Promise

Respect & Recognition

Information

Development

Envoys
Preface

This Colleague Handbook is relevant to colleagues employed by Corps Security (UK) Ltd, Corps Security Ireland Limited and Corps Monitoring Limited. It is intended as a summary of Corps overall terms and conditions of employment, and other information which will be helpful to you during your time with Corps. It is intended to help new colleagues become familiar with the Company and acts as a reminder for existing colleagues.

This Colleague Handbook supersedes and replaces all other handbooks, policy documents, papers or manuals that may have been issued in connection with employment or contract matters. Full terms and conditions of your employment are contained in your contract of employment.

This Colleague Handbook is up-to-date as of the date of issue, but a controlled copy (or updated sections only) can be found on the Colleague Portal or can be requested from the HR Department, and it is your responsibility to familiarise yourself with the latest version at regular intervals. If there are any significant changes, you will be advised of them in writing.

You will note that this Colleague Handbook contains contractual and non-contractual sections. We may need to update this handbook from time to time, to make sure we keep up-to-date with changes in the law and to update, amend or remove any policies or information that become irrelevant, incorrect or out-of-date. Should the Company wish to make any changes to contractual terms, colleagues will be consulted with prior to any changes being finalised.

The most up-to-date copy of the Colleague Handbook, which supersedes all previous versions, is available on the Colleague Portal.

Where there is any discrepancy or conflict between this Colleague Handbook and other documents, your contract of employment takes precedence over the terms enclosed within this Colleague Handbook, unless you are advised in writing to the contrary.

If you have transferred across to Corps Security from a previous employer and stayed on your existing terms and conditions of employment rather than transferring to Corps Security's terms, your current contractual terms will remain in force. Where your contract does not cover a particular issue, this Colleague Handbook will apply.

For the purpose of this Handbook reference to a “Colleague” or “Employee” means employee of Corps Security.

If you have any questions about the contents of this Colleague Handbook, or any aspect of your employment, please speak to your immediate line manager.
Dear Colleague,

Welcome to Corps Security. You are joining a unique company within the security sector with a rich heritage stretching back to 1859. All our colleagues play a vital role in ensuring the continued success of the company. It is only through the work of our colleagues that we maintain the trust and confidence of our customers.

All of my working life has been in the support service sector, mainly in the provision of facility services, so I know the importance of providing consistently high levels of service to customers as well as the need to ensure that our colleagues are well trained and motivated.

Our company has one of the most recognised brands in the industry and, from the start of its history more than 150 years ago, Corps Security’s success has been built on treating its people well and delivering high quality services to its customers.

It is important that you understand the direction of our business and how we will continue to provide the high levels of service that we have come to be recognised for. Being clear about our business purpose and what we all need to do to guarantee that we deliver on our promises to our customers is critical to the successful growth of Corps Security. This starts with being absolutely clear about what Corps Security does:

*Corps Security uses its focused, specialist expertise to ensure the security, safety and well-being of many of the UK’s leading business and organisations. For over 150 years Corps Security has developed a heritage of discipline, integrity and reliability; and its commitment to its people inspires passion and loyalty.*

This means that we focus on what we are experts in: security services. We do not provide cleaning services or catering services or maintenance services simply because this is not our field of expertise. We are experts in providing a range of security services which includes our Security Officers as well as specialist services such as remote CCTV monitoring, special events, security consultancy and training, amongst other things.

In order to ensure that we continuously deliver on our promises to our customers there are certain things which we, as Corps Security colleagues, will need to do every day that we are in business. We call this 'Living The Brand' which sets out our approach and our values. Our approach is defined as:

*Dedicating our expertise to what we do best: Specialist Security Services*

And our values are encapsulated by a simple, but well-meant phrase:

*Everyone Matters*

By being clear and focused on what we are here for and how we work, we can ensure that our customers understand what is different about Corps Security and why we should be their security provider. We all have our part to play in achieving this and to making Corps Security a successful security company.
I regularly send update letters to all of our colleagues about the business and I welcome feedback on any aspect of our business from all colleagues. In addition to the day-to-day communication which you have with your local management team, you can contact me directly by emailing me on colleagueconfidential@corpssecurity.co.uk or by calling our dedicated number and leaving a message on 020 7566 0520. I will always get back to you as soon as possible.

I am glad to have you on board, and my colleagues and I wish you a long, happy and successful career with Corps Security.

