstations. It regulations. Mobile phones. And equipment.

SECTION 9 --- HOW WE DO BUISNESS.

Conflict of interest. Ethical polices, and customer service. Social accountability, discrimination and religious prayers.

SECTION 10—ON LEAVING THE COMPANY

Notice period, retirement and redundancy. Restrictive covenant, custodial sentences.

OUR CULTURE

Our employees are the most valuable asset we have. If we continually develop, train, motivate, coach and empower our people their performance, commitment and job satisfaction will automatically improve. Our aim is to ensure our employees enjoy the same high standard work experience, whatever their location or contract and to develop our people to their full potential.

Insight Security Services

Insight Security Services actively supports Human Rights, Age discrimination, Sex discrimination and Race relations legislation. Our ethos is to respect and value people's differences, to help everyone achieve more at work as well as in their personal lives so that they feel proud of the part they play in business success. Our grievance procedures ensure sympathetic handling, and hopefully satisfactory resolution for all aspects of employees concerns or dissatisfaction.

We believe that all decisions about people at work should be based on the individuals abilities, skills, performance and behaviour and our business requirements.

Questions about an individual's race, colour, marital status, age, religion, sex or sexual orientation are never relevant to our business. Issues of disability should only be considered against the particular requirements of the job.

Our policy must be strictly adhered to by all our team. Discrimination, abuse or harassment will result in disciplinary action being taken including dismissal for serious cases.

THE HANDBOOK

This Handbook contains our current policies and rules and has been designed to help you understand how the Company is organised, what standards and procedures you are expected to follow and what you can expect from us in return. We hope this will help our new staff to feel part of the team more quickly and be a gentle reminder to us all of the right way to work here.

As a Company we want to provide a working environment that is both challenging and enjoyable. On occasions you may need personal assistance for a variety of reasons, please talk to your manager about any problems you may have that affect your work.

SECTION 1

GETTING STARTED

Do you have a personal staff number?

If NO please contact the HR Dept

Do you have a security pin number (used for signing ON and OFF duty)?

If NO please contact the HR Dept

Do you have adequate Insight Security Services **uniform & safety footwear**?

Minimum requirements: 2 x shirts, 1 x jumper, 2 x trouser, High Viz jacket, 1 x tie, correct safety footwear is the responsibility of the individual (black)

If NO please contact the HR Dept

Have you provided a **P45**?

If NO please contact the Payroll Dept

Have you changed any standing orders or direct debits to the 20th of the month?

If NO please contact your bank

Do you have an **SIA licence** to display or **LDN** (License Dispensation Notice)?

If NO please contact the HR Dept

Do you hold a Insight Security Services (identification) card?

If NO please contact the HR Dept

Have you received Company / Site Induction? Have you returned your training form

If NO please contact the HR Dept

Can you successfully book **ON & OFF duty** with your security pin number?

If NO please contact your Line Manager

Have you read all the contents of this **handbook**?

If NO get reading!

MINIMUM STANDARDS & CODE OF CONDUCT

In conjunction with these minimum standards you must also fully familiarise yourself with the disciplinary procedure and those offences that constitute misconduct.

ATTENDANCE: You are required to always attend shift on time .

INSTRUCTION: You will comply with Site instructions (SI's) and reasonable instructions provided by authorised staff

WORK COLLEAGUES: You will treat everyone equally and with respect

REPORTING: All emergencies, incidents and complaints will be submitted to the National Control Centre and accurate logs will be kept.

CUSTOMERS: You are expected to know, understand and respect your customer

COMMUNICATION: Where suitable communication is made available safety calls will be complied with and the Call Manager system used.

DRESS CODE We need to present a professional image and ask our staff to present a clean and business like appearance at all times. Uniform must be maintained and kept clean. In hot weather, whilst we understand the need to be cool we would ask that generally acceptable standards of modesty be preserved at all times.

SIA LICENCE

It is a legal requirement in order to work as a Security Guard to hold a current SIA Licence to enable you to perform your duties lawfully as required by the Private Security Industry Act 2001. As such, the following form part of the conditions upon which you will be employed by the Company:

- It is your duty to ensure that you have an SIA Licence before commencing employment and during your employment with the Company;
- If your licence expires and you have failed to renew it then you will not lawfully be allowed to work as a security officer and your employment may be terminated;
- The Company can facilitate any new or renewal licence application on your behalf. This will be done in agreement with yourself and on the condition that you meet all administration costs in making such an application. Such costs will be taken from salary – please see s.2 “Deductions”;
- If you leave the Company before your licence is paid for then the amount owing to the Company will be taken from any final salary payment;
- If you are waiting for your licence following an application being made then the Company as holders of Approved Contractor Status are able to issue a licence dispensation notice (“LDN”) which entitles you to work for at least a 10 week period as long as your licence is being processed by the Security Industries Authority;
- If your licence application is refused for any reason but not through the fault of the Company then the full amount for your licence will become due as no refunds will be given for refusal to provide a licence by the SIA;
- You are required by law to display your current licence whilst working for the Company or your LDN if you have been issued one. This is in addition to your Company ID Card;

The SIA can enter your place of work at any time and ask for your licence whilst you are working. It is a criminal offence not to have a licence or fail to have your licence with you;

The Company expects you to be in possession of your licence at all times whilst working. Should you not have your licence with you whilst working then you will be subject to the Company Disciplinary Procedure;

Should you require any further information in relation to the SIA licensing procedures then please contact the HR Department at Head Office.

SECTION 2

GENERAL POLICY

We aim to maintain remuneration at all levels which:

- enables us to recruit and retain quality employees who will perform their roles effectively;
- motivate employees to achieve the objectives set by their Line Managers so that the goals are met;
- Provide progression for employees, assuming greater responsibility and duties that are more demanding.

Please note that an individual's salary is confidential and should not be discussed with anyone other than your Line Manager.

PAY

Your Salary will be paid monthly in arrears by BACS payment on or around the last Friday of each calendar month.

You will be asked to supply your bank/building society account details when you start work with us. If these details change you should let us know as soon as possible so your payments go through smoothly.

Any queries regarding pay should be discussed first with your Line Manager.

DEDUCTIONS

All deductions required by law or any other deductions including but not limited to those stipulated below will be made from your next salary payment and shown on your pay slip. In circumstances that would cause hardship, arrangements may be made for the overpayment to be recouped over a longer period. You must request this before the recoupment is made otherwise it will be taken from your next salary payment:-

- Overpayment of wages.
- Sums representing holiday taken in excess of entitlement.
- where you leave without giving the required notice period the value of your pay for that notice period may be deducted.
- Overpayment of expenses.

- Motoring fines incurred by you for a Company vehicle.
- Payment of wages representing the time period of any lateness.
- Where the Company has sustained loss in relation to monies of the Company caused through your negligence, recklessness, dishonesty or through breach of the Company rules the Company requires the employee to repay any proven loss.
- the cost of replacement for lost Company equipment and property which were your responsibility.
- Where you leave the Company the full/or part cost of any training given.
- Unauthorised telephone use
- Should you fail to comply with absence procedures (without reasonable cause) & the company incurs genuine, reasonable & justifiable costs directly arising from the failure e.g. Client Credit Issued / Loss of Company Income, these costs may be directly charged to yourself.
- Staff failing to use Call Manager to sign On and Off duty or to make scheduled safety calls could be subject to a charge for each call made by control staff.
- The Company will deduct any necessary NI contributions, income tax and any other deductions required by law.
- NEW STARTER LOANS: To deduct any amount issued in full or in line with any prior agreement
- The Company reserves the right to charge for any "Travel Service" provided. A deduction in line with current taxi rates may be made. Your request to be taken to work by Company staff will constitute your acknowledgement that you may be charged for the journey.
- UNIFORM: A deduction will be made from your final pay if your employment is terminated for whatever reason by either party within 3 months of service to assist the cover of the cost of uniform. You will be informed of the deduction beforehand.
- In the event of the loss of your Company ID card, a replacement charge may be levied.
- In the event of your ID not being returned on the termination date a charge may be made
- certain deductions are limited by National Minimum Wage constraints

HOURS OF WORK AND TIME KEEPING

It is your responsibility to attend work punctually. This means that you should be ready to commence work at the start of your start time, not arrive then. You may not leave work before your normal finishing time without the permission of your immediate Line Manager.

FLEXIBLE WORKING

We will consider requests from eligible employees for flexible working patterns.
Eligible employees can request:

- A change in hours; and /or
- A change to the times when they are required to work; and/or
- To work from home for part of the time.

To be eligible an employee must:

- have been employed continuously by us for 26 weeks;
- be the Mother, Father, adopter, guardian or foster parent or be married to such a person and have a child under 16 or under 18, in the case of a disabled child;
- Make the application before the day of the child's 16th or 18th birthday.
- Have or expect to have responsibility for the child's upbringing.
- be making the application to enable them to care of the child.

