

Risk Management Security Services



Employee Handbook



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Introduction

Welcome to Risk Management Security Services, we are pleased that you have decided to join our organisation and we congratulate you on passing our recruitment and selection process. Our employees are one of our most important assets and we hope that you have a long and happy career with our organisation.

Joining a new organisation can be a daunting task as you have to pick up a lot of new policies, procedures and working practices. Therefore, this employee handbook has been created to help ease the transition, give you a reference document which you can refer to at any time and provide you with all the information you need while working with us.

This Employee Handbook is not a replacement for your terms and conditions and it should be read in conjunction with that document. It is designed simply as a document that lets you know how we work, our expectations and what behaviours we expect while working for us.

The policies and procedures are outlined in this handbook these will be applied at the discretion of the company and we have the right to withdraw or change the policies, procedures, benefits, and working conditions described in this handbook at any time, for any reason, and without prior notice.

The Company will make every effort to notify employees when an official change in policy or procedure has been made but employees are responsible for their own up-to-date knowledge about Company policies, procedures, benefits, and working conditions.

We strive to provide an employee-friendly environment in which dedicated and talented individuals thrive and we are committed to providing high quality services to our customers. We value the talents and abilities of our employees and seek to foster an open, cooperative, and dynamic environment in which employees and the Company alike can thrive.

Please review the policies, procedures, working conditions, and benefits described in this handbook. You will be asked to sign that you have read, understood, agree to abide by, and acknowledge your receipt of this employee handbook and employee Standards of Conduct.

Mission Statement

Risk Management Services (Chiltern) Ltd provide high quality security services, with strict adherence to the relevant British Standards, through high intention, intelligent planning and honest communication and with the overall goal to be the best-known supplier of high quality security services in the region.

Our services are in place to provide support to existing security operations/systems and make our customers feel calm and protected.

The company focuses on three key services; manned guarding, mobile security patrols and keyholding/alarm response with the ability to provide other support services where customer requirements demand.

Our area of operation is the South of England with particular emphasis on the Thames Valley and Home Counties.



Graham Tilly
Managing Director

Our History

Our history is very important to us as it is throughout this history that our reputation and service has been established. Our history, and the experience that it has given us, has created everything that you are now a part of and our aim is to continue to push forward, to growth and create new history as we move forward together. To give you a better idea and feel of our past below are some of the key milestones that have taken place.

1976	Company established by John Herring Chief Executive
1981	The Old Courthouse purchased to provide offices and control centre facility
1982	Official opening of the Old Courthouse – Mr. H Ross QPM
1983	South Bucks Security purchased
1988	Grenade Guards purchased
1996	ISO 9001 achieved and presented by Sir Peter Imbert
2000	Achieved NSI Silver Award
2002	CCTV & Remote Monitoring Services Introduced
2004	Keyholding and Alarm Response Services Introduced
2006	SIA Approved Contractor Status Awarded
2006	Achieved NSI Gold Award
2010	New Risk Control Centre & Offices Open
2013	New Mobile Patrol System implemented to enhance traceability for clients
2018	Control Centre modernised and revamped



Our Values

Our success has been built on a number of core company values that have remained almost unchanged since our earliest beginnings. These are the foundation of our business and we want to continue these traditions and build upon them. These values are very important to us, and as such we expect our employees to help and assist in maintaining these.



For further information and definitions of exactly what we mean by each item please see RMM 1012 which is our Company Values document.

Our Company

Our organisation is made up of many different services, departments and people from a diverse range of backgrounds, countries and cultures. We have locations all over the Thames Valley and surrounding areas and have developed a strong reputation within our operating area. Our main service areas are:



Currently we have around 200 employees working across multiple counties covering over 60 different static locations (and growing). In addition to this our mobile and keyholding part of the business provides services to over 700 different locations & customers spread throughout Buckinghamshire, Oxfordshire, Berkshire and the surrounding areas.



As a company we are unique in the fact that we fit in a perfect position between the large national organisations and the smaller local companies with only one or two employees.

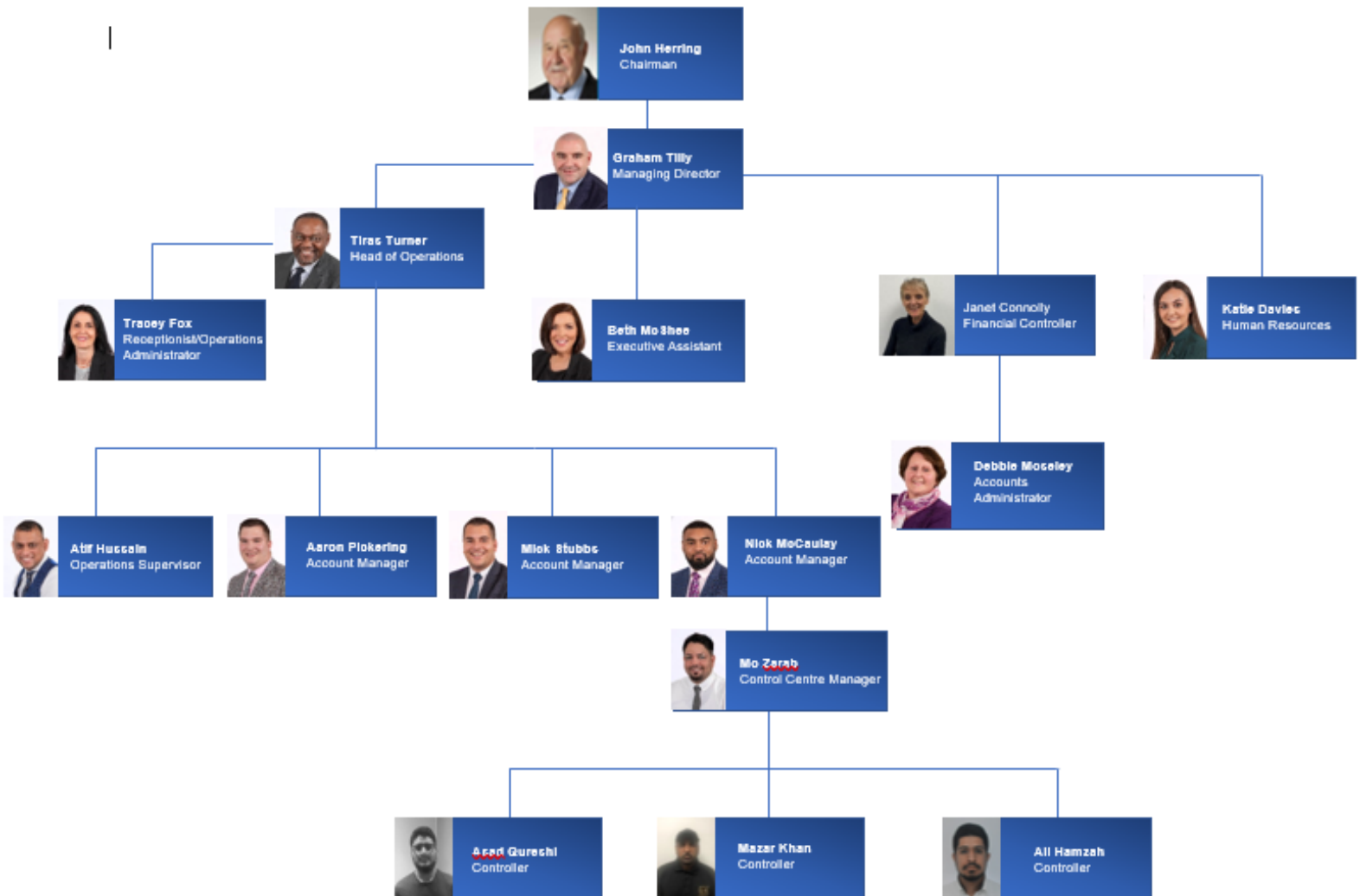
This enables us to deliver high quality security services, at any level, but still with that personal touch. We know our customers and our staff and can work closely with them to achieve mutual gains.

We have a lot of experience in the industry that we work in which we can draw on to ensure that everything is up to standard.

If you would like any additional information on the services we provide or areas that we operate within then please visit our company website at www.riskmanagementsecurity.co.uk which has a host of information about our business.