Mike Bullock
Chief Executive Officer
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As a specialist security services provider, we are renowned throughout the industry for our manned guarding, mobile patrols, key holding, alarm response and CCTV monitoring capabilities.

By utilising our focused and specialist expertise, we ensure the security, safety and well-being of many of the nation’s leading businesses and organisations, providing them with a whole array of services, including Security Officers, Reception/Concierge, Door Supervisors, CCTV Operators and Business Support Staff.

For over 158 years Corps Security has developed a heritage of discipline, integrity and reliability, with our commitment to our people inspiring passion and loyalty.

Our reputation is based on our ability to:

- Invest in quality management and supervision at all levels
- Establish close working relationships with customers
- Motivate, manage and train all of our colleagues
- Remain flexible to customer needs and requirements

We work for customers who value the quality of service, rather than price alone. Nevertheless, our frontline colleagues are typically paid more than the minimum wage.

Corps Security’s reputation is based on:

- Investing in quality management and supervision at all levels
- Establishing close working relationships with customers
- The stability and motivation of well-trained and managed colleagues
- Flexibility and a rapid response to customers.

Below is a list of services we currently offer:

**Corps Security**
- Manned guarding
- Emergency support - otherwise known as Quick Response Force
- Control room operatives and management
- Mobile patrols, key holding and alarm response
- Car park/traffic attendants and management

**Corps Consult**
- Consultative services
- Threat analysis
- Security reviews & strategies (penetration tests)
- Corporate investigations
- Counter-surveillance sweeping
- Specialist training

**Corps Events**
- Event security management
- Commissionaires and stewards
- Crowd management consultancy services
• Close protection /overseas accompaniment for VIPs

**Corps Monitoring**
- Dark screen CCTV monitoring and live CCTV surveillance
- Delivery and dispatch management
- Monitoring building security and building management systems
- Remote access control/lone worker monitoring
- HelpDesk functionality

**Corps Welcome**
- Mailroom management
- Business support operatives (including print room reprographics)
- Front of house, concierge and reception

**Corps Complete**
- Our holistic security provision, combining manned guarding and technology

By operating throughout the UK from a network of local offices, divided into North, Central and South Regions, we are able to offer a nationwide coverage, providing customers with a close point of contact for the above services.
Corps Security uses its focused, specialist expertise to ensure the security, safety and well-being of many of the UK's leading businesses and organisations.

For over 150 years Corps Security has developed a heritage of discipline, integrity and reliability; and its commitment to its people inspires passion and loyalty.

**Corps Purpose**
The security, safety and well-being of our customers’ people and property

**Corps Approach - Dedicating our expertise to what we do best: Specialist Security Services**
- ‘We are resolutely a provider of specialist security services’
- ‘We will manage our customers security requirements: not their facilities, not their catering, not their cleaning’
- ‘We do not supply ‘people’, we provide skills and expertise’
- ‘Our colleagues will be the best trained in our industry, they will be smartly dressed, courteous and efficient’
- ‘Our colleagues will be knowledgeable about all aspects of security, our customers and Corps Security’
- ‘We wish to be measured by the output of our service, not the input’
- ‘Our security solutions will include a mix of human and technology based activities that provide the best protection for our customers’
- ‘We aim to be the industry leader for our innovation, service and passion’
- ‘We will be fast to react to the changing needs of the market, our customers and our colleagues. We aim to be ahead of trend not a follower’

**Corps Values – Everyone matters**
- ‘We will behave with integrity, honesty and reliability towards each other and our customers’
- ‘All colleagues are important, but especially those that serve on our customers’ premises’
- ‘We will communicate regularly and meaningfully so our colleagues and customers are kept up to date with what is happening’
- ‘We will comply with the letter and spirit of all legislation and regulation governing our business’
- ‘Being happy in our work will shine through our service’
- ‘Our heritage makes us special so our on-going links with the armed forces are important to us’
- ‘We will achieve our goals through motivational and supportive leadership’
# The Corps Security Colleague Charter

The charter sets out commitments to each other as colleagues of Corps Security and underpins our Corps Values: ‘Everyone Matters’. The Colleague Charter applies to everyone who works in Corps Security, whatever their role. It is about taking **PRIDE** in our company and each other.