The eligibility is now extended to include care for an adult.

To be eligible the employee must

- have been continuously employed by us for 26 weeks;
- is or expects to be caring for a person aged 18 or over who is either:
 - married to or the partner or civil partner of the employee; or a close relative of the employee the "close relative" definition includes parents, parent-in-law, adult child, adopted adult child, siblings (including those who are in-laws), uncles, aunts or grandparents and step-relatives or
 - living at the same address of the employee.

To make an application the employee must submit a written request setting out the working pattern you want and how it could work. An accepted application will mean a permanent change to the contract of employment. The Line Manager will hold a meeting with the employee within 4 weeks to discuss the request. The employee is entitled to be accompanied at the meeting by a work colleague. At this meeting a practical business assessment of how the proposed arrangement can work will be undertaken. After the meeting the Line Manager must write to the employee within two weeks either:

- accepting the request, setting out any action on which agreement is dependent and establishing a start date; or
- rejecting the request and explaining the business reasons surrounding this and setting out the appeals procedures.

If the request is refused the employee has two weeks to appeal in writing against the decision setting out the reasons for the appeal. An appeal hearing must be held and you have the right to be accompanied and a decision should be given within two weeks of the hearing setting out the answers to the points raised.

WAGE TRANSFER POLICY

Staff transferring onto a monthly pay system will be provided with every assistance to minimise any problems encountered.

Assistance payments will be offered provided of course hours have been worked but be aware that any advance payments will be deducted in full from the next month's pay.

There is no limitation to the amount of assistance payments you can receive, PROVIDED you have enough hours to cover the amount requested. It would be better to keep the payments to a minimum, asking for just what you can manage on, so that there would not be too much to deduct from the monthly pay OR you could request some holiday pay if you have holidays available.

After the first month, if you are still facing financial problems, further assistance payments will still be available for a further two months.

WORKING TIME DIRECTIVE

Introduction

The Company wishes to provide the right life/work balance and discourage the working of excessive hours. Control of working hours is an essential part of promoting health at work.

Definition

The Working Time Regulations 1998 came into force on 1 October 1998 and the regulations apply to all workers in Great Britain.

A worker is someone who is paid to work for an employer.

Working time is defined as when someone is 'working, at our disposal and carrying out his / her activity or duties'.

Working time does not include travelling between home and work, lunch breaks,

The main provisions of the Working Time Directive are as follows:

- Employees should not be required to work more than a maximum of 48 hours per week (including overtime) averaged over a 17 week period
- Employees should not be required to work more than a maximum of an average of eight hours' night work per 24 hour period
- Employees should have a minimum daily rest period of 11 consecutive hours
- Employees should have a rest break where the working day is longer than 6 hours
- Employees should have a minimum rest period of one day per week
- Paid holidays accrue from start of employment

Record Keeping

Employers are required to keep records of the hours worked by all employees who fall within the remit of the Regulations to ensure that excessive hours are not being worked. The Health and Safety Executive has the power to enforce these provisions and to check that adequate records are being kept.

Monitoring And Administration

Whilst the Company wishes to discourage excessive working hours, it accepts that individual employees have the right to waive their rights to the 48 hour limit provided they sign a formal document (supplied by the Company HR dept).

The opt out agreement must specify a period of time that it relates to or, it may be for an indefinite period

If an employee elects to opt out of the 48 hour ruling, hours of work must still be recorded for all employees.

The Company cannot and will not force a worker to sign an opt-out agreement and workers cannot be subjected to detriment or be fairly dismissed for refusing to sign an opt-out.

Our internal IT roster system will automatically notify our National Support Centre when you reach your maximum work hours.

Annual Leave

Will be provided by the Company in line with or exceeding the minimum mandatory prevailing legislation. Please refer to your Contract of Employment that will set out your annual leave entitlement.

Breaks

The provisions in respect of rest breaks, daily rest, weekly rest and length of night work do not apply to all groups, including employees engaged in security and surveillance activities which require a permanent round the clock presence.

If you would like to discuss any related issue in more detail please contact our HR Dept

TRAVEL ASSISTANCE

The company encourages staff to attend employment via their own transport means. Travel assistance (whether by way of transport or a contribution towards travel expenses) may be provided in certain cases but only at the discretion of Senior Company Management. Unless there are exceptional circumstances, travel assistance will not be provided.

GUARDS HOURS OF WORK

The Company does not guarantee a minimum number of working hours per week. In situations where no work is available you will not receive payment. There are no set hours of working (unless agreed at time of engagement).

The company has the right to vary these hours in accordance with business requirements (subject to the maximum of 48 hours per week unless you have submitted a written preference to opt out of this legislation).

Rest: The security industry has been excluded from Working Time Regulations 1998 rest breaks (other than the health assessment).

Leaving Site: You are not authorised to leave site (for any reason) without firstly notifying your immediate line manager and receiving clearance.

Mobility: The Company encourages mobility between sites to provide staff with the opportunity to change their working environment, acquire new skills and work towards promotion. You may be required to work at various assignments or locations as required by the Company in accordance with the nature of your employment

TIME OFF

All time off requests must be approved by Site Supervisors & the HQ Payroll Dept. Requests are only deemed official if received in writing. No form = No guarantee!

The Operational Director must be informed of all the below :-

INCIDENTS

DETERS (retail)

ARRESTS.

BANNING ORDERS (retail)

ACTIVATIONS

Your site log book must hold full details of the incident, deter, arrest, banning order or activation.

HOLIDAY PAY ON TERMINATION

On termination of employment, employees shall be entitled to receive a payment representing holiday accrued but as yet untaken. If you have taken more than your holiday entitlement when you leave a sum representing the amount of additional holiday will be deducted from your final salary

SECTION 3

RECRUITMENT POLICY

The Company will treat all applicants for employment in the same way, regardless of sex, sexual orientation, marital status, ethnic origin, nationality, religion/belief, disability, age or any race.

All employees will be recruited on a fair and non-discriminatory basis.

The recruitment process will aim to select the most suitable person for the job and no assumptions or prejudgements will be made by those recruiting. Word of Mouth recruitment i.e. do you know someone who wants a job is not encouraged as this does not give the company access to the largest pool of available talent.

We will advertise using the widest available media, newspapers, job centres, careers office and other appropriate methods.

Nothing in the format of our advertisements will limit the applicants in a discriminatory fashion.

The Company expects all applicants to attend at their own cost; however reimbursement of reasonable travelling expenses is at the discretion of Senior Company Management.

In certain situations the Company may engage in 'Positive Action' activities, and train under represented groups to provide them with the skills to improve their chances of employment.

No candidate will be appointed without first having been interviewed by the person with authority to select.

INTERVIEW

The purpose of the interview is to:- Introduce the Company and philosophy, confirm vacancy details and terms and conditions, assess the attitude, experience, skills, suitability, licensing status and willingness to undergo any further necessary training, identify strengths and weaknesses not apparent from the application form and probe any inconsistencies.

SELECTION AND DECISION

We will select based on the requirements of the role and the skills and ability demonstrate during the interview or testing process. The candidate will be notified of the interview outcome as soon as practically possible

MEDICAL ASSESSMENT

If we have concern for an employee's or applicant's health we may require a medical examination, by a Doctor or Occupational Health Professional appointed by the Company, be undertaken.

We will advise the applicant or employee on the medical advice received and will consider what, if any, appropriate action is to be taken. No applicant or employee with a disability will be unlawfully discriminated against.

REFERENCES

As detailed in your contract, your employment with Insight Security Services is subject to the receipt of two satisfactory references. In the event that we receive unsatisfactory references, we may end your employment or withdraw an offer of employment.

PROBATIONARY PERIOD

Starting a new job can be challenging and your employment is subject to the satisfactory completion of a probationary period, which is normally 6 months. This is the time for you to learn about your job and also for us to review your progress. During this period either you or the Company may terminate the employment by giving one week written notice. The probationary period may be extended for up to a further 13 weeks if we consider it appropriate to do so.

Upon the successful completion of the probationary period you will continue on the terms and conditions received at the commencement of employment and contained in your Employment Contract.

PROMOTION

Promotion may arise from the recognition that an individual has reached a point of being able to take on additional responsibilities or from vacancies resulting from the departure of another employee. The assessment of an individual's potential for promotion involves consideration of many aspects of both current performance and future capabilities. Length of service on its own does not lead to promotion; the only consideration is the person's ability to fulfil the role in question.

DISABILITY

The requirements of candidates and employees who have a disability (as defined under the relevant legislation) will be reviewed to ensure that wherever possible reasonable adjustments are made to enable them to enter, or remain in the Company's employment. Our aim will always be to focus on the 'ability' of the individual.