Company Structure

Below you will see how our overall company office structure works. Our structure is, by design, a flat structure and not an overly complex one to ensure that everyone knows exactly who does what and who reports to who.



Contact Information

We understand that from time to time you will have queries about things. It is important that whenever possible you speak to the correct people so that they can assist you. In most cases your first point of contact should be your designated line manager.

They can be reached in several different ways, by phone, by email or via face to face discussion during your welfare visits. Their contact details will be available in your assignment instructions or you can call on the main switchboard and leave a message and they will call you back.

Our main switchboard numbers are:

01494 441 805 / 01494 535 830

Although your line manager should be your first port of call sometimes they may ask you to contact someone else or they may not be available. Therefore, we also have several email addresses that you can contact as well. These are detailed below:

Enquiry Area	Email Address
Shifts & Rosters	scheduler@riskmanagementsecurity.co.uk
Pensions	pensions@riskmanagementsecurity.co.uk
Holiday Forms & Queries	scheduler@riskmanagementsecurity.co.uk
Pay Queries	payroll@riskmanagementsecurity.co.uk
Safety & Accidents	safety@riskmanagementsecurity.co.uk
SIA Queries	hr@riskmanagementsecurity.co.uk
Terms & Conditions	hr@riskmanagementsecurity.co.uk
Ideas & Service Improvements	ideas@riskmanagementsecurity.co.uk
Control Centre	24hr@riskmanagementsecurity.co.uk

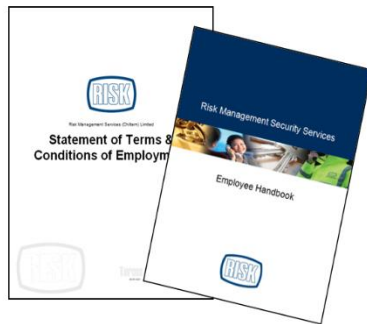
Please ensure that you contact the most appropriate person. If you are unsure which email address to use then please contact either your line manager or our main switchboard on the numbers above or at risk@riskmanagementsecurity.co.uk and ask for advice. When contacting us by email (or letter) please ensure that you also put your name, your officer ID/PIN number and full details of your enquiry so we can assist you.

You can also contact your designated line manager by email as well. Their details will be available in your assignment instructions in the 'contacts section'. Your designated Managers email address will be their name followed by '@riskmanagementsecurity.co.uk'.



Getting started

Starting with a new organisation can always be a daunting experience but we aim to make it as painless as possible for you where we can. This starts with your company induction, which will be held with either your designated line manager, our duty operational supervisor or your site supervisor (whichever is deemed more appropriate) and this will explain a little about how we work, what we expect and how to go about various tasks and activities.



In addition to this you will also receive a basic health & safety induction which will give you the information you need to get started and how to work safely. The final part of your introduction process will be a basic test based around the requirements of your role and your SIA licence qualification. This is not something you should worry about and is simply designed to give us an idea of what you know and what we still need to teach you.

To help guide you through the process and ensure that you have everything that you need, we have created a new starter checklist. If you can check off everything on this list then you will be well on your way to having a successful career with us.

Once the induction process is all done you will then be sent down to your allocated location (or the site you will be initially working on). Here you will receive the training you require to perform the duties successfully. We recommend that when you go to site the first thing you do is read (and sign) both the assignment instruction document and the risk assessment and then you can start on your training on a good footing.

Security Screening

All individuals that work for us are required to undergo security screening to BS 7858. This is a British Standard for performing security screening and is a standard that is complied with by all reputable security providers. The process should have been explained to you in your interview and if you have reached this point then you will have already been conditionally screened but if you do require any further information, clarification or just want to check where you are then please contact us on screening@riskmanagementsecurity.co.uk.

Being conditionally screened means that we have performed enough basic checks and have enough information to enable you to commence employment with us but it does not end there and it is really important that you continue to work with either our internal screening/human resources team or our outsourced screening organisation (Security & Vetting Solutions) to ensure that we complete your screening fully.



All screening must be completed within a 12-week period, and failure to do so may result in a suspension and ultimately the job offer being withdrawn and your employment terminated. Therefore, it is so important to provide everything that you are asked for as soon as possible and not delay in sending anything. Once your screening is completed you will receive confirmation from our human resources team that your screening has been completed and that all **is** in order.

Probation Period

All employees who join us (except under TUPE) will be subject to a probation period. Full details of this can be found in your terms and conditions of employment but it will usually last for six months. At the end of this period we will review your performance and a decision will be made on if you have passed or if it needs extending.

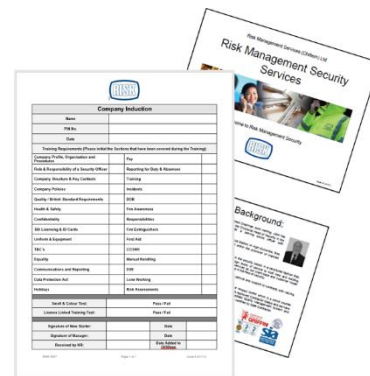
If you have not passed your probation period then it will either be extended (if we feel that you can get to the required standard) and then revaluated or if your performance is far below the expected standard then your employment with us may be terminated as per our company procedures. In these instances, you will be invited to attend an employment review meeting where you will be given the opportunity to put a case forward and discuss the problems.

Training

At (or before) commencement of employment with us you will be required to attend a company / health & safety induction course. This will cover an introduction to our company, how we work, what we expect, the arrangements for your safety and what we have in place to keep you safe.

This will either be held on site or at our offices, depending on your location and start date, and is a good opportunity for you to get a feel for our organisation and a chance for you to ask any questions about your employment.

At the end of this training session you will be given copies of the slides to take away and will be asked to complete a training form on what you have covered. In addition to this we will also conduct a 'licence linked assessment' on you. This is a test paper based on the requirements for your SIA licence and is used so that we can gauge what level you are at and if you need any additional training.



This is nothing to worry about and is simply so we understand where you are. There is a pass mark and if you don't reach it your manager will go through the paper with you and explain where you went wrong. In cases where you fall far below the required pass mark you may be required to attend a supplementary training session and will then be retested using a different exam paper.

Site Training (Frontline Employees Only)

Once you have had your company induction you will then be sent to work at a location. This will be supervised and with another fully trained officer taking the lead. Their job is to train you in the site requirements and provide you will all the information you need to be able to work at site alone.

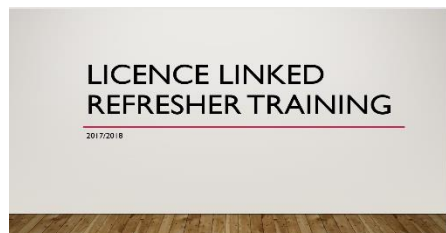
This training will be in the form of reading through the assignment instructions to get a basic feel for the role, some observation of the duty officer and then some actual; doing which will be fully supervised and supported by the duty officer.

At the end of the training you need to complete a training record and get it counter signed by the duty officer to show that you have covered the required topics involved to be able to work at the location. If you are concerned or do not feel yet ready to work alone then please contact your designated line manager immediately who can assess and provide you with some additional support / training as appropriate.

Training records can be completed and submitted in two different ways. The first and swiftest way is using the company's online training record submission. This can be found by logging into the staff area of our website and then completing the training form online, signing it and submitting it directly to our offices.

The other way is to complete a physical training record on site (i.e. a paper copy) and then return it to the office either in the post or by handing it to a manager/supervisor. It is really important that we get these records back as soon as possible so we know what you know and what you have been shown. A training form needs to be completed and submitted for each location you work at.

Modular Training (Frontline Employees Only)



In addition to induction and site training you will also receive annual refresher training. This will be based around the requirements of your SIA licence with some Health & Safety added and some general site information included as well. This will be delivered in one of two ways either once per quarter in smaller chunks or alongside your annual appraisal in one go.

Once this training is completed you will have to sit a small understanding test to make sure that the information has sunk in and asked to sign off a training record.

Quality & Best Practice

We operate a Quality Management System based on a series of standards aimed at maintaining and enhancing the service that we provide to our customers. Using this we make sure that we always meet (and ideally exceed) the expectations of our clients, that we maintain high professional standards.