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<th>Colleague Charter</th>
<th>Company Commitment</th>
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| **P** PROMISE | • We will always endeavour to get pay, holidays, sickness entitlement and expenses right first time, every time.  
• We will always confirm your entitlements with you.  
• If we make a mistake or miss something we shouldn’t, we promise to respond and rectify quickly.  
• Problems will be acknowledged as received within 24 hours with the aim to rectify or explain directly to the colleague’s satisfaction within 48 hours. | • We can help each other if we ensure that we follow company systems, processes and deadlines for reporting pay, holiday, sickness and expenses. |
| **R** RESPECT & RECOGNITION | • All colleagues will be treated with respect.  
• All of our site based officers will receive a face to face visit from a manager or supervisor once a month as a minimum.  
• We will recognise and acknowledge personal performance which goes beyond the normal course of duty.  
• A recognition scheme for colleagues and customers to recommend those who deserve an award for going beyond the normal course of duty | • We will behave courteously and with respect to our colleagues and customers.  
• We will be flexible in our availability and hours particularly when it comes to covering colleague holidays and sickness because there will be times when we want colleagues to do it for us. |
| **I** INFORMATION | • We will ensure that all colleagues are regularly kept up to date with what is happening in their company. This will be achieved in a variety of ways through the management and supervisory line, personal letters from the CEO direct to colleagues, Colleague Confidential direct line and email. | • Colleagues show an interest in their company and are keen to keep themselves up to date.  
• Colleagues will use appropriate channels within the company to raise questions or concerns |
| **D** DEVELOPMENT | • Each year every colleague within Corps Security will receive an appraisal with their manager or supervisor.  
• Appropriate training and development will be provided to ensure that colleagues are great at their job and have the opportunity to develop personally.  
• All colleagues will have a personal development plan drawn up specifically for them which plots out the training, coaching and development that they can expect to receive throughout their employment with Corps Security.  
• Internal progression within the company will be available to all colleagues on merit and capability. All job vacancies will be advertised on the company intranet. | • Colleagues take personal responsibility for developing themselves by being keen to learn and understand about our company, the job and our Customers’ Company and requirements. |
| **E** ENVOYS | • We will issue every colleague with a uniform so that they will always look smart and fresh.  
• We will ensure that every colleague is issued with new uniform when required.  
• We will provide every colleague with the necessary tools to get the job done in a safe and professional manner, including all contract specified, site based equipment and personal protective equipment (PPE). | • Every day we all need to look neat, tidy and business like to show each other and our customers that we are professionals.  
• We will arrive for work on time every day to ensure that we can properly handover to each other.  
• We will book on and off when we should and complete all check calls to ensure that no one has to worry unnecessarily about us. |
# The Corps Security Customer Charter

This Charter sets out those commitments to each other which will form an integral part of our supplier / customer relationship, embracing our respective corporate values and confirming our mutual service expectations.

The Customer Charter applies to all subscribers who employ Corps Security, whatever service is being supplied. It is about our **PRIDE** in serving you – and your **PRIDE** in appointing us.