The interview and selection process will be undertaken in a fair and consistent manner and the candidate who meets the specification in terms of knowledge skills and attitude will be offered the position. For internal candidates the normal notice period will apply.

PERSONAL RECORDS

You have a personnel file which contains all the relevant information about your employment including records from appraisals, individual meetings and training and development undertaken.

Data relating to staff is not to be revealed, verbally or in writing to anyone who does not have rights to such data.

INDUCTION

Insight Security Services believes that its most valuable resource is its employees. The continued success of the organisation depends upon having highly motivated people with proper skills in the right job at the right time. We recognise the need to offer all employees a clear path of progression within the business. Therefore, job Descriptions and personal objectives will be reviewed on a regular basis.

TRAINING

Ongoing

Once your induction training has been finished and you have settled in to your new role you will be given opportunities to learn and develop existing and new skills.

External

It is recognised that some training needs cannot be address in a timely or effective way through any of the methods detailed above. In these cases training delivered by external providers may be the only choice. Advice on the most suitable training solution to address and identified need and recommended training will be sought by your line manager

SECTION 4 – CONTROLLING RISKS

GENERAL

It is everyone's responsibility to prevent the theft or damage of goods, company property or resources from the business.

The security rules are designed to minimise the risks of loss and your fullest co-operation in implementing, maintaining and improving our procedures is required. These rules and procedures are also designed to protect you. Failure to follow the security rules could lead to disciplinary action being taken.

Insight Security Services and our clients may use a variety of security and surveillance techniques for the protection and management of the business and its employees, including monitoring communication, CCTV cameras and search.

Any suggestions for improvements in the security procedures are always welcome – these should be taken up with your manager in the first instance.

RIGHT OF SEARCH

In the interests of security we reserve the right of search. Searches of employees, their bags, other possessions and vehicles may take place from time to time. You may if you wish be accompanied by a colleague during the search. If you refuse to allow your self or possessions to be searched this may be treated as gross misconduct.

PERSONAL PROPERTY

Please do not bring valuables or large sums of money to work with you as we cannot accept responsibility for your money, clothing or other property on our premises.

EXCLUSION

The company has the right to remove / exclude your services from any contract. Reasons may be provided following a written request.

TELEPHONE RECORDINGS

Telephone calls to our offices may be recorded for staff protection and training purposes

OTHER EMPLOYMENT

It is expected that you will devote your whole time and attention to this company during your working time.

Therefore you must not take up other employment or work outside working hours without first asking your manager and obtaining his or her written permission.

Permission will not be unreasonably refused, but, if we are not happy about the other employment or business activity we may ask you to choose between working for the company and continuing with your other activities.

Some examples of when permission would normally be refused are where the outside work damages or interferes with your own capacity, capability or credibility in doing your work, or affect your performance of your duties or exposes you to a conflict of interest or where there could be damage to the company's interests or reputation.

You must not: set up in business (either alone or with others) which competes with any aspect of our business, or do any work of any nature in any capacity for any of our competitors

SAFETY TACTICS AND DIFFUSION

Don't

- Ridicule
- Threaten
- Raise your voice
- Run across any roads
- Chase around blind corners or run into areas you cannot see into
- Place yourself or others in any unnecessary danger
- Pursue outside the site boundaries.

PERSONS DESCRIPTION

The 8 Majors

When having to record a description of an individual please try to note the following: -

- Age
- Height
- Weight
- Build
- Sex
- Origin
- Distinguishing Marks
- Clothing.

SECTION 5

REPORTING ABSCENCES

All unauthorised absence must be reported to your Manager a minimum of 2 hours before start of duty. Contact should be made directly by you and only in exceptional circumstances should partners, parents or friends ring on your behalf. It is not acceptable to leave messages with colleagues.

You will be asked to give the reason for your absence and an indication of when you may return and details of any outstanding work that needs to be attended to in your absence.

If your absence continues for more than 1 day you must keep us informed.

If the absence is due to sickness and continues for 7 days or less (Saturday and Sunday included) you must complete a self-certification form and give it to your manager.

If absence continues for more than 7 days (Saturday and Sunday included) a medical certificate signed by your doctor must be sent immediately to the Manager and thereafter at weekly intervals for as long as the absence continues.

During all periods of absence the employee's manager will maintain contact with the employee.

HOLIDAYS

All employees are entitled to statutory annual leave provision. However your contract of employment may indicate an enhanced entitlement, in this case your contract will prevail.

To book a holiday you must gain approval in advance from your line manager. For a two-week holiday at least one months notice must be provided. Holiday must be timed to minimise disruption to work schedules and your manager may refuse to authorise your request if it causes severe disruption to work schedules or if other staff are absent or for any other substantial reason.

This is why no bookings should be made before approval is received. Your manager will explain any refusal.

The Company expect employees to take all their holiday entitlement within the year it is accrued. Any holiday not taken during this time will be lost. The Company reserve the right to force annual during notice periods or periods in which work demand has been reduced.

SICKNESS AND ABSENCE RULES

As a Company we need to measure and record sickness absence. This is why we record and keep all records relating to absence. As an employee you need to know that you work for someone who cares about your health and welfare.

STATUTORY SICK PAY

SSP will be paid in accordance with legislation in force at the time of absence. SSP is currently paid after three days absence and for a maximum of 28 weeks. The Company may at any time require you to have a medical examination at the Company's expense.

DISABILITY

Where any employee has a condition that would be classified as a disability they have a duty to inform the Company. Any information will be treated in the strictest confidence but will allow the Company to support and make any reasonable adjustments necessary.

BEHAVIOUR WHILST ABSENT

Employees are expected to attend work unless sickness or injury prevents them performing their duties.

Whilst an employee is absent they must adhere to the policy and do nothing to aggravate or delay recovery such as working for another employer or taking part in inappropriate social or sporting activities.

Should any employee wish to take holiday whilst absent this must be approved by their G.P.

RETURN TO WORK

On occasions you may feel ready to return to work but if you are taking any form of medication that could affect your ability to carry out your normal duties you must inform your Line Manager. To ensure the Company does all it can to understand the causes of absence a return to work interview may be held.

THE CONTROL AND MANAGEMENT OF ABSENCE

Whilst the Company will endeavour to support employees throughout periods of prolonged sickness, a heavy burden is thrown onto colleagues and the Company is unable to plan work effectively. Therefore in times of prolonged sickness or persistent short term absences it may become necessary to consider termination of your

employment so that a replacement may be recruited.

The Company will generally regard prolonged sickness as 20 continuous days in any 12-month period but reserves the right to consider terminating the employment for a shorter period depending on the circumstances.

Therefore, if you are absent from work due to ill health or an accident for a period of 20 days in a rolling 12 month period, after seeking Medical Advice your employment may be terminated by the Company.

Persistent short term absences can trigger warnings which could eventually lead to your dismissal. These trigger points are based on both frequency and duration.

4 individual absences or up to 10 days absence within a 12 month period can trigger a First Written Warning.

A further 2 absences or a further 5 days absences within the same 12 month period could lead to a Second Written Warning.

A further 2 absences or a further 5 days within the same 12 month period could lead to a final written warning.

Any additional absence within the same 12 month period could lead to your dismissal.

MEDICAL AND DENTAL APPOINTMENTS

Appointments should be made where possible outside working hours. Where this is not possible they should be made at the start or end of the day. You must inform your line manager of any such appointments in advance and at the manager's discretion you may be asked to make the time up.

COMPASSIONATE LEAVE

An appropriate period of paid leave will be granted at the discretion of management, in cases of bereavement involving immediate family. Apart from this, days off for attending funerals, religious services etc will be treated as being part of holiday entitlement unless otherwise agreed.

JURY SERVICE

If you are called to Jury service, you should inform your manager immediately. The court will send you a loss of earnings form which you should complete and return to the court with a copy to your manager.

You will be paid in full whilst carrying out your jury service but the loss of earnings payment made by the court to you will be deducted from your salary.

TIME OFF FOR DEPENDENT EMERGENCIES

We recognise the right of all employees to reasonable amounts of unpaid leave to deal with incidents involving a dependent. This is defined as any person who reasonably relies on you to make provision of care. The type of situations when this leave may be taken would be when a dependant:

- Is ill, injured gives birth or is assaulted;
- When care arrangements unexpectedly break down;
- When a dependent dies; or
- To deal with an unexpected incident involving a child at school.

Employees wishing to take leave to deal with any of the above must telephone their line manager personally prior to the start of their working day giving the reason for the absence and the expected duration of the absence.