As a company with high professional standards we also regularly audit and review all our procedures to ensure compliance and encourage continual improvement. We are accredited to ISO 9001, BS 7499, BS 7984, BS 7858 and are an SIA Approved Contractor. If you would like to see our Quality Policy or have any quality / compliance related queries, please contact our Quality Department who will be able to assist you.



From time to time you may be asked to take part in third party inspections. Please remember that these are a test on the company and not on you. Just answer all the questions you are asked honestly and provide the information you are asked for. Please note that any third parties that are assessing the above approvals will always be accompanied by either your site manager, a director or another manager. If you are unsure, please contact us to confirm any identities. The auditors will not mind and will expect it.

Pay Information

Your pay is processed on a four-weekly basis (for hourly paid staff) and monthly for salaried staff and is always in arrears. To assist you, a calendar has been provided (in Appendix A) at the back of this document which details the pay periods the date you will receive the money in your bank account.

Pay Queries

If you have any queries regarding your pay, in the first instance you should speak to your designated line manager. If they are unable to answer your query then they will refer it to the payroll department. Alternatively, should you wish, or if your manager is not available then you can also email any queries to payroll@riskmanagementsecurity.co.uk and a member of our payroll team will look into it and give you a response as soon as they can.







When emailing our payroll team please ensure that you provide the following within your message:

- Your name & ID number
- The pay period that you are enquiring about
- Full details of your query

The pay period number can be found on the bottom of your payslip listed under the heading 'Tax Period'.

Payslips

Each pay period you will receive a payslip detailing what you are going to be paid for the pay period. The payslips are usually issued, via an online portal and always before the payment date. Below is an example of what our payslips look like so you know what to expect when receiving them.

Name Address Address Town County Postcode				Department Name	
				Reference	
					
ID No.		Name		09/02/2018 National Insurance No.	
Site	Hours	Rate	Total		
336	25.00	7.7800	194.50	PAYE Tax 90.80	
418	1.00	7.5000	7.50	National Insurance 85.20	
3066	12.00	8.2500	99.00	Pension 10.72	
314	60.00	7.5000	450.00		
935	8.00	9.7500	78.00		
418	16.50	8.8900	146.69		
517	28.00	7.5000	210.00		
205	10.00	7.5000	75.00		
205	10.00	7.8700	78.70		
					
 Site No. of the location worked	 No. of hours worked	 Payrate for the location worked	 Total earnings for site	Deductions	

In addition to sites, hours and rates you will also see other items appear on your payslip from time to time. These include holiday pay, back pay, wages other and sick pay.

Holiday This will show on your payslip as 'Holiday' under the site, then under hours it will have the number of days you have been paid, the rate will be the day rate and the total remains the total.

Back Pay This will appear on your payslip if you are due any back pay. This can be due to an error, a pay rise that needs back dating or for another reason. If you are going to receive back pay you will be advised of what it is for.

Sick Pay This will show as sick pay and then show a total amount only. Any other statutory payments i.e. paternity or maternity would also show in the same way.

Wages Other This is usually something different i.e. a bonus, a pay agreement or an enhancement to your pay that is subject to tax.

At the bottom of your payslip you will then see some cumulative totals based on the above information. These are all standard items that you would find on most payslips. The lower part of the payslip looks as follows:

Total Gross Pay	2095.20	Total Gross Pay TD	18042.74
Gross for Tax	2095.20	Gross for Tax TD	18042.74
Earnings for NI	2092.00	Tax paid TD	1483.60
		Earnings For NI TD	11716.00
		National Insurance TD	955.20
Payment Period	Four Weekly	Pension TD (Inc AVC)	69.30

Risk Management Services Ltd			
Tax Code: 1150L	Tax Period: 45	Payment Method: BACS	1660.52

This payslip covers shifts worked between 06/01/2018 and 02/02/2018. If you have any queries or questions regarding this pay or payslip then please email payroll@riskmanagementsecurity.co.uk.

Total Gross Pay This is the total amount of pay that you are receiving in the pay period and is made up of all of your earnings within the period.

Gross for Tax This is usually the same figure as above, unless you have received something like expenses, and is the figure that is used to calculate how much tax that you need to pay in the pay period.

TD Figures On the right of payslip you will see a list of items with 'TD' next to them. These are cumulative totals of what you have earned with us over the course of the tax year. These figures reset at the start of each new tax year but give you a good indication of your total earnings, tax paid etc to date.

Tax Code:	This is the tax code that is set by HMRC, this is out of our control and we must use the tax coding that we have been provided. If you think it is incorrect then you should make sure you have submitted a P45 if you are a new starter or contact HMRC to discuss it with them.
Tax Period:	This is the tax period (pay period number) that applies to this pay. You should quote this number when making any pay queries so we know what period you are talking about.
Payment Method	This is the way that you have been paid. We pay all our employees via bank transfer (BACS).
Text at the Bottom	This tells you what the pay period you have been paid for is including the start and end of the period. If the holiday and shifts didn't fall within this period then it will feature on a different payslip. Please check this carefully before making queries.
Bold figure	This bold figure to the bottom right-hand corner is your net pay (total pay minus any tax or deductions). This is the amount that you will receive in your bank account on the pay date.

Holidays

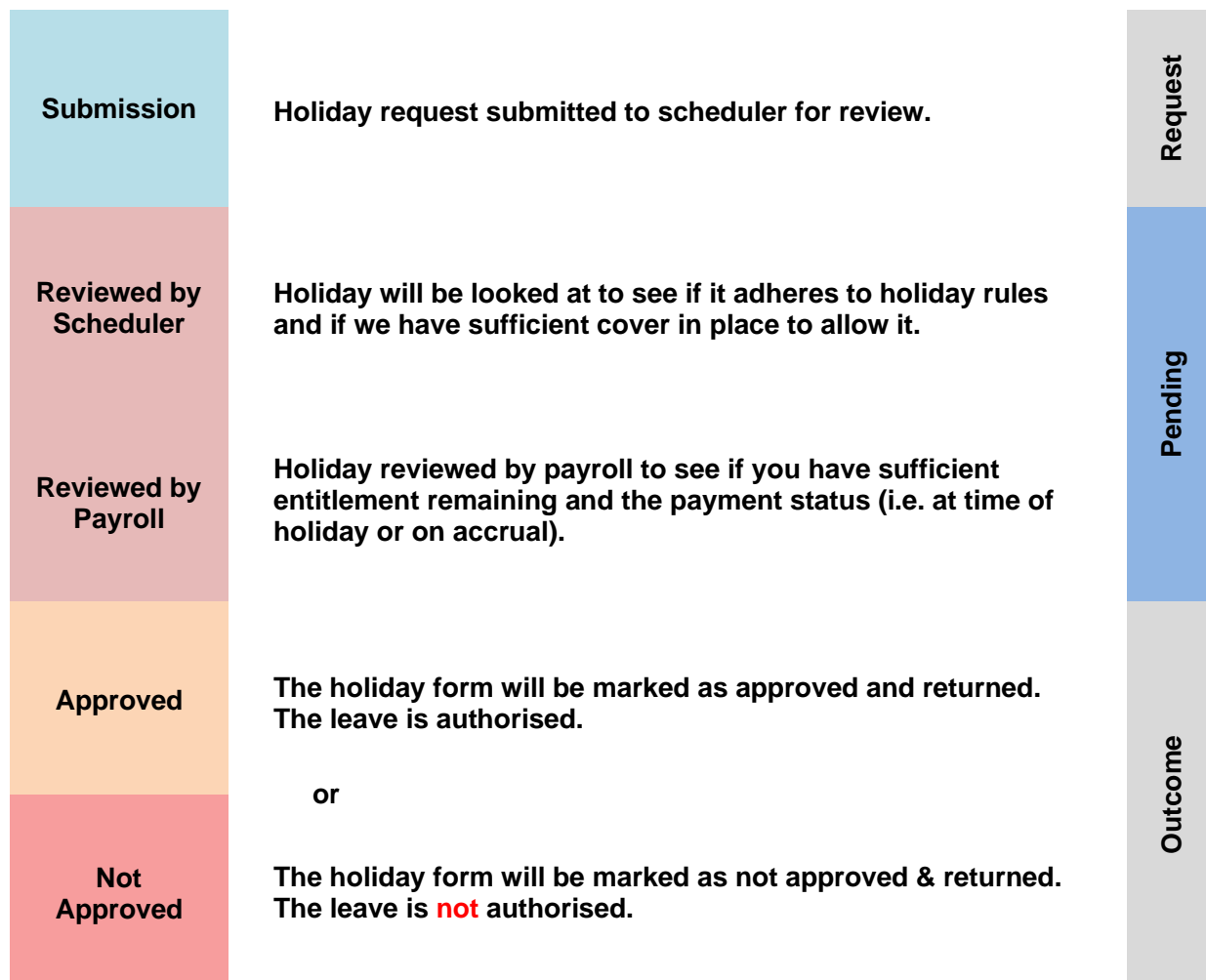
All employees are entitled to take annual leave. The following sections will detail what the process is for booking & cancelling leave and what are holiday rules are. This section should also be read in conjunction with your terms and conditions of employment which will detail any specifics such as entitlement and pay amounts.