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<td><strong>P</strong> PROACTIVITY</td>
<td>• We will introduce and maintain a strict regime of continuous service review and appraisal  &lt;br&gt; • Each month we will analyse our achievements against agreed key performance indicators (KPIs).  &lt;br&gt; • We will respond quickly to any perceived underperformance – submitting formal realignment proposals with defined timelines for completion  &lt;br&gt; • Each quarter we will submit service improvement and/or cost effective suggestions</td>
<td>• You will designate a contact within your business with whom we can liaise on an ongoing basis  &lt;br&gt; • Your designated representative will free-up time to meet with our Contract Manager at least monthly  &lt;br&gt; • You will allow us fair time to introduce service realignments should they be necessary</td>
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<td><strong>R</strong> RELIABILITY</td>
<td>• All staff provided by Corps Security will be appropriately screened in line with British Standards and customer requirements for the assignment they are undertaking  &lt;br&gt; • All staff provided by Corps Security will be appropriately licensed to complete the duties asked of them  &lt;br&gt; • All staff provided by Corps Security will be appropriately trained to protect the assignments they are assigned to  &lt;br&gt; • Contract managers will visit every assignment under their care at least once per month</td>
<td>• You will assist in compiling the required assignment training module – guiding us as appropriate  &lt;br&gt; • You will adhere to the agreed lines of communication when dealing with our site based staff  &lt;br&gt; • You will only ask our staff to complete duties that are confirmed within the Assignment Instructions</td>
</tr>
<tr>
<td><strong>I</strong> INTEGRITY</td>
<td>• We will always abide by and be compliant with, each of the operating directives detailed within those British Standards which are relevant to our industry  &lt;br&gt; • We will never lie, mislead or misinform customers or make promises to customers which we know cannot be delivered against  &lt;br&gt; • We will never offer inducement, bribe or attempt to gain inappropriate benefit from our customer relationship in any way  &lt;br&gt; • We will always adhere to the directives outlined within the formal service contract signed by both parties</td>
<td>• You will provide a safe working environment for our site based staff  &lt;br&gt; • You will provide our staff with heating, lighting and access to fresh water  &lt;br&gt; • Your staff will treat our site based staff with respect and afford them good courtesy  &lt;br&gt; • You will agree service charges which allow our staff to earn a reasonable living wage</td>
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<td><strong>D</strong> DELIVERY</td>
<td>• Prior to contract commencement, we will survey our customers premises and list those areas of concern which we believe may have detrimental effect to our customers property, staff and business interests  &lt;br&gt; • On appointment, we will compile and maintain bespoke and comprehensive Assignment Instructions which confirm all of our customer’s service requirements  &lt;br&gt; • We will adhere to Assignment Instructions at all times throughout the contract term  &lt;br&gt; • We will manage and/or escalate any issues in line with customer requirements and in a manner which offers the best protection to our customers business interests</td>
<td>• You will afford us unhindered access to your establishment/s in order that we may fully assess any potential risks or hazards which may impact upon our staff  &lt;br&gt; • You will assist us in the compilation of Assignment Instructions for your establishment/s  &lt;br&gt; • You will confirm your preferred routes and methodology for issue escalation  &lt;br&gt; • You will pay all invoices in the contractually agreed timescale</td>
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<td><strong>E</strong> ENTHUSIASM</td>
<td>• We believe that it is better to contribute rather than simply take part  &lt;br&gt; • We will share our customers aims, ambitions and expectations for their security function  &lt;br&gt; • We will continuously offer suggestions for improvement to the customers security regime  &lt;br&gt; • We will recognise and reward our staff for their innovative input</td>
<td>• Feedback is essential, should we underperform we expect to be told so that we can improve. Equally, if we exceed, we expect to receive confirmation so that we may repeat  &lt;br&gt; • You will acknowledge and give feedback on our suggestions and recommendations</td>
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Specific details of your terms and conditions in relation to location, hours of work, flexibility and other aspects can be found in your offer letter and contract of employment. Where there is a conflict between anything in this Colleague Handbook and your contract of employment, your contract of employment will take precedence.

The vetting and reference process
Any offer of employment made to you by the Company is subject to the receipt of references and security checks satisfactory to us in accordance to BS7858. We will treat the information we receive in the strictest confidence. References will normally be taken up from previous employers. If this is not possible or the Company is unable to contact them, then in certain situations character references may be taken up. We do not accept references provided by your relatives or close friends.

Depending on the contract you are working on, there may be additional checks required by the customer in order for you to be able to work on that contract, either as a new colleague or if you are an existing colleague wishing to transfer from another customer site to that particular customer site.

The Company may withdraw an offer of employment or, if you have already started your employment with us, your employment may be terminated, if your references are unsatisfactory to us. This may include:

- if incomplete or false information appears on your application form;
- if it is not possible to conclude satisfactory vetting of your previous employment history to BS7858 standards; or we are unable to complete any additional check required by the customer.

Probationary period
Unless stated otherwise in your offer letter or contract of employment, the first 12 weeks of your employment will be a probationary period, the purpose of which is to assess your suitability for continued employment. Your performance during the probationary period will be monitored on an on-going basis. At the end of the probationary period, or earlier if appropriate, your manager will review your performance and you will be told whether or not your employment has been confirmed, subject to satisfactory completion of the vetting and referencing process described above. If you have not met the required standards of performance then your employment may be terminated or the probationary period may be extended, at your manager’s discretion.

Duties
Your contract of employment will give a brief description of your job title and role together with any job description that may be issued to you from time to time. For site based colleagues this will be set out in more detail in the Assignment Instructions held at the customer site. It is your responsibility to ensure that you have read and understood the duties listed in the Assignment Instructions and speak to your manager or supervisor as soon as possible if you find anything contained in them unclear.
During working hours you are expected to devote your time, attention and individual abilities exclusively to the Company’s business and to carry out any duty or task reasonably requested by your manager or supervisor promptly and properly and not to refuse any reasonable request.