MATERNITY/PATERNITY/ADOPTION AND PARENTAL LEAVE

Insight Security Services recognises the rights of employees in the following situations and will meet all statutory obligations that are current at the relevant time.

Maternity

We ask that employees who are pregnant to speak to us as early as possible so that we can discuss any particular health and safety risks which may affect you or the baby. By the 15th week before the baby is due you must tell us (if you haven't already) when you wish to start your Maternity Leave. This can be any time from 11 weeks before the baby is due. We will then write to you to confirm all the details and state the date we will be expecting you to return to work. You can change your mind about the date but you must give us 28 days notice of the change. You are entitled to 52 weeks Maternity Leave. The first two weeks after the birth are compulsory. If you decide not to return to work you are required by law to give the correct notice if you are resigning but giving longer is helpful. You are still entitled to Statutory Maternity Pay or Maternity Allowance even if you are not returning to work.

Paternity

Paternity leave of up to 2 weeks on the birth or adoption of a child is allowed for employees with 26 weeks service.

Paternity applications must be submitted to the Company at least 15 weeks before the baby is due. A maximum 2 weeks leave can be taken within a 12 month period. This will be paid at the same rate as Standard Maternity Pay.

Adoptive Leave

For employees with 26 weeks continuous service who adopt a child you will be entitled to the same leave and pay as Maternity.

Parental Leave

Employees with a minimum of one year's service may take unpaid parental leave to look after a child or make arrangements for the good of a child, under the age of 5 or under 18 if disabled. A maximum of 13 weeks per child may be taken in total.

For further details regarding maternity leave including:-

- Notification to take maternity leave;
- Notification of return to work;
- Holidays and maternity leave;
- Statutory maternity pay;
- Pension contributions during maternity leave;
- Keeping in touch days.

Please contact the HR Department who will provide you with a full and detailed policy explaining on all of the above points.

FALSIFYING CLAIMS

In the event of an employee taking time off fraudulently under any of the above sickness and absence policies, we will investigate and disciplinary action may be taken.

CHAPTER 6

HEALTH AND SAFETY

Both Insight Security Services and individual employees have a legal obligation to ensure, so far as is reasonable practicable, everyone's health, safety and welfare at work. The Company has a duty of care towards its employees; however it is necessary that, as with any successful community, each individual takes a share of responsibility towards the group as a whole. The Health and Safety Policy outlines our commitment towards this.

Our Responsibilities:

Insight Security Services will take all reasonable steps within its power to:

- Comply with the requirements of the Health & Safety at Work Act (1974), associated regulations and any other relevant health and safety legislation.
- Maintain safe access to a healthy and risk free work place.
- Ensure plant and machinery are safe and that safe systems of work are set and followed.
- Ensure that articles and substances are moved, stored and used safely.
- Provide adequate welfare facilities.
- Provide sufficient information, instruction, training and supervision to enable employees to avoid hazards and to contribute positively to the health and safety of everyone while at work.
- Comply fully with the requirement for elected safety representatives and training to fulfil their functions.

Details of elected safety representatives will be displayed on notice boards.

Your Responsibilities

As an employee you are required to help us to maintain standards by:

- Taking reasonable care of you own health and safety and that of other who may be affected by what you do or do not do.
- Correctly using any protective equipment, clothing and footwear that is provided in accordance with training and instruction.
- Co-operating with us on health and safety and observe health and safety policies.
- Not interfering with or misusing anything provided for your health, safety or welfare.

Please be aware that any breach of Health and Safety Policies may lead to disciplinary action being taken. Please point out to your manager anything that could be considered as a danger to yourself or colleagues e.g. loose wires, carelessly abandoned boxes, blocked exits and take action to make and keep areas safe where necessary. You should also ensure that you are aware of all fire exits and the actions that should be taken in the event of an emergency evacuation. You must also report any near misses.

ACCIDENTS

All accidents, no matter how minor, must be reported immediately to a manager and logged in the accident book. These records are reviewed regularly to prevent similar accidents happening in the future.

EVACUATION PROCEDURES

When you commence employment you will be given full information on the emergency procedures applicable at your work place. It is your responsibility to read the fire and safety instructions posted around the office. It is important that you know the location of fire extinguishers and emergency exits appropriate to your department and other areas you use. You must never obstruct a fire exit - you could be held personally responsible.

If the alarms sound you should leave the building as quickly as possible. Should you discover a fire raise the alarm and if possible close the doors and windows around the fire and keep other employees clear of the area.

Do not attempt to collect personal belongings and go straight to the area for registration. Do not run or panic and do not re-enter the building until you are told it is safe to do so. Each department has a fire warden who is responsible for ensuring that everyone has left the building.

MANUAL HANDLING

Many injuries that happen at work are caused by failure to move or handle objects safely. You can protect yourself and minimise the risks by following these guidelines:

- Assess how heavy or awkward the item is and if appropriate ask for help.
- Plan how to hold the object and get a good grip (wear gloves if necessary).
- Stand close to the object with your feet apart and spread your weight evenly, bend your knees and lift with your legs keeping your back in a natural line.
- Lift smoothly and keep the load close to your body. Avoid twisting your body.
- When carrying an object keep your arms tucked in and make sure you can see where you are going.
- If equipment is provided make sure you use it correctly.

PROTECTIVE CLOTHING

If you are provided with protective clothing for your work, it is a condition of your employment that you must wear these items when you are working.

DRUG AND ALCOHOL POLICY

It is the responsibility of the Company to ensure so far as is reasonably practicable the health, safety and well being of all employees. Employees who are under the influence of drugs and or alcohol whilst at work may adversely influence their own safety and that of their colleagues.

The aim of the policy is to establish clear and comprehensive rules, which will apply to all employees. We aim to provide a supportive environment to those with a drug or alcohol related problem, which are committed to changing their behaviour.

Alcohol covers all alcoholic beverages. Drugs include all Class A, B and C substances, drugs that are only legally available on prescription and solvents which are misused.

The taking of alcohol and drugs is strictly prohibited before working hours where appropriate functioning at work would be adversely affected and at all times during working hours. For the avoidance of doubt, working hours include meal and other breaks. Employees must never drive if they have been drinking alcohol in excess of the legal limit or have taken drugs (illegal or prescribed) which affect concentration, induce drowsiness, or otherwise affect a person's ability to drive safely.

An employee who has a drug or alcohol related problem may approach Management in confidence, within the provisions of the law and receive help and support. Any absence during a rehabilitation period will be treated as normal sickness. Any employee who is found to be under the influence of drugs and or alcohol during working hours will be suspended on full pay pending a disciplinary hearing which may result in the employee's dismissal for gross misconduct. Any employee found to be in possession of, or dealing in illegal substances will be suspended on full pay pending a disciplinary hearing, which may result in the employee's dismissal for Gross Misconduct. In all instances of this kind, the employee will be reported immediately to the Police.

Some forms of ill health affect a person's ability to drive safely either for a temporary or longer term period even though they may be able to perform their work duties. In these instances the Company will assist to accommodate the problem

ENVIROMENTAL POLICY

It is our aim that our activities shall not impart harm or damage to the environment by way or using materials or energy that may have been produced in a wasteful manner. Neither shall Kingdom Security Limited dispose of waste materials in a manner that would cause harm to the environment.

To this end, the Company's actions in observing the policy will ensure that it:

- Is relevant to its activities, products and services, and their environmental effects.
- Is understood, implemented and maintained at all levels in the organisation.
- Ensures a commitment to continual improvement of environmental performance.
- Provides for the setting and publication of environmental objectives.

Insight Security Services is very concerned about the environment and the continuing global abuse, which it receives. Therefore, the Company will do all within its power to maximise control over the projects with which it is involved.

COMPANY VEHICLES

All drivers must:

- Drive within the law and comply with all Road Traffic Acts.
- Hold a full driving licence covering the category of vehicle they are driving.
- Provide a copy of their licence annually to the Personnel Administrator.
- Notify the Company immediately of any changes to their licence.
- Must always check the vehicle for oil, water, tyre tread and pressure, scratches etc. and report any problems immediately.
- Ensure the vehicle is kept in a clean and tidy manner.
- Always take care to park the vehicle in a safe place.
- Ensure the vehicle is locked and items that can be removed overnight stored in a safe place.
- Never allow anyone to smoke in the vehicle.

Drivers must not under any circumstances:

- Drive a vehicle that does not meet the legal requirements.
- Use a car for the carriage of goods or passengers for hire or reward.
- Drive when over-tired or feeling unwell where the level of concentration may be affected adversely.
- Drive when over the legally permitted level of alcohol or under the influence of drugs.
- Use a mobile phone when driving. When driving a car that does not have a 'hands free kit' the phone must be switched off. Where a 'hands free kit' is available, this should only be used to take calls when safe to do so on the basis of returning calls after safely parking the vehicle.
- Carry any unauthorised passengers

Road Traffic Accidents

Any driver involved in an accident in a Company vehicle must stop at once and give to any person having reasonable grounds for requesting it:

- The employee's name and address.
- The Company name and address.
- The vehicle registration number.
- The name and address of the Insurance Company. The details are available from the HR Dept.