Holiday Request & Approval

Your holiday entitlement will be detailed within your terms and conditions of employment and within your initial offer letter. It is very important that you try and spread your leave out through the holiday year and we encourage you to book it as early and with as much notice as possible. All leave requests must be submitted in line with our holiday rules and on the correct form.

If you lose track of your holiday entitlement or are unsure how many days you have accrued / are entitled to then please contact us on hr@riskmanagementsecurity.co.uk and we will be able to advise you accordingly.

Holiday requests should be sent to the scheduler who is responsible for processing all leave requests from an operational stand point. You should not send them to anyone else and any requests sent to other source may not be processed. Below you will find details of the holiday approval process:



Please note that Holiday is not approved unless you have received a signed off holiday form marked as such and signed off by the scheduler and the payroll team. Holiday requests will usually be processed within 10 days, if you have not received a response by this time then please contact us to see if your leave has been approved or is still pending.

Holiday Rules

Below you will find details of our holiday rules. These apply to all employees and must be adhered to. Please ensure that you have read and fully understand them. If you submit a request which does not meet these requirements then it will likely be refused.


- Only one security officer from each location will be allowed off at any one time
- Holidays are booked on a first come, first serve policy therefore you are advised to book your holidays early
- Unless your site is closed and the customer does not require security cover, holidays will not be approved after the third Friday in December until the new year
- You are required to give us at least four weeks' notice of all holidays you wish to request
- All holidays spanning more than 14 days, regardless of the number of actual shifts, must be accompanied by a letter detailing why the excessive leave is required and will require approval from a senior manager / director
- Only holidays that have been accrued will be paid on the requested dates, the rest will follow once you have accrued enough leave and all holiday payments will be in arrears
- Holiday will not be permitted to be carried from one holiday year to the next
- Any unused holiday will be lost and will not be paid if it hasn't been taken by the end of the holiday year
- Holiday cannot be taken on scheduled rest days
- All leave requests must be submitted by 28th February each holiday year
- No holiday should be taken as approved until you receive a signed form back detailing that it has been approved.
- If you do not have a form, then the leave has not been approved and you are expected to be at work. This supersedes any verbal agreements.

Holiday Cancellations

If you wish to cancel your holiday, then you can make a request to do so. To do this you must complete a holiday cancellation form and submit it to the scheduler for review. Please note that these may or may not be approved depending on how much notice you are giving and what cover has been put in place although we will do our best to accommodate your request.

Holiday Form

There are several different sections on the holiday form. Some are for you to complete and some are to be completed by the scheduler / payment team when they are reviewing your request. Below is a guide on what you need to complete and what you need to look out for on the returned form.



Holiday Request Form

Name: ID No:

Date: Manager:

Information regarding holiday booking.

- 1) This is NOT a holiday booking form; It is a request form. No requested dates are approved or confirmed until this form is received back signed off by the payroll department.
- 2) Only one security officer from each site will be allowed to be off at any one time. Holidays are booked on a first come, first serve basis so it is advisable to request them early in the year.
- 3) Unless your site is closed and the customer does not require cover, holidays will not be approved after the third Friday in December until the new year.
- 4) You should aim to spread your holiday out throughout the year and give us at least four weeks' notice of all holidays you wish to request. You must also have submitted all holiday requests by the 28th February each year.
- 5) All holidays spanning more than 14 days, regardless of the number of actual shifts, must be accompanied by a letter detailing why the excessive leave is required and will require approval from a Senior Manager / Director.
- 6) Only holiday that has been accrued will be paid on the requested dates the rest will follow once it has been accrued and all holiday payments are in arrears.

Holiday dates

Start date: End date:

Return to work date: Days requested:

Scheduling (Internal Use Only)

Ops	Is the request operationally viable	Yes / No
	Date added to Timegate	
	Schedulers Signature	
Payroll	Paid holiday or paid on accrual	Paid in Pay Period / On Accrual
	Date approved by payroll	
	Payroll signature	

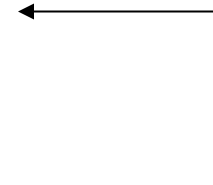
Holiday Approved
Holiday NOT Approved

Remarks

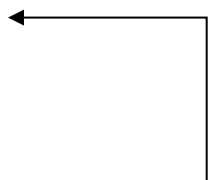
This holiday will be paid in pay week(s):

Entitlement

Annual Entitlement:		Booked / Taken (To Date):	
Days Requested:		Remaining Entitlement:	



Please make sure that as a minimum you complete the sections highlighted in green.



The sections marked in purple will be completed by the payroll team or the scheduler and will advise if the leave is approved, how it will be paid and your holiday entitlement figures.

Please only complete the relevant sections to you and ensure that you are using the correct version of the holiday form. This is currently issue 10 (03/17).

Sickness & Absence

If you are unable to attend work through sickness you must notify the Control Centre as soon as you find out, you are not going to be in but no later than three hours before the shift is due to start.

This must be done by you (except in cases where you are physically unable to speak) and must be done by phoning in. Emails or text message will not be accepted.

Please note that failure to inform us in the required time or not informing us at all will be classed as a breach of the absence policy. You must phone in on either 01494 441 805 or 01494 535 830 to report any absence.

When phoning in you should:

- Give a clear indication of the nature of the illness and
- A likely return to work date

An employee may not always feel able to discuss their medical problems with their direct line manager. Managers will be sensitive to individual concerns and make alternative arrangements, where appropriate. For example, an employee may prefer to discuss health problems with a person of the same sex.

Please note that you are not permitted to call in absent for multiple days at a time and therefore you are required to phone into either your line manager or the Control Centre each and every day that you are not attending work to update us on your progress and how you are getting on. This call needs to be made by 13:00 each day.



Evidence of Incapacity

Employees must use the company self-certification arrangements for the first seven days of absence. Thereafter, a 'Statement of Fitness for Work' is required to cover every subsequent day. All absences that are not accompanied by a self-certification form will be classed as unauthorised absences or 'blowouts' and disciplinary action will be taken.

Self-certification forms must be provided within seven days of returning from the absence and doctors notes should be provided as soon as possible, your medical condition allowing. If the absence is likely to be protracted, i.e. more than four weeks continuously, there is a responsibility for the employee to maintain contact at agreed intervals.

For further information of our absence policies and procedures please ensure that you have read and understood RMM 1222. A copy of this document will be available on site in your AI folder or can be requested from our HR team.

Unauthorised Absences

Any absence from work which has not been authorised (i.e. holiday, compassionate leave or authorised absence) will be treated as an unauthorised absence. This will also apply if you advise that you are sick but do not provide the appropriate paperwork. We also monitor all absences to look for patterns and trends.

All unauthorised absences will need to be explained fully and if you are unable to provide an adequate justification for any absence or refuse to provide the appropriate supporting paperwork then you will be subject to company disciplinary procedures.

Unpaid Leave

In exceptional circumstances you can apply for unpaid leave if you need it, however you will need to have used all your annual leave first and it must be for either a justifiable reason or an exceptional circumstance. Evidence may be requested to support your application i.e. hospital appointment letters or legal letters.

Each case will be judged on its merits and suitability before any decisions are made and are fully at the discretion of the company. In these instances, you will be marked down as having an authorised absence and will not be paid for the shift that is not worked.