The customer may from time-to-time request additional service or duties and the Company will do its best to meet those additional requirements. This means that the Company needs you to be flexible and from time to time you may be asked to take on additional duties, either on a temporary or permanent basis. Where necessary, additional training or guidance will be provided, although the new duties will normally fall within the range of the type of duties you normally perform.

**Place of work**
You will be notified prior to a Placement of the location at which you will be required to work on a Placement (as per your contract of employment).

In you have a permanent place of work, from time to time you may be required to transfer to another place of work, within reasonable travelling distance from your home base, on a temporary or permanent basis. This may be due to the needs of the business, customer requirements or instruction, to fulfil your training requirements or as a result of disciplinary action. There may also be times when you are required to travel elsewhere and stay overnight as part of a training programme or for business reasons.

We expect this reasonable degree of flexibility from you. However, where the Company would like to make a significant change to your place of work, the Company will consult with you and give you reasonable notice of any permanent move, take into account your personal situation, and advise you of the options should you be unwilling or unable to transfer to the new location.

Travel to and from work, whether it is your normal place of work or not, will be unpaid.

**Trial periods following promotion or transfer**
If you are promoted or change jobs after your original probationary period has expired, there will be a trial period in the new position, normally 12 weeks. Your performance in the new role will be carefully monitored during this period. If you do not meet the required standard, then your manager will discuss the options with you. These may include extending the trial period, performance management (see Section L of this Colleague Handbook), or redeployment to another role, if available, or, if not, dismissal with notice after due consultation. This does not prevent the Company from dealing with any conduct issues separately under the disciplinary procedure.

**Confidentiality of information and non-solicitation**
During your employment with Corps Security you may be exposed to information about our customers’ business activities and you may also deal with customers directly. It is really important that this information is not disclosed to anybody else, either during your employment with the Company or afterwards, other than in the correct performance of your duties. Some customers may require you to sign their own confidentiality agreements, prior to you commencing work at that customer site.
Information about the personal matters of colleagues and customers should be kept confidential and not disclosed to anyone else. No documents, files, computer records, disks or software should be removed from your place of work without the express permission of senior management e.g. your Regional Director, Regional Operations Manager or Contracts Manager.

You should not make any copies or summaries of the whole or any part of any document or other material belonging to a customer unless you are asked to do so in the course of your duties, in which case this item will belong to the customer or Corps Security, as appropriate.

On leaving the Company or at the end of the assignment at a customer site, please return all documents and other materials belonging to the customer or the Company (and any copies of them) which you have in your possession, including any documents and other materials created by you during the course of your employment.

**Access control cards, security codes and passes**

If you need access to a customer site in order to carry out your normal working duties, you may be issued with a pre-programmed swipe card or security codes or passes. On no account should you give or lend your card/pass to anyone, even another colleague, or divulge the security codes to them, since they may not be authorised to have access to the same areas as you. Failure to comply with this rule may lead to disciplinary action being taken against you.

If you lose your card or pass, or it is stolen, you should inform your manager immediately on discovering the loss. Any delay may lead to the theft of customer property or monies and any negligence by you in this respect will be treated very seriously.

**Equipment**

Should you be absent for any reason you will be required to return all access control cards, keys, security codes, passes and other equipment belonging to the Company or its Clients.

**Press enquiries**

Colleagues are not authorised to make statements to the press, radio or television or on social media about the Company. Any such enquiry should be referred to your local Corps Security Office or to the Executive Office at Head Office.

**Other work and outside interests**

We recognise that from time to time you may want to take up separate employment with another organisation or pursue outside business activities or interests whilst still employed by Corps Security. Although we do not wish to unreasonably interfere in, or restrict what you do outside of work, we do need to protect our own interests and those of all our colleagues.

We therefore ask that you inform your manager, in writing, if you have any other employment, business activity or interest whilst working for the Company. Where the Company considers that this is incompatible with its interests, damages its reputation and credibility, affects your ability to fulfil your duties or creates a health & safety risk or conflict of interest, we reserve the right to require you to make the choice between employment with the Company and your other
interests, activity or employment. If you fail to inform us of this and it causes a conflict of interest then you may be subject to disciplinary action, up to and including dismissal.