If any person is injured in the accident then the Police must be informed. The employee must:

- Make no admission of liability to any person however in the wrong the employee may be.
- Obtain the name and address of any other driver / drivers involved and details of their vehicles.
- Obtain name and addresses of any witnesses.
- Report the accident as soon as possible to their line manager.
- Complete a full accident report within 48 hours and give to their line manager.

Maintenance

Company cars should be kept clean and well maintained and must be roadworthy at all times. It is your responsibility to ensure that the car is regularly serviced.

Insurance

Company Cars will be taxed and insured by the Company for use in the UK only. For insurance purposes, you will be asked to supply a copy of your driving licence to your Line Manager when you take receipt of your Company car. If your partner wishes to drive the car you must get authorisation from your Line Manager and supply a copy of their driving licence before they are insured to drive the car.

Driving Licence

You must keep the Company informed about any changes to your licence. If you lose your licence, a Company car may be reclaimed, or allowance stopped and where driving is considered essential for your job role you may be called to a disciplinary hearing which may result in your dismissal.

LONE WORKING

Definition

Staff who work by themselves without close or direct supervision.

Objective

To minimise risk as far as reasonably practical. Where elimination is not possible we aim to reduce risks associated with lone working.

Statement

This policy reflects the contents of our main H&S policy and the responsibilities held by members of staff as far as is reasonably practical, Insight Security Services will implement measures to minimise risks as far as reasonably practical and where elimination is not possible, reduce risks associated with lone working.

Application

Application of this policy will be achieved through:-

- Identifying risk
- Provide adequate controls after identifying risk and implement suitable measures i.e.

- Training and instruction
- Supervision of staff
- Protective equipment
- Suitable staff
- Suitable emergency equipment and emergency arrangements
- Suitable access to communication
- Occupational Health fitness assessments for workers
- Safety calls to a manned control centre
- Continual auditing of safety calls

SMOKING POLICY

Insight Security Services has a duty to protect all our employees, customers and visitors from exposure to second hand smoke and to assist compliance with the Health Act 2006.

It is our policy that our workplace is smoke free, and all employees have a right to Work in a smoke free environment. Smoking is prohibited in all enclosed and Substantially enclosed premises in the workplace. This includes company vehicles. This policy applies to all employees, contractors, customers or business partners and visitors.

Those employees who wish to smoke during their breaks must do so in the designated area ensuring that all cigarettes are extinguished and the area left tidy.

All staff are obliged to adhere to and support the implementation of the policy.

Appropriate

'no-smoking' signs will be clearly displayed at the entrances to and within the premises, and in all smoke free vehicles. Disciplinary action will be taken if a member of staff does not comply with this policy.

Those who do not comply with the smoke free law may also be liable to a fixed penalty fine and possible criminal prosecution.

SECTION 7

COMMUNICATIONS POLICY

Insight Security Services is committed to developing effective communications with its employees. Obtaining staff views and feedback is central to our communication strategy and we welcome constructive ideas and suggestions from our teams as to how we make a better Company and a better place to work.

All correspondence received will be responded to in a clear, concise and timely manner. Our aim is that all correspondence from date of receipt will receive a response within 2 business days; more complicated issues will receive an acknowledgement within the response time and continuous updates on the progress of the case until a resolution can be achieved

All communication should meet the following standards:

- Clear** – easy to understand
- Consistent** – dependable, constant
- Relevant** – appropriate to audience
- Timely** – at the right time
- Honest** – believable, trustworthy
- Open** – good and bad news

The purpose of communication is to inform and motivate staff so that they can support and play an active role in achieving the organisations objectives.

Communication is a fundamental task in all our daily working life and personal development. It also plays a role in people management and leadership.

What should you do?

Understand your communication responsibilities to your colleagues, your manager and your organisation.

- Know where and how to access the information you need to perform your role.
- Participate fully and actively in all internal communications.
- Seek clarification on any communication that is not understood.
- Gather information which will make you more knowledgeable about your own area of expertise.
- Respect information that is confidential.

Check calls

Logging on and off duty and making designated safety calls is paramount for safety and correct payment reasons.

Calls can be made from your designated site only

Calls must be made at the designated times, these can be confirmed/found via

- Site instructions
- Duty controller

Your timekeeping and safety calls are closely monitored. Failure to comply with designated times may result in disciplinary sanctions.
On Multi-Manned sites ALL staff MUST book on and off duty INDIVIDUALLY.

Duress Call

In order to alert Insight Security Services Control of an 'UNDER DURESS' situation without endangering yourself you must do the following:-

Request that you make regular automated check call to the Control Centre and inform the person(s) that if you fail to make it the Police will automatically be directed to the site by the Control Centre.

The keypad # can be used at any point during PIN entry to alert the Controller to a duress situation. Emergency calls can be recorded at any time i.e. it is not necessary for them to be made within the permitted call margin for the shift. A successful call will receive an appropriate acknowledgement

CLIENT MEETING

You must not attend any client meeting without National Support Centre clearance
Communication (written)

No written communications must be issued to the client without being cleared by HQ
Complaints (Client)

All client complaints must be immediately referred to your Account Manager or HQ
Confidentiality

You must not divulge confidential or private information heard or directly received
All information you obtain whilst working for your employer and which relates to their business (or their customers' business) their staff or their operations (of whatsoever kind) shall and *must remain confidential both during employment and after your employment ending.*

You are not permitted to write, broadcast, publish or make any statement to the media or any other outside body concerning any incident the Company or its customers or provide any information to any third party for such purposes which may occur during the course of your duties, during your employment or anytime thereafter.

RESOLVING PROBLEMS

We believe that clear, open and fair procedures for the resolution of problems are necessary both for the success of Insight Security Services and for the fair treatment of all our team.

Any grievance or complaint can be discussed informally, or through the formal grievance procedure. Often raising issues promptly at the time in a sensible way helps to solve them and prevent further difficulties.

To ensure objectivity Insight Security Services may engage the support of external consultants to assist in the application of these procedures.

INVESTIGATIONS

Everyone is required to co-operate fully with an investigation relating to disciplinary or grievance procedure. The Company will ask a manager or external consultant to investigate a complaint or may for some incidences use an outside consultant to ensure impartiality.

SUSPENSIONS

The Company may suspend you. Suspension is not a disciplinary penalty and carries no implication of guilt. Whilst on suspension you must be available for work or meetings as required during normal working hours. During a period of suspension your passwords will be barred and, if you have access to the computer system, it will be denied.

THE RIGHT TO BE ACCOMPANIED AT HEARINGS

You can be accompanied at any investigation or disciplinary or grievance hearing by:

- A work colleague.
- A full time official employed by the company; or a lay official,
- Your representative has the right to explain or sum up your case and to respond to any views expressed at the hearing. The representative may not answer on your behalf. If the representative cannot attend on the date set for the interview, we will always postpone the interview for up to 5 days or at our discretion longer.

NOTES FOR COLLEAGES

We are pleased for colleagues to support each other through these proceedings. You are helping to ensure that matters are dealt with fairly and we appreciate your assistance. You are asked to respect the confidentiality of these proceedings.

GRIEVANCE

Where there is an issue at work we would ask that you raise it promptly and with the relevant person.

If this fails or you feel the matter is more serious then you can go to the formal procedure.

To make a formal grievance, set out your complaint in writing giving as full account of the situation as possible.

This should be given to your line manager together with any relevant documents. We will invite you to a meeting to discuss the grievance. It may be necessary for us to make further enquiries and hold a second meeting.

If the grievance is against your Line Manager or is of a confidential nature that you do not wish to disclose to your Line Manager then you should send your grievance to a member of the HR Department

After the meeting we will write to you with the outcome of the grievance. The letter will remind you of your right to appeal if you are not satisfied with the outcome. In serious cases or cases where the Manager is the cause of the grievance, another Manager, Director or independent consultant will be asked to investigate the complaint.

Whilst an employee has an outstanding grievance or has been dismissed from the Company, it is policy that all passwords to sensitive Company equipment be changed and not re-issued to you until the grievance is resolved or the appeal process complete.

DISCIPLINARY PROCEEDURE

Insight Security Services requires good standards of discipline from its employees, together with satisfactory standards of work. These disciplinary procedures apply to any misconduct or failure to meet standards of performance or attendance.