To apply for unpaid leave, you should submit an unpaid leave request form – RMR 4211 along with any supporting evidence you wish to provide. This will then be reviewed and either approved or denied depending on the availability of cover and the need for the absence.

Maternity & Paternity

Maternity Leave

As an employee if you become pregnant, you have the right to receive 26 weeks of Ordinary Maternity Leave and 26 weeks of Additional Maternity Leave making one year in total. This combined 52 weeks is known as Statutory Maternity Leave.

To qualify for Statutory Maternity Leave you must be an employee. If you are an employee and you give us the correct notice, you can take Statutory Maternity Leave no matter:

- how long you have been with your employer
- how many hours you work
- how much you are paid

Please note that you are required to tell us that you want to take Statutory Maternity Leave at least 15 weeks before the beginning of the week that your baby is due. If this is not possible (for example because you didn't realise you were pregnant), then you should tell us as soon as possible.

You need to say:

- That you are pregnant
- When the baby is due
- When you want to start your maternity leave (you can change the date later, if you give at least 28 days' notice)

We have the right to ask for notice in writing and for a copy of your MAT B1 form, the maternity certificate, which says when the baby's due. Your doctor or midwife will give you a copy of the MAT B1 form after you have been pregnant for 21 weeks. They cannot give this to you any earlier.



After informing us that you want to take Statutory Maternity Leave, we will write to you within 28 days. We should confirm your Statutory Maternity Leave and give you the date your Statutory Maternity Leave will end.

Time Off for Antenatal Appointments

All pregnant employees are entitled to reasonable time off work for antenatal care. You must provide evidence of antenatal appointments from the second appointment onwards. You should show a medical certificate showing you're pregnant and an appointment card or some other written evidence of your appointment.

Antenatal care may include relaxation or parent craft classes as well as medical examinations, if these are recommended by your doctor. If you can, try to avoid taking time off work when you can reasonably arrange classes or examinations outside working hours.

Fathers can also request time off to attend up to two of these antenatal appointments along with their partner. Please note that although the time will be given you will not be paid for it. You can request to attend more than two but this will be at the discretion of your line manager and based on the availability of cover.

Paternity Leave

If your partner is having a baby (or you are adopting) you can ask to take paternity leave. You must be taking the time off to support the mother or care for the baby and intend to be fully involved in their upbringing. To qualify for this, you must have worked for us for at least 26 weeks by either the:

- 15th week before the start of the week when the baby is due
- By the end of the week you are notified you are matched with your child.

You must also be either the:

- Biological father of the child
- Mother's husband or partner (including same-sex relationships)
- Child's adopter
- Husband or partner (including same-sex relationships) of the child's adopter

To qualify for Ordinary Paternity Leave, you must tell us:

- When the baby is due or when the child is expected to be placed with you for adoption
- Whether you want one or two weeks' Ordinary Paternity Leave
- When you want your Ordinary Paternity Leave to start

You must also give us the correct amount of notice by telling us in writing at least 15 weeks before the beginning of the week when the baby's due or within seven days of being told by the adoption agency that you have been matched with a child

Your Paternity Leave can start on any day of the week (but not before the baby is born) but it has to finish within 56 days of the baby's birth. If the baby is born before the week it was due, it must finish within 56 days of the first day of that week. You can start Ordinary Paternity Leave after a period of parental leave has ended. If your partner has a multiple birth, you are only allowed one period of Ordinary Paternity Leave.

All paternity leave will be paid at the current statutory rate. If you require additional information then please speak to your line manager or email our HR team.

Shared Parental Leave

Shared Parental Leave (SPL) is designed to provide parents with the opportunity to consider the best arrangements to care for their child during the first year. The amount of leave is calculated using the mother's entitlement to maternity leave, which allows them to take up to 52 weeks leave.

If they reduce their maternity/adoption leave entitlement, then they and/or their partner can use the SPL system to take any remaining weeks as SPL. You are allowed up to three notices if you are eligible.

To be eligible for SPL then the mother must:

- Have a partner
- Be entitled to maternity leave
- Have curtailed, or given notice to reduce, their maternity leave

A parent who intends to take SPL must:

- Be an employee
- Share primary responsibility for the child
- Have properly notified their employer of their entitlement and have provided the necessary declarations and evidence
- have at least 26 weeks' service at the end of the 15th week before the expected due date

All shared parental leave will be paid at the current statutory rate. If you require additional information then please speak to your line manager or email our HR team.

Compassionate Leave & Emergencies

You have the right to time off work to deal with emergencies involving a 'dependant' – this could be your husband, wife, partner, child, parent, or anyone living in your household as a member of the family. This time off will enable you to make arrangements / plans to assist your dependant and will be unpaid.

If a dependant dies, you can take time off to make funeral arrangements, as well as to attend a funeral. If the funeral is overseas, then you will need to agree a reasonable length of absence with your Line Manager. If you lose someone close to you (parent, spouse, child or sibling) you may also be entitled to paid compassionate leave. This is up to a maximum of three days and will be paid at basic rate for the number of hours you were scheduled to work.

Company Rules

Dress Code

At the beginning of your employment you will be issued with a Uniform. This will include as standard: Shirts, a Tie, Trousers, a Jumper and appropriate safety equipment. You may also be issued other items depending on your duties and location. It is your responsibility to keep these items clean and tidy. Please note that you are required to be dressed smartly at all times. All necessary equipment required to complete your duty will be supplied to the site. Any breakages due to negligent usage may be taken out of your pay.

Punctuality & Attendance

You are required to arrive punctually at the start of your duty (at least 10 Minutes before it commences) and sign the Assignment log at the start and end of your duty and book on duty and off duty with the control room at Head Office. Arriving late to work will not be tolerated and persistent offenders will be disciplined.



You are to remain alert & awake while on duty and complete your welfare check calls as detailed in the Assignment Instructions. Failure to complete these checks may result in disciplinary action. You are also not permitted to leave site before your relief arrives (if applicable).

Smoking

We operate a No Smoking Policy throughout the company. Employee, suppliers and visitors are not allowed to smoke in any of our premises or in public areas at the front of premises and should dispose of any cigarette ends considerately and safely. If smoking it MUST only be within designated smoking areas or out of public view. Please note that you are required to abide by any and all customer rules regarding smoking.

Personal Telephone Calls

We acknowledge that occasionally you will be required to make and receive personal calls whilst at work. These calls must be made using your own phone and should be brief and should not affect your work in anyway. Please note that you are NEVER permitted to use a company or customers phone to make any personal calls. If you are found to abuse this any costs incurred will be deducted from your pay and disciplinary action will be taken against you.



Conflict of Interest

If you become aware of ANY conflict, or potential conflict of interest, this should be referred immediately to you Line manager. Please note that you are required to disclose any relationships that you have at work either with other staff members or clients.

Confidentiality

All information concerning the Company and its clients which may come into your knowledge during the course of your employment is strictly confidential. You must not, either during the course of your employment (except in the proper performance of your duties) or after termination of it, divulge any such confidential information to any third party whatsoever.

During his/her employment with the Company the employee will not, under any circumstances, engage in any work connected with security services whether directly or indirectly, either with any person or alone and whether as principal, Company Director, contractor or employee, save with the written consent of the Company, nor will the employee canvass or solicit any orders from any client of the Company or its associated companies on behalf of himself, or any other person, Company or business entity.

During his/her employment with the Company the employee will not engage in any other employment or business activities incompatible with his/her employment with the Company and only with the written consent of the Company.

After termination of the employment with the Company the employee will not, for a period of one year, canvass or solicit orders from any client of the Company or its associated companies at whose premises the employee has at any time worked during the employment, nor shall he enter into any contract with such clients or carry out any work therefore for the purposes of the provision or maintenance of security services during the said year, whether on behalf of himself/herself or any other person, Company or business entity and whether as principal, contractor or employee or any other person, Company or business entity.

Neither shall the employee take up employment in any work with a client Company for a period of 12 months from the termination of employment with the Company.

Gratuities & Gifts

The employee may not directly or indirectly accept or receive for their own benefit any gift, favor, rebate, gratuity, discount, commission or other inducements whether cash or in kind form any customer, client or supplier without clearing it with their Line Manager. Failure to disclose any of the above could result in disciplinary action. Should you need to report any such items / invitations please contact the office and request RMR 7218 (Gifts) or RMR 7219 (Hospitality).