Where you have close family or other relationships with other Corps Security colleagues or employees of our customers, competitors or suppliers, this might result in a conflict of interest. In such situations you should declare this to your manager. The Company will deal with each situation on its own merit, depending on the potential conflict of interest. The Employing Relatives Policy will apply in such circumstances.

**Hours of work**

Due to the nature of the business we require a degree of flexibility from all colleagues. A guide to your usual hours of work may be stated in your offer letter, although we reserve the right to vary these in response to business requirements. The Company may change the length of your shifts to suit the customer’s requirements. The same applies to your weekly contracted hours. If you move from your site, for whatever reason, your hours of work, shift pattern and rate of pay may vary dependent upon the site specification and Company’s contract with the customer, as well as the Company's charge rates with the customer of your new site.

Under The Working Time Regulations 1998 (“The Regulations”), employers must take all reasonable steps to ensure that workers do not work more than an average of 48 hours in each week if they do not consent to do so. This average is taken over a reference period, normally 17 weeks (but in the case of colleagues providing a continuous security and surveillance operation, as with most of our security work, the reference period is extended to 26 weeks). Your role may require you to, regularly or occasionally, work more than the 48 hour weekly maximum, averaged over the relevant reference period. If this is the case then your contract of employment provides for this or you may be required to sign another document to confirm your agreement to “opt out” of the 48 hour weekly maximum. You are entitled to withdraw your consent to work more than 48 hours a week by giving the Company three months’ notice of this in writing. Of course it may not be possible for the Company to accommodate this request at your current place of work and we may seek to redeploy you at another site on a different shift pattern, if there is a suitable position available, ensuring that you are not placed at a disadvantage overall. However, if there is no suitable role identified the Company may have no other option but to terminate your employment.

Colleagues engaged in continuous security and surveillance operations fall under a special category of the Regulations. The night work time limits, rights to rest periods and rest breaks at specific intervals do not apply because their work involves 24 hour security to protect our customers’ premises and/or property. Where possible, these colleagues will be granted periods of “compensatory rest”, which is an equivalent period of rest, but taken in a different pattern to that set out in the Regulations.

Under the Regulations, all colleagues whose daily working time is more than six hours are entitled to an unpaid rest break of at least 20 minutes. Your specific arrangements, (duration, paid or unpaid etc), will be set out in your contract of employment or advised to you by your manager or local Corps Security Office. Breaks will normally be taken on a rota basis, arranged with your manager or supervisor, and the times will be varied to ensure adequate shift or departmental cover. On occasions, due to the nature of the sector the Company operates in, there may be situations where colleagues are unable to be granted the 20 minutes
break (for example shift workers). In such instances, workers will be entitled to ‘compensatory rest’.

If you want to leave your place of work during the working day or shift, you must obtain prior permission from your supervisor or manager, which may be refused if there is no cover available. Even in an emergency, you are still required to wait until cover can be arranged as the site must not be left unattended at any time.

If your hours of work classify you as a night worker, you will be offered a health assessment before starting night work. The purpose of the health assessment is to determine whether you are fit to carry out the night work. Night workers are also given the opportunity to have further assessments at annual intervals, or earlier if there have been significant changes in the matters to which the assessment relates. If you wish to have a further assessment you should speak to your manager.

Travel to and from work, whether it is your normal place of work or not, will be unpaid.

**Booking on and off**

If you are required to book on/off at the beginning or end of your shift, under no circumstances should you book on or off for a colleague unless you have been given specific authority to do so by your local Corps Security Office. Booking on or off for a colleague without permission will be viewed as gross misconduct under the Company’s disciplinary procedure, (see Section L of this Colleague Handbook). Booking on and off should only be done from the place of work. Booking from home/bus/train, etc. is not acceptable and will be subject to disciplinary action. Failure to book on and/or off may result in non-payment for your shift.

**Additional hours/shifts and overtime**

From time to time, you may be asked to work additional hours or shifts at peak times, to cover for colleagues’ absence, or to meet customer requirements. Corps Security expects your reasonable cooperation with such requests, although these additional hours do not amount to compulsory overtime. If you are based on a customer site, these hours will be paid at the specific site hourly rate, unless otherwise agreed with the customer. Where possible, you will be advised of the rate payable prior to carrying out the work.