The purpose of the procedure is to be corrective rather than punitive and it should be recognised that the existence of procedures such as these is to help and encourage you to achieve and maintain standards of conduct, attendance and job performance and to ensure consistent and fair treatment for all employees.

If your standard of work or conduct falls and, after warnings, remains below the level which is acceptable, you may be dismissed.

Summary dismissal without notice will take place if an act of gross misconduct is committed. Gross misconduct is

Any deliberate act by an employee that is detrimental to the good conduct of the Company's business. Examples of misconduct and gross misconduct are listed below.

Principles

The procedure will be applied consistently in accordance with the following principles:

Counselling will be offered, where appropriate, to resolve problems

No disciplinary action will be taken against an employee until the case has been fully investigated

At every stage in the procedure the employee will be advised of the nature of the complaint against him or her and will be given the opportunity to state his or her case before any decision is made

After the disciplinary meeting, you will be informed of the decision at all stages of the procedure the employee will have the right to be accompanied by a work colleague

No employee will be dismissed for a first breach of discipline except in the case of gross misconduct, when the penalty will be dismissal without notice or payment in lieu of notice

An employee will have the right to appeal against any disciplinary sanction imposed the procedure may be implemented at any stage if the employee's alleged misconduct warrants such action

The process and stages

The following stages in the disciplinary procedure are outlined below. The Company reserves the right to activate any stage of the procedure where appropriate. These stages apply to situations in which an informal verbal warning or improvement notice isn't appropriate or has not corrected the problem.

Stage 1 – First Written

If your conduct or performance does not meet acceptable standards you will normally be given a formal written warning. This will set out the nature of the misconduct and the standard of conduct or performance expected. A record of the warning will be kept on file and will be disregarded for disciplinary purposes after a specified period of 6 months depending upon satisfactory performance.

Stage 2 – Second Written

If your conduct or performance continues to fall below acceptable standards you may be given a Second Written warning. This will set out the nature of the misconduct and the standard of conduct or performance expected. The Second Written warning will confirm that a final written warning may be considered appropriate if there is no sustained satisfactory improvement. A record of the warning will be kept on file and will be disregarded for disciplinary purposes after a specified period of 12 months depending upon satisfactory performance. The decision to issue a sanction at Stage 2 is at the Company's discretion depending upon the nature and circumstances of the unsatisfactory conduct or performance in question.

Stage 3 - Final written warning

If the offence is sufficiently serious or there is a failure to improve during the currency of a prior warning for the same type of offence, a final written warning may be given to the employee. This will give details of the complaint, the improvement required and the time-scale. It will also warn that failure to improve may lead to action under Stage 4 (dismissal or some other action short of dismissal) and will refer to the right of appeal. A copy of this written warning will be kept on file and will be disregarded for disciplinary purposes after 12 months subject to satisfactory conduct/performance.

Stage 4 - Dismissal or other sanction

If there is still a failure to improve, or where the conduct or performance is sufficiently serious, the final step in the procedure may be dismissal or some other action short of dismissal such as demotion or disciplinary suspension of up to 10 days without pay or transfer (as allowed in the contract of employment). Dismissal decisions can only be taken by the appropriate senior manager and the employee will be provided, as soon as reasonably practicable, with written reasons for dismissal, the date on which the employment will terminate, as well of their right of appeal.

The decision to dismiss will be confirmed in writing. In cases of gross misconduct, you will normally be dismissed without notice or pay in lieu of notice. In exceptional circumstances, or if there are any genuine mitigating circumstances, alternative disciplinary action may be taken.

Discipline and dismissal steps

In circumstances where an employee faces dismissal or certain action short of dismissal such as loss of pay or demotion the procedure will follow three steps. Step one consists of a written note to the employee setting out the allegation and the basis for it.

Step two consists of a meeting to consider and discuss the allegation, following which a decision is taken.

Step 3 consists of a right of appeal. Employees have the right to appeal against any disciplinary action taken against them, or in the event of their dismissal. Such appeal must be set out in writing and include full reasons and basis for the appeal and any documentation relied upon in support. Following receipt of this appeal, a meeting will be arranged which will be confirmed in writing by the Company.

Examples of misconduct

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

- Not in full uniform
- Failure to reach normal standards of work
- Using Radios or other equipment for other than its designated function
- Failure to comply with site instructions
- Failure to report any matter which it is a duty to report
- Failure to make any necessary reports and entries in any official document or book kept in the course of his duty
- Wilfully or negligently making any false or misleading or inaccurate statement;
- Breaches of the Company's Equal Opportunities Policy.

Examples of gross misconduct

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

- Violent physical action or verbal threats or abuse on Company or Client's premises or against any other person.
- Leaving any place of duty without permission or sufficient cause.
- Defrauding the Company goods, time or money.
- Refusing to work or disobedience.
- Stealing or complicity in theft (or suspicion thereof).
- Misusing, damaging or removal of Company/Client or fellow employees' property.
- Consuming alcohol or drugs before or during duty hours to such an extent as to be incapable of fully carrying out all duties.
- Sleeping on duty.
- Disregarding any Fire or Safety or Security Policy.
- Destroying or mutilating any document or record, or altering or erasing any entry therein.
- Soliciting or receiving any bribe or any other consideration from any person with whom his/her duty brings him into contact.
- Failure to account for any found property or monies received by him in his official capacity.
- If he/she is convicted of any criminal offence, failure to divulge the fact to his/her immediate superior.

- Failure to attend allocated shift for your tour of duty;
- Serious or continued breaches of the Equal Opportunities Policy.

Appeals Procedure

If you are dissatisfied with any disciplinary decision affecting you, you may appeal to the level of management immediately above that at which the decision was taken within five working days of the disciplinary decision.

Any appeal must be put in writing, stating the grounds for the appeal and including any documentation or evidence relied upon in support. If the disciplinary action which is the subject of the appeal is your dismissal, the decision to dismiss will stand unless it is reversed on appeal.

You will be invited to attend an appeal meeting. This will be heard by a more senior manager or Director where this is reasonably practicable. At the appeal hearing, you will be permitted to state your case.

Within a reasonable period of time after the appeal meeting, you will be informed of the decision. The decision of the manager/Director hearing the appeal is final. There is no further right of internal appeal.

BULLYING AND HARRASMENT

The organisation encourages an environment, in which everyone is entitled to work without harassment, victimisation and bullying.

Harassment may be described broadly as "unwanted conduct affecting the dignity of men and women". Where a particular form of conduct has the effect of making a person feel humiliated, threatened or that their privacy is being invaded, then that conduct will constitute harassment and should cease immediately.

We will not condone harassment and the procedure for dealing with complaints is set out below.

The policy applies to employees' conduct in, or out of office hours, when entertaining customers or at work events.

All employees have a responsibility for complying with this policy and treating all colleagues with dignity and respect. If you believe that you have been subject to or have witnessed harassment, victimisation or bullying, you must inform your line manager so that we can keep our workplace free from unacceptable behaviour. If you believe you are being subjected to any harassment then, in the first instance, you should ask the offender to stop or make it clear that such attention is unwelcome. If necessary ask a friend or colleague to help you do this. Such an informal approach may be all that is needed, but you should make a note of the details and keep them.

If your request is ignored, please write to your Line Manager who will initiate the Company grievance procedure to deal with the situation.

DEALING WITH POOR PERFORMANCE

The success of the Company depends on all staff working together to achieve the best possible standards of performance. We aim to provide support and training to enable all staff to fulfil their potential and deal with any changes that the Company may require.

However sometimes people perform below the standard that the job requires, although they are not doing anything deliberately wrong.

In these cases we believe that it is best to deal with these problems openly and fairly and to provide clarity and practical support to improve performance.

Monitoring performance

We monitor performance formally through the 6 months personal development process and informally through regular discussions that your Manager will have with you about your job during your monthly welfare visits.

Initially your Manager will discuss any concerns about your performance informally with you. Often raising issues promptly helps to solve them by identifying acceptable standards and any support that may be needed.

If your performance continues to fall short of that required your Manager will arrange a formal meeting to discuss this with you. You will have the right to be accompanied by a work colleague.

At this meeting your Manager will explain specific areas of your performance that aren't acceptable and you will have the chance to give reasons for this. You and your Manager will agree a plan covering ways in which you can be supported to achieve acceptable standards, a date for review and a clear indication of what will happen if there is no improvement e.g. transfers, dismissal.

The time-scale for improvement, with formal reviews, will vary depending on the nature of the problem and the role that the employee has within the Company however it should not be more than 4 weeks.

During the improvement time period your performance will be reviewed. If performance does not improve you will be invited to attend a formal meeting at which you could be issued with a Capability Notice, and a further 4 weeks to improve. Following which if sufficient improvements have not been made, consideration should be given to whether you should be transferred to another role better suited to your skills set, or as a last result, dismissed.