Company Vehicles

Driving Licenses

If you are required to drive a company vehicle it is a condition of your employment that you hold a current, UK driving license at all times. Loss of your license for any reason may lead to disciplinary action being taken against you. If as a result of losing your license you are unable to perform your duties, you may be liable to be dismissed if there is no alternative employment available.

Please note that you are required to allow us to check your driving license every six months. We will be using the DVLA online driving license system and so you will be required to provide us with an access code when required. Failure to do so may result in disciplinary or suspension until a valid license is produced. Please also note that you are required to inform us of all / any driving charges e.g. Points.



**Driver & Vehicle
Licensing
Agency**

Road Traffic Offences

If the employee is penalised or convicted for illegally parking or another traffic violation, you are required to ensure that the fine is paid within 28 days. Please note that the company will not accept any responsibility for any traffic violations and that you will be required to pay the full amount.

Road Traffic Accidents

Following an incident involving a company vehicle you should:

- Stop in a safe place
- Exchange particulars and obtain name, address, contact telephone number, registration number and full insurance details from all parties involved.
- NEVER admit liability
- Gather details of all witnesses including name, address, and contact telephone numbers and if possible take photos of the damage.
- Inform the Control Centre / your manager immediately.

Careless Driving

All drivers are urged to drive in a careful and responsible manner for their own and other road user's safety. Drivers involved in accidents where they were to blame, may be charged the excess. Please note that if the vehicle is inspected and any damage is found that has not been reported then the company will arrange for it to be repaired and charged to the driver. Therefore, CHECK the vehicle BEFORE you take it out and when you return it and report all damage immediately.

Miscellaneous

The following should be observed by anyone using company vehicles:

- Smoking in company cars is not permitted and a non-smoking sign should be displayed.
- You must not use a mobile phone while driving unless you have a hands-free kit.
- You must keep the vehicle clean and tidy, failure to do so may result in deductions being taken from your pay to valet the vehicle.
- You should regularly check the tyre pressures, tyre tread, oil and water levels as appropriate.
- Mobile vehicles are not to be used for any personal use. They are strictly for completing your duties related to work.
- You are forbidden to drive a company vehicle or drive on behalf of the Company if you have been drinking alcohol, taking drugs or substances. Please see Drugs and Alcohol and Drugs and Alcohol Testing Policies.

////////////////////////////////////
BE SAFE.
DRIVE SMART.
////////////////////////////////////

Company Policies

As a company we have a wealth of policies and procedures that you need to be aware of and adhere to. These are sometimes high-level policies that cover a broad area such as quality or health or safety or they can be more specific such as customer care, PPE use or welfare inspections.

Copies of our policies can be found on the company website, in your assignment instructions folder and are available on request. A list of the main policies that you should be aware of are below:

- Quality Policy
- Health & Safety Policy
- Environment Policy

Additional Sub-Policies:

- Equal Opportunities Policy
- Training Policy
- Corporate Social Responsible Policy
- Complaints Policy
- Data Protection Policy
- Drugs & Alcohol Policy
- Drugs & Alcohol Testing Policy
- Ethics Policy
- Violence at Work Policy
- Smoking Policy
- Discipline & Grievance Policy
- Safeguarding Children & Vulnerable Adults Policy
- Customer Care Policy
- Lone Worker Policy
- PPE Policy
- Ethics Policy
- Email & Internet Use Policies
- Communication & Social Media Policy
- DBS Policy
- Communication & Social Media
- Staff Welfare Checks & Visits
- Attendance & Absence Policy
- Information Security Policy

If you follow the requirements of these policies then you should not have any problems during the course of your employment with us and should meet the requirements of the company.

Data Protection & GDPR

GDPR stands for the General Data Protection Regulations and replaces the Data Protection Act. The Act is all about making sure that your data is held, processed and used fairly and only for the purposes that it is needed for.

The legislation applies across the UK and Europe and provides the following rights for individuals:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.



Please rest assured that we only collect personal data that we need either legally, to process your employment or ensure your health & safety. Everything we collect, and process is strictly controlled and held securely and only accessible to appropriate personnel.

If you would like any additional information on this, please see the privacy policy on our website or contact your line manager.

Accidents

In the unfortunate event that you have an accident while at work you must report it immediately to the Control Centre and your Line Manager. This applies to both actual accidents resulting in injury and harm and to any near misses.

In addition to making a verbal report to the Control Centre you must also complete a full accident report (RMR 7001) and submit to our offices within 48 hours of the accident occurring. This can be done either via your line manager, in the post or by emailing the completed form to safety@riskmanagementsecurity.co.uk.

It is vital that you report all accidents and near misses so that we can investigate, adjust procedures, update risk assessments and most importantly make sure that no one else gets hurt. Please note that any investigations are not about blaming someone are but about learning from our mistakes and ensuring that it doesn't happen again.



Discipline & Grievance

Discipline

Sometimes things will go wrong and disciplinary action may be required. This may be for a variety of reasons including but not limited to poor performance, refusal to work, refusal to complete your duties as per AI's, working in an unsafe manner, acting unprofessionally etc.

When this does happen, we have procedures in place to deal with these matters. These apply to all individuals who have passed their probation period. For more information please see our Disciplinary Procedure. A copy of this can be found in the back of your terms and conditions of employment or in the back of your assignment instructions folder.

Grievance

If you experience any problems at work or have any concerns the first step is to contact your line manager and discuss them. Please don't bottle things up and keep them to yourself, if you are unhappy about something then let us know and we may be able to assist, explain a decision in more detail or provide you with additional information.

If informal discussions do not prove useful or if after them you are still unhappy then you have the right to raise a formal grievance. If you wish to do this then you need to complete RMR 4240 our "Grievance Raising Form" and submit it to the HR department as soon as possible. If you would like one of these forms then please contact us.

Once we have received your form we will review the content and assign an appropriate individual to hear your grievance as per our grievance procedures. For full details of the process and how it all works please see the grievance procedure. Again, a copy of this is contained in the back of your terms and conditions of employment or in the back of your assignment instructions folder.

SIA Licences

SIA Licences, Accounts & Renewals

It is your responsibility for ensuring that your SIA licence remains valid. It is your responsibility and you must ensure that you wear it at all times while on duty and that you abide by the licence conditions set out by the SIA. If you see anyone not following these requirements or who attends for duty without an SIA licence you must immediately inform the Control Centre.



SIA Removal of Licence

If your licence is taken away (revoked) by the SIA then you must ensure that you tell us immediately. We run weekly checks to ensure that all licences are valid and so it is important that you inform us as soon as you know of any issues with your licence.

Lost SIA Licence / ID Card

In the event that you lose your licence or ID card, have it stolen or otherwise misplace it then please contact us immediately and we will advise what you need to do to ensure that you can keep working while a replacement is on route.

Please note that you will be entitled to one free replacement ID card and then additional ones will be charged at £5.00 so please make sure that you keep both your SIA licence and your ID card safe.

SIA Accounts

To renew your SIA licence, contact the SIA and make any changes to your personal information (i.e. name, address etc) you will need a personal account with the SIA. If you do not have one already you need to be setting one up now otherwise your renewal may be delayed. If you do not yet have an SIA account then please visit www.the-sia.org.uk and create one. Please note that this is not something we can do for you as it is personal to you.

SIA Renewals

We keep a track of all SIA licences required by our employees. Approximately four months prior to your renewal we will send you an email advising you that your renewal is coming up soon and what steps you need to take. You will have two options, either you can apply on your own and advise us of the new licence number or you can link with our business account and we can apply on your behalf.

If you chose this second option there are a number of benefits that you will receive. Firstly, we will do most of the renewal process for you, saving you some time. Secondly, we can communicate with the SIA, on your behalf, regarding any issues with your account or the renewal process and finally, we can offer you the opportunity to spread the cost of your licence over three pay periods making it easier to pay for.

You can link with our business account at any time by emailing hr@riskmanagementsecurity.co.uk from the email address that you have used to set up your SIA account and requesting a link.