USE OF SITE TELEPHONE

Outbound Calls

Smile while you dial - its impossible to sound angry when you smile (try it!).

Inbound Calls

- 1) Greet the caller
- 2) State the Company name

3) Introduce yourself

4) Offer your help e.g. *Good morning/evening Isight security, John Smith speaking, how may I help you?*

Tips: be confident, clear and don't rush, always ask permission to put on hold, keep clear messages, repeat the message, name spellings and numbers to ensure taken correctly, don't use mate, ta, love etc

Reporting and recording

Question: **What must you record?**

Answer: Your shift life - your movements, your breaks, what you did during your shift

Question: **What must I report to the Duty controller ?**

Answer: You must report all emergencies & incidents

Question: **What is an emergency?**

Answer: An emergency is an unexpected occurrence requiring an emergency service (police, ambulance, fire brigade)

Question: **What is an incident?**

Answer: An incident is an unexpected occurrence requiring immediate attention or response i.e. yours or someone else's, such as making an arrest, barring someone from entering the store, deterring someone from entering site, being abused or threatened etc.

EQUAL OPPORTUNITIES POLICY

The Company is an equal opportunities employer. Each employee of the Company will be treated equally and shall not be discriminated against because of their sex, race, religion, age, disability or sexual orientation. This policy extends to the way in which employees treat other employees. Employees must treat other employees, customers and members of the public at all times with respect and must not discriminate, abuse or harass any other person. Any such conduct by an employee will not be tolerated and will result in disciplinary action being taken including dismissal for serious cases

SECTION 8

WORKSTATIONS

Your workstation should be kept tidy and present a professional image. At the end of the day all confidential papers should be locked away.

IT REGULATIONS

These regulations apply to the use of all local facilities at and to facilities provided by Insight Security Services to its employees for use at home or off site. Please note that breaches of this policy will be considered Gross Misconduct and you may be dismissed.

Hardware owned, leased, rented or otherwise by Insight Security Services employees or third parties approved by Insight Security Services may be directly connected to the network only by arrangement with and the explicit approval of the Managing Director.

Such equipment may access the network or other facilities only in accordance with the terms of these regulations.

The facilities may be used only in connection with employees' work for the Company. They must not be used for work of undeclared financial benefit to employees or the transmission of unsolicited commercial material without the express permission, in writing, of the Managing Director.

You must not interfere with the work of others or the system itself. The facilities must be used in a responsible manner – in particular, you must not:

- access, store or distribute material which is designed or likely to cause annoyance, inconvenience, needless anxiety or offence;
- access, store or distribute obscene or indecent material, pornography, etc;
- access, store or distribute defamatory material;
- access, store or distribute material such that the copyright of another person is infringed;
- use computing equipment for playing games;
- use for any kind of personal gain (e.g. advertising goods or services);
- gain deliberate unauthorised access to facilities or services accessible via local or national networks or access, store or distribute programmes designed to facilitate such access;
- engage in activities which waste resources (people's time, networks or computers) or which are liable to cause a disruption or denial of service to other users. This includes the following: introduction of viruses into computer systems; use of Internet Relay Chat facilities; use of peer-to-peer networking products; use of internet radio or similar streamed media services;
- engage in activities which are illegal or which might contribute to the commission of an illegal act;

engage in any transaction purporting to be representing the Company when not authorised.

You must not gain unauthorised access to or violate the privacy of other peoples' files, corrupt or destroy other peoples' data or disrupt the work of other people. It is your responsibility to prevent inappropriate access to your files. Your password must be kept safe, changed regularly and not be disclosed to anyone.

You must not send electronic mail which is irresponsible, or likely to cause offence nor use network messaging without authority. "Irresponsible" use includes unsolicited postings to large numbers of people or indiscriminate postings.

It is easy for viruses to enter the network therefore you should never open attachments from an unknown source.

Never use the internet to transmit confidential personal or business sensitive information.

A modicum of personal email is acceptable, but not where the perusal and sending of such infringes on the work of either in terms of denial of service to others due to bandwidth issues, or in loss of working time to the Company.

The Company does not normally examine the contents of email or files belonging to computer users, but it reserves the right to do so if necessary, to maintain the functionality of the system or where the Manager has reason to suspect that these regulations are being breached. Users are therefore advised that such monitoring can and may occur.

Please note Email messages even when they have been deleted from the Company's Email system can be traced, retrieved and the person or persons involved in creating or forwarding any offending e-mail identified. Emails are admissible in a court of law.

The Company will hold individual employees personally liable if or their Clients suffer any loss or damage to its reputation as a result of any breach of these conditions.

You must comply with the requirements of all relevant legislation. We are guardians of considerable amounts of sensitive data and it is vital for our business integrity that care is taken to safeguard both the information and the database systems themselves.

MOBILE PHONES

Personal

Please leave these on silent during working hours. Calls to and from personal mobile phones including text messages should only take place during breaks and you should be away from your workstation.

Company

This policy applies to all relevant staff entitled to use a business mobile phone. It is your responsibility to use your mobile phone legally. The Company will not be liable for any misuse of a mobile phone where it contravenes the law.

Your mobile phone has been issued to you for work purposes. Therefore, private use of your mobile phone should be kept to a minimum. If it is found that an employee is using his or her phone irresponsibly, then the employee may have the phone removed or be requested to reimburse us for excessive personal calls. Your phone use will then be closely monitored until a more reasonable proportion of business versus private use is achieved.

NB. All Premium Rate numbers are also prohibited

Lost, stolen or broken phones

Please take care of your mobile phone. If a phone is lost, it should be reported to your manager as soon as it is noticed missing.

Depending on the circumstances in which the phone was lost, we will be responsible for replacing the phone unless carelessness on your part can be shown as the cause of the loss. In circumstances where it has been shown that your carelessness contributed to the loss of the phone then you will be required to reimburse the Company for the full replacement cost of the handset.

Company / Client

Where provided with or given access to equipment it must be used responsibly and in line with the Company and customers rules. All equipment owned by the Company or client must be returned immediately upon request. Any damage, abuse or tampering with equipment may result in claim/s being made against you and or disciplinary sanctions.

Email: You must not send, forward, distribute or retain e mail messages containing abusive, aggressive or offensive language. You must not make any improper or discriminatory reference to a person.

Email must not be used for communications that could lead to a binding contract without prior authorisation being given from the Company or the person responsible on the client side.

Internet: You must not subscribe to any newsletter for non business purpose or enter any non authorised site or one which could be deemed inappropriate, offensive or cause offense. Examples include (but not exhaustive) *racist material, pornography, sexually explicit images, gambling sites*. Nothing should be copied or downloaded from the internet for use within the Company or client unless the material owner has given express permission.

Log Books: Must be completed every shift and reflect a true record of your shift. Must not be completed in advance.

Mobile Phones: If provided with a business phone this is to be for business use only. Unit must be charged when not in use.

Site Instructions (SI's): Must be read, understood and complied with.

Software: Only client approved software must be installed

Stationery: You are not authorised to use stationery for personal use without obtaining permission

Telephone: The use of a client or company phone to make a private call is not authorised or encouraged.

Should you have a need to make a private call the call must be: Local Only, Short, Recorded / Declared within your security log.

Torch: It is the responsibility of the individual to provide a working torch. During the dark hours a torch **MUST BE CARRIED DURING PATROLS**

- Uniform Cleaning:** Cleaning of the uniform will be your responsibility.
- Commencement:** You will be provided with any relevant contract uniform (footwear excluded)
- Compliance:** You are representing the Company. You must always be in full contract uniform, smart, crisp, clean and tidy at all times. Full contract uniform specifics can be found within Site Instructions (SI's) or obtained from HQ or your line manager.
Uniform must be kept in good presentable condition (subject to fair wear and tear). No unauthorised uniform, badges or insignia may be worn with the company uniform.
- Deductions:** Refer to deductions section
- Footwear:** Must be BLACK sturdy
- Hair:** Should be neat and tidy
- Identification (INSIGHT ID Card):** Remains the property of the company and must be carried & displayed at all times. No reproduction or copying of this document is permissible in any form nor is it transferrable.
Any loss must be immediately reported to the Company
- Jewellery:** Personal jewellery must be discreet other than wedding rings/engagement rings and wrist watches.
- LDN (Licence Dispensation Notice):** Must be carried at all times whilst at work.
Any loss must be immediately reported to the Company
- Licence (SIA):** Must be carried & displayed at all times. Any loss must be immediately reported to the Company and the SIA.
- Piercings:** Should be discreet
- Protective Clothing (PPE):** Where required, protective clothing must be worn.
Any failure to comply with these rules, which are designed to protect the Health and Safety of both yourself and of other staff, will be treated as a serious act of Misconduct and may lead to disciplinary action.
- Replacement:** Insight Security Services operates a "48 hour uniform rectification policy". Any uniform issue received at HQ will be resolved within 48 hrs. The 48 hr period includes notification, rectification, and receipt. You have the right to apply for annual uniform replacement. If you have an urgent request for replacement please refer to
YOUR LINE MANGER providing reasons
- Return:** At employment end your uniform any other related property i.e. ID card must be returned to the Company HQ ONLY prior to any final wage being released.
- Shortfalls:** Immediately contact the HR Dept.
- Socks:** Black/Dark
- Vehicles:** Private Mileage: Authorisation must be gained from your respective line manager
- Deductions:** Refer to deductions heading
- Exclusion:** The Company reserves the right to remove you from driving a Company vehicle following vehicle neglect, matters relating to driving or a claims

history. Should exclusion prevent you from properly performing your duties, your employment maybe terminated without notice.

Licence: You have a responsibility to hold the appropriate licence and provide a copy to your employer on request.

Offences: It is the responsibility of the driver to immediately notify the Company of any road traffic offence or your driving licence being endorsed or you being disqualified from driving for any period of time. It is the responsibility of the driver at the time to pay any fines whilst you were responsible for the vehicle.

Phones: Must be used in line with legislation.

Waste: Company vehicles must not be used for transporting household or any type of waste

Personal

You are responsible for the safe keeping of any personal possessions that you bring onto company or customer premises. The company will accept *no liability* for any personal item/s lost, damaged or stolen from the Company or Customer's premises or from any Company vehicle. Staff are requested not to bring personal items of value onto the premises and, in particular, not to leave items overnight.

Laptops: Personal laptops must not be used whilst at work.

Radio: Must be kept to minimum volume. Non offensive material played

Television: The viewing of television is not authorised whilst at work. The Company has the right to confiscate any television found. The owner has the right to apply for the return of the television at no cost to the Company

SECTION 9

This policy sets out requirements for employees, which are designed to maintain the reputation for integrity and protect employees from accusations of partiality in commercial matters.

CONFLICT OF INTEREST

The requirements are based on three principles and relate to the activities of all employees.

- Employees will not allow their outside activities to interfere with their work at Insight Security Services nor allow any conflict between their duties and their private interests to affect their ability to carry out these duties effectively.
- Employees will not make use of or exploit Insight Security Services, or brand names associated with the Company, or information obtained in the course of their duties, to further their own private interests or those of any outside organisation, to the detriment of the Company.
- Employees will not act in a manner likely to bring the Company or its shareholders into disrepute or to affect its reputation for integrity.

ETHICAL POLICY

INSIGHT SECURITY SERVICES have documented quality standards for levels of service given to customers. We monitor these standards and always seek to improve. In a similar way we have high expectations of all our managers and staff about the way in which they conduct their business transactions.

The Company does not support the offering or acceptance of personal gifts. Any gifts, favour or hospitality offered to a member of INSIGHT SECURITY must be declared to your Line Manager. Where it would be offensive to refuse, gifts will be raffled and the proceeds donated to charity.

We encourage an open culture in all our dealings with employees, managers and all the people with whom we come into contact. Effective and honest communication is essential if malpractice is to be effectively dealt with. The procedure below provides guidelines to all INSIGHT Security employees and casual, temporary agency staff, trainees and contractors, who feel they need to raise certain issues relating to, in confidence.

The Public Interest Disclosure Act 1998 (commonly known as the 'Whistle blowing Act') came into effect on 1st July 1999. This Act sets out a framework to promote the responsible and protected disclosure of concerns on the following matters:

- that a criminal offence has been committed, is being committed, or is likely to be committed.

- that a person has failed, is failing, or is likely to fail to comply with a legal obligation which they are subject to.
- that a miscarriage of justice has occurred, is occurring or is likely to occur.
- that the health and safety of an individual has been, is being, or is likely to be endangered.
- that the environment has been, is being or is likely to be damaged.
- that information tending to show any matter falling within the matters above has been, is being or is likely to be concealed.

Your protection

If you raise a genuine concern, you will not be at risk of damaging your position as a result. Provided you are acting in good faith, it does not matter whether or not your concern proves to be well founded. The Company does not of course extend this assurance to someone who acts from an improper motive and raises a matter they know to be untrue.

Your confidence

INSIGHT Security will not tolerate the victimisation of anyone raising a genuine concern and anyone responsible for such conduct will be subject to disciplinary action. You may decide that you want to raise a concern in confidence. Therefore, if you ask for your identity to be protected, it will not be disclosed without your consent. how we can proceed. This policy does not cover the situation where information about malpractice is received anonymously; however discretion will be used in the investigation of such information.

CUSTOMER SERVICE

We will keep our promises and provide the fullest possible service at all times. We will have well-trained and confident staff that have the skills and knowledge to do the job

COURTESY

You will be educated in the service standards expected of a Kingdom employee and will exhibit customer friendly service skills, be knowledgeable, professional, courteous and responsive to our customers' needs.

CONFIDENTIALITY

All information gathered or held regarding the personal or business affairs of our customers will be held in strict confidence.

SOCIAL ACCOUNTABILITY

Child Labour

The Company does not support the use of child labour (The definition of child being any person under 15 years)

Forced Labour

The Company does not support the use of forced labour or the requirement of personnel to lodge “deposits” or identity papers

Health & Safety

The Company provides a safe working environment supported with regular training

Discrimination

The Company does not engage in or support discrimination in hiring, compensation, access to training, promotion, termination or retirement based upon race, caste, national origin, religion, disability, gender, sexual orientation, union membership, or political affiliation. The company will deal with unacceptable behaviour, including gestures, language and physical contact that is sexually coercive, threatening, abusive or exploitative

Disciplinary Practices

The Company does not engage in or support the use of corporal punishment, mental or physical coercion, and verbal abuse.

Working Hours

The Company will comply with applicable national laws and industry standards on working hours.

Compensation

The Company will pay wages for a standard week that will meet at least legal minimum standards.

RELIGIOUS/PRAYER POLICY

Should you partake in religious prayer the Company aims to accommodate your needs.

Prayer times should, wherever possible be in line with documented contract break times. Should these times not be acceptable because of the requirements of your particular religion you are required to make contact (in writing) with the Company stating the requirements of your faith?

The Company will endeavour to accommodate where possible, however client contract requirements will prevail and any conflict may require a site move.

If there is any doubt about the correct requirements for prayer times in respect of your beliefs we will endeavour to obtain specialist expert advice.

SECTION10

NOTICE PERIOD

Employee

Sadly you may choose to leave us and if when you do it would be appreciated if you could give as much notice as possible in writing to your line manager. Unless your Contract of employment states otherwise the least amount of notice you are required to give is:

1 week's notice if less than 13 weeks

Between 13 weeks – 4 years continuous employment - 1 month's notice .

Insight Security Services

The notice period INSIGHT will provide is same as above up to 4 years of service, thereafter the notice period the Company will give will increase by one week per complete year of service, to a maximum of 12 weeks.

Please check your contract of employment to confirm your notice period as this may be different for some positions.

On termination of your employment you must deliver up to the Company all property, documentation, records, customer lists, client/prospect database information, magnetic discs, tapes or other software media belonging to the Company which may be in your possession. You shall not, without the express written consent of the Managing Director, retain any copies. If so, required by the MD, you will sign a statement confirming that you have complied with the requirement.

RETIREMENT

Individuals who wish to continue to work beyond the retirement age of 65 should put their request in writing to their line manager. Employees continuing to work beyond normal retirement age may be subject to an annual medical examination.

For employees who have reached or are approaching retirement we will support this major change in their life and will develop an individual plan to meet each person's needs. This may include a phased reduction in working hours, financial planning assistance and life style guidance.

REDUNDANCY

The Company are committed to providing a stable working environment for staff consistent with the need to manage the business effectively and economically. When redundancies have to be considered we will manage the process sympathetically and support staff during the consultation process.

We will comply with all statutory obligations, as detailed by employment legislation at the time or as detailed in your employment contract.

We will explore alternatives to limit job losses and will listen to staff suggestions during the consultation period.

We will ensure a fair, consistent and sympathetic process is applied in the selection of employees for redundancy.

Employees who are selected for redundancy will have the right to appeal against the decision.

If you are re-employed following redundancy, your length of service will not continue and will commence from the date of your new employment.

RESTRICTIVE COVENANT

Where there is a restrictive covenant in your contract of employment, please remember that this continues for a period after you have left the Company. If you are unclear about your obligations please speak to us.

CUSTODIAL SENTENCE

If in the case of a Custodial sentence being served on you, preventing you from fulfilling your contract your employment with Insight Security Services will be terminated