Licence conditions

SIA licences are subject to certain conditions, which you must abide by. Therefore, Front line licence holders must:

- Wear the licence where it can be seen at all times while engaging in licensable activities unless you have reported it lost or stolen, or it is in our possession.
- Tell the SIA, the police & us if your licence is lost or stolen.
- Tell the SIA (and us) of any convictions, cautions or warnings, or charges for relevant offences whether committed in the UK or abroad.
- Tell the SIA of any changes to your name or address.
- Not deface or change the licence in any way (should your licence become damaged, you should advise the SIA and request a replacement).
- Not wear a licence that has been defaced or altered in any way.
- Produce the licence for inspection on the request of any constable, any member or employee of the SIA or other person authorised by the SIA.
- Return the licence to the SIA if you are asked to do so.
- Tell the SIA (and us) of any change to your right to remain or work in the UK.

SIA Standards of Behavior

SIA licence holders hold an important position of responsibility and trust. Along with this the SIA expect certain standards of behaviour, these are:

Personal Appearance

A security operative should at all times:

- Wear clothing which is smart, presentable, easily identifies the individual as a security operative, and is in accordance with the employer's guidelines

Professional Attitude & Skills

A security operative should:

- Greet visitors to the premises in a friendly and courteous manner
- Act fairly and not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to the security operative's responsibility
- Carry out his/her duties in a professional and courteous manner with due regards and consideration to others

- Behave with personal integrity and understanding
- Use moderate language, which is not defamatory or abusive, when dealing with members of the public and colleagues
- Be fit for work and remain alert at all times
- Develop knowledge of local services and amenities appropriately.

General Conduct

In carrying out his/her duty, a security operative should:

- Never solicit or accept any bribe or other consideration from any person
- Not drink alcohol or be under the influence of alcohol or drugs
- Not display preferential treatment towards individuals
- Never abuse his/her position of authority
- Never carry any items which is or could be considered threatening
- Report all incidents to the management
- Co-operate fully with members of the police and partners, local authority, SIA, and other statutory agencies with an interest in the premises or the way they run

Organisation / Company Values and Standards

A security operative should:

- Adhere to the employing organisation / company standards
- Be perceptive of the employing organisation / Company culture and values
- Contribute to the goals and objectives of the employing organisation / Company

Employment Confirmation Letters

Sometimes you will require a letter to confirm your employment with us. This typically occurs if you are requiring an overseas visa, renewing a current visa or are applying for a mortgage. We are happy to assist any individual that requires such a letter or confirmation but we do ask that you give us as much notice as possible and do not leave it until the day you are visiting somewhere.

If you require one of these letters then please ask your line manager or contact the HR department on hr@riskmanagementsecurity.co.uk advising who is it for, what you need and by when. We will then complete the required document and return it to you as soon as possible. Please note that we will only provide factual information.

Uniform Requests

When joining us you will be issued with the required uniform for the location that you work at. You are required to look after this uniform and ensure that you are always clean tidy and smartly dressed. The uniform that you have has been agreed with the client and should not be deviated from (this includes the removal of ties) without the permission of your line Manager.

Obviously, over time uniform items will become tired, over washed, generally worn out or damaged so to keep you looking as smart as possible you are permitted to order additional uniform by submitting a uniform request form. This will also apply if your transfer from one site to another.

Please note that uniforms vary from location to location and so there may be some items on the form that you can have and some that you can't. If you are unsure what your uniform requirements are please contact your line manager. All uniform is issued free of charge.

Uniform can take some time to get in, especially if it is branded or bespoke to your location, therefore please don't leave it until the very last minute to order replacements. If they are showing signs of wear and tear then let us know.

The image shows a 'Uniform Request Form' with the BRSK logo at the top. It includes fields for 'Last Name', 'First Name', 'Site No.', and 'PIN No.'. Below this is a section titled 'Uniform Required' with a table for listing items. The table has columns for 'Item', 'Size Ranges Available', 'Size Required', and 'No'. Items listed include High Visibility VEST, High Visibility COAT, Jumper, T-Shirt, Show Shoe, Work Coat, Trousers, Suit Jacket, Flannel, Women's Shoes, Risk Tie, Standard Cap, Gloves, and Winter Hat. A note at the bottom states: 'Please note that ALL items are being issued unless agreed otherwise with your line manager / the client. If you have any queries or concerns at all contact us if we can assist please email us on: manager@brsk.com'. There is also an 'Internal Use Only' section with fields for 'Date Ordered', 'Passed to', and 'Date'.

Appraisals & Three-Month Competency Reviews

When you join us, we will continually evaluate your performance both during your probation period and on an ongoing basis. We do this in a number of ways and one of the first that you will come across is a three-month competency review. This is effectively a 'mini appraisal' where we will discuss your performance, training and any areas we feel that you need to improve in (if there are any).

Three-month competency reviews (TMCR) are also used when you transfer to a new location or role. This is exactly the same process as above and is to ensure that you are settling into your new role properly and performing at the levels that we and client expect of you so that hopefully you can be successful in your new role.

The other formal form of review that we conduct is your appraisal. This will be performed annually by a Manager or Supervisor and is like the TMCR but much more detailed. It will include more sections, comments and information on how we think you are doing and any areas that need more work. This is very much a two-way process and so we encourage you to also voice your options on any of the topics and information contained within it and even have a dedicated comments section for you to complete at the end of the process.

The image shows an 'Annual Appraisal / Performance Evaluation' form with the BRSK logo. It includes fields for 'Appraisal / Review Information' such as 'Name', 'Job Title', 'Site No.', and 'Date'. There are checkboxes for 'Performance Review after a successful year or other factors' and 'Operational Role Only Appraisal'. A section for 'Key Strengths' and 'Weaknesses that need addressing' has text boxes. Below that is a 'Maturity of Work' section with checkboxes for 'Outstanding', 'Exceeds Expectations', 'Meets Requirements', 'Needs Improvement', and 'Unsatisfactory'. An 'Additional Comments / Employee's Comments' section is also present. The form is labeled 'Page 1 of 1' and 'Issue 6 (2015)'.

Communication

With everyone in our business spread out across the Thames Valley communication can be difficult at times but we always endeavour to make sure that you have the information that you need. This can be in your AI's, risk assessment, through letters or most likely through your email. Therefore, please ensure that you keep an eye on your email accounts and look out for emails from u

Business Development & Marketing

As you are out on the ground and dealing with a wide variety of people you may from time to time come across people that may well be interested in using our services. If you become aware of any sales or new contract opportunities then please let us know.

This can be done either by advising your line manager, calling into the office or by emailing our sales team at sales@riskmanagementsecurity.co.uk. It is well worth doing and if it is not an opportunity that we are already working on then it may lead to a reward should a contract be secured.

If you would like any additional information on our services or are asked by someone where to find it then please direct them to the company website at www.riskmanagementsecurity.co.uk.

Rosters & Shift Information

All roster and shift information will come from either our control centre or the scheduler. If your location has a fixed roster pattern you will be made aware of it and will be expected to work on the days that are scheduled for yourself. Please note that like all things roster patterns can evolve and shift as time goes on and as operational requirements dictate.

If you are an unallocated or relief officer then your roster / working pattern will be flexible depending on your availability and the work that we have available. We will try and fix your work as early as we can but you should expect last minute changes as requirements adjust or due to sickness.

Benefits

As a company we have several benefits that are available and that you can make use of while working for us. These include pension contributions, insurance cover, loans and award schemes. For further information on these benefits please see the information below which covers them each individually.

Pension

We have a company pension scheme which is available to all employees and is operated by Scottish Widows. There are two ways to join our scheme, one is automatic (if you are eligible) and the other is by opt in. You will be deemed as eligible and automatically opted into the scheme if the following apply:

- You earn at least £10,000 per year (approx. £769.00 a pay period)
- You are at least 22 years old
- You have not yet reached state pension age
- You are not already a member of a qualifying pension scheme.

If you do not meet the above criteria you can still choose to join our scheme at any time. If you are not eligible and wish to join simply send an email to pensions@riskmanagementsecurity.co.uk detailing your name, PIN number and that you wish to join the scheme and we will make the necessary arrangements.

When you join the scheme, you will receive an introductory pack from Scottish Widows explaining all about the scheme and providing you with contact information for them. Please note that once the scheme is set up as it is personal to you any enquiries about the specifics of the scheme will need to be made to Scottish Widows directly.



Contributions

All employees that join the scheme, under UK law, will need to contribute 5% of their earnings each pay period. However, by doing this you will also benefit from a contribution of 3% from ourselves. Please note that contribution levels are set by the Government and not us. You can contribute more if you want to, but you cannot contribute less.

Opting Out

You have the right to opt out of the scheme at any time, even if you are auto enrolled. If you wish to opt out, then you need to send an email to pensions@riskmanagementsecurity.co.uk and request a pension opt out form. This form will be posted to you for completion and needs to be returned to us.

Once we have received it we will process it in the next payroll and you will have opted out. If you do this within a month of joining us the fund will be closed and the contributions returned to you. If you opt out after this then the fund, we remain in place and dormant until you either retire or close it. For further information on what happens to the fund in these instances please contact Scottish Widows directly or a financial advisor.

Personal Injury Cover

We operate a personal injury cover scheme which is in place should you have an accident while at work which results in death or a permanent disablement. This insurance would pay out a sum of money (up to a maximum of £25,000) in the event of any of the following occurring while you are at work:

- Death (through an accident)
- Permanent disablement
- Permanent disabling injuries

This applies to all our employees and while we hope you never need to use it if you do we will instigate the processing automatically so you do not need to do anything. If you would like any further information please contact us.

SIA Loans

The current cost of an SIA renewal is £210.00. We appreciate that this is a large sum of money and can be difficult for people to come up with all in one go. Therefore, we operate an SIA loan scheme where we pay for the licence renewal at the time of the application and then allow you to spread the cost over three pay periods rather than paying for it all in one go.

This loan is interest free and is simply designed to spread the cost. We also do not charge you any additional fees for having the loan or assisting with your renewal. When your licence comes around for renewal you will be sent an email with further information should you wish to apply for this loan.

Introductory Bonus Scheme

We are always on the lookout for good quality employees that can join our team. If you know of anyone, who holds an SIA licence, that you think would be suitable for any of our roles and would like to recommend them to us then you should obtain a copy of their CV and submit it to your line manager along with a letter or email detailing how you know them, how long for and why you think they would be suitable for employment. Please note you should only recommend individuals that you personally know and therefore can confidentially support their application.

If you do the above and we employ them then you will receive an employee introduction bonus. This bonus is made up of multiple payments depending on how long they stay with us and in what capacity they are joining us (see details below). Payments will be made in the first available payroll after the date has passed.

Employee Type	Payment One (On commencement)	Payment Two (After six months)	Payment Three (After 12 months)
Full-time	£50.00	£100.00	£150.00
Part-time	-	£50.00	£100.00

Please note that if they leave, are entered into performance management or disciplined before any of the above milestones are achieved then the payments will stop.

Employee of the Quarter Awards

We run a quarterly award scheme for employees. This scheme is designed to recognise individuals that do outstanding work and really go above and beyond while working at our client's sites. This could be for an act of outstanding customer service, handling a serious incident i.e. flood or fire, or for just generally outstanding work on a location.

People can be nominated for an award by clients, from management or even through recommendation from a colleague. Unfortunately, not everyone who is nominated can be a winner but at the end of a quarter we review all the nominations and then select a winner.

The winner will be presented with a certificate and receive a bonus (of £50.00). In addition to this and to spread the news of your excellent work we will also do a write up on our company on you and why you won the award.

Silver Fox Awards

As a company we also run security penetration tests. These are designed to highlight and security threats and to keep everyone on their toes. If you conduct your duties in line with the assignment instructions and your training, then you should not have any problems passing them.

If you pass the penetration test then you will receive a silver fox tie Pin which you can wear, if you like, while you are on duty as a proud sign that you passed the test. In addition to this those of you that pass will also be automatically nominated for a further award which is given to the individual that not only passes the penetration aspect of the test but also the audit side after.

Flexible Working

There is legislation in the UK which gives every employee the right to **ask** for flexible working. In the event that you wish to make a request for flexible working then you need to complete a 'Flexible Working Request Form' and send it to our HR department. We will then advise you on the process and arrange the required meetings to discuss your request.

Please note that it is a request and we may or may not be able to accommodate it but we will of course review each request individually to see if it is achievable. Also, the flexible working request is for flexible working and not just for a roster pattern change. This is something you need to discuss with your line manager and colleagues.

Pay Increases

We understand that everyone would like a pay rise and of course we would like to be able to give everyone one. However, it is not that straight forward, and we can only do this in agreement with our clients as this obviously has an impact on their security spend. We work hard with all our clients to ensure that the pay that you receive is fair and appropriate for the work that you are doing and please rest assured that we will continue to do this on an ongoing basis.

If you feel that your pay is not appropriate for the role you are doing, then please discuss it with your line manager who will happily talk it through with you. Do not under any circumstances go to the client about a pay increase, this is something we need to do in a suitable and appropriate manner.

Leaving

At some point there will come a time when you decide to leave our employment. The information below details how you go about informing us, where to find out your notice periods and what to do if you decided to retire. It is always sad to see one of our staff leave but we will endeavour to make it as painless a process as possible and hopefully the following information will help.

Resignation

If you decide to leave our employment you are required to give us notice. The exact amount of notice will be detailed in your contract of employment (terms and conditions) but is usually four-weeks. This notice period is important as it allows us the time to recruit a suitable replacement and so we expect you to honor it.

You can make a request to finish early if you wish and we will review it to see if we can accommodate you but if not, you will need to work your full notice period. To resign from our employment please either email us or write a letter advising that you wish to resign. We will take your notice period from the date that we are advised in writing.

Retirement

There comes a time in everyone's working life that they make a decision to call it a day and retire so that they can take it ease and enjoy themselves. If you are working with us and have decided to retire then you are required to give us (as a minimum) the same amount of notice as you work if you were leaving for any other reason. This can be found in your terms and conditions of employment.

However, these sorts of decisions are usually not made on the spare of the moment and generally are planned so if possible, we do ask that you advise us three months in advance if you are planning on retiring so that we can take some time to find a replacement. To do this simply write or email into to our HR department and advise them that you are retiring and the date on which you would like this to take effect.

On leaving

Leaving is always a sad event, even if you are moving on to something new and exciting as you will have built up relationships with colleagues and people that work at the location. You should make your goodbyes while ensuring that you remain professional and diligent right up to the end of your shift.

It is also really important that you return all company property that you have this includes any equipment, keys, uniform items and your personal identification card. All these items need to be returned to either our office or your designated line manager. Please do not just simply leave them at a site as they may go missing which may result in a charge being applied to your final pay.

Final Pay

Once you have left you will need a final pay. This will include everything that you have worked in the last pay period, any holiday that you have accrued and not yet taken and any other final payments that are due. Please note that your final pay will be at the end of the payroll period that you leave in and we do not make special early payments. In addition to any money that we owe you, we will also deduct anything that you owe us or that is outstanding i.e. any SIA licence payments, company loans or for any contractual deductions. Once your final pay has been processed we will then make you a leaver on our systems and a P45 will be generated. Please allow ten days after the final pay period for your P45 to arrive in the post

Appendix A – Payroll Date & Periods

Payroll Week	Shifts Conducted Between		Pay Date
	Start Date	End Date	
4	28/03/2020	24/04/2020	01/05/2020
8	25/04/2020	22/05/2020	29/05/2020
12	23/05/2020	19/06/2020	26/06/2020
16	20/06/2020	17/07/2020	24/07/2020
20	18/07/2020	14/08/2020	21/08/2020
24	15/08/2020	11/09/2020	18/09/2020
28	12/09/2020	09/10/2020	16/10/2020
32	10/10/2020	06/11/2020	13/11/2020
36	07/11/2020	04/12/2020	11/12/2020
40	05/12/2020	01/01/2021	08/01/2021
44	02/01/2021	29/01/2021	05/02/2021
48	30/01/2021	26/02/2021	05/03/2021
52	27/02/2021	26/03/2021	02/04/2021

Frontline security and reception staff are paid on a four-weekly basis. The pay periods and the actual pay dates are listed above. Please make sure that you have checked the above dates before querying shifts to make sure that they fall within the above periods.