Where the customer has asked Corps Security to provide additional cover outside the normal operating hours set out in Corps Security’s contract with the customer, and Corps Security can negotiate a premium rate with the customer for this additional cover, then an enhanced hourly rate may be payable. Where this occurs, you will be advised of the enhanced hourly rate at the time, and in advance of you working these additional hours.

Any overtime and/or additional hours worked must be authorised in advance by your manager. Payments for these additional hours and/or overtime will be made at the end of the pay period in which you work them.

For office based colleagues, overtime is not normally paid and any payment in exceptional circumstances will be at the discretion of Management.
Changing your hours of work
Should we propose to make any significant and permanent changes to your hours of work, we will consult with you prior to implementing any change. You will be given notice before changes take place unless you agree to commence the new arrangements straightaway. However, should you decide not to accept the proposed changes then we will consult with you regarding the possible implications of your decision, which may include termination of your employment.

Personal property and right to search
We reserve the right to search your personal belongings, outer clothing, bags, briefcases, lockers, desks or any other storage facilities used by you at work, electronic equipment as well as any vehicles which are brought into or taken from Company or customer premises. This will be carried out in the interests of security and will be random and periodic. Selection for search should not be taken as an indication of guilt or suspicion.

You have the right to be present at any search of your property. You may be asked to remove coats, jackets and shoes only and surrender these for inspection. Searches will be undertaken in private and there will be no physical contact.

An authorised manager or supervisor of the same gender will carry out all personal searches in the presence of an agreed witness of the same gender who is available at the time. If you are found with property that does not belong to you, and you cannot give a satisfactory explanation, you will be subject to the disciplinary procedure, which could result in dismissal for gross misconduct.

Refusal to comply with a reasonable request to search your personal belongings, locker, or vehicle will be viewed as misconduct and may also lead to disciplinary action, up to and including dismissal. If you are unhappy with the way a search has been conducted, you should, in the first instance, speak to your manager.

LEAVING THE COMPANY

Resignation
If you decide to leave the Company, you should let your manager or supervisor know as soon as possible and confirm your resignation in writing. You will be expected to give, and work, the full period of notice, as set out in your contract of employment, unless agreed otherwise with your manager. If you do not work out your full notice period, without previous agreement, then you will not be paid for the days not worked and will be deemed to have resigned without notice.

Unless otherwise stated in your contract of employment, the notice you need to give us, or that you would receive from us, is as follows:

<table>
<thead>
<tr>
<th>Length of service</th>
<th>From you to the Company</th>
<th>From the Company to you</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 2 years</td>
<td>1 week</td>
<td>1 week</td>
</tr>
<tr>
<td>2 years or more</td>
<td>1 week for each completed year of service up to maximum of 4 weeks</td>
<td>1 week for each completed year of service up to maximum of 12 weeks</td>
</tr>
</tbody>
</table>
You may be required to use any outstanding holiday during your notice period.

**Loss / transfer of Customer contracts to another employer**

If Corps Security loses the contract to provide security or facilities services to the customer (on whose site you are working) because the customer has decided to award the contract to another security firm, then, other than in exceptional circumstances, your employment rights are likely to be protected under the Transfer of Undertakings (Protection of Employment) Regulations 2006 (commonly known as “TUPE”). If this situation arises, your manager will inform you of the proposed transfer and arrange meetings with all affected colleagues to discuss the potential impact to you and your current job, if the transfer goes ahead. If TUPE does not apply, then a redundancy situation may arise, depending on the circumstances, and you will be fully consulted should this be the case.

**Removal from Site at Customer Instruction**

There may be occasions where the customer indicates that they do not consider you to be suitable for that particular position. If this is a result of misconduct, this may be dealt with under the disciplinary procedure and/or performance management procedures. If the customer has instructed your removal from site, and is not prepared for you to continue to work there, your manager will consult with you and try to find you an alternative position at another site. If, following the period of consultation, we are unable to find you another suitable position, acceptable to you, then unfortunately we would have to terminate your employment on the grounds of the client’s instruction to remove you from their premises. In such a case you will be provided with the appropriate notice period, which you may be required to work on other sites.

In the event that more than one customer instructs that you be removed from their premises within any 12 month rolling period then your employment may be terminated on the grounds of the client’s instruction to remove from site.

Please note that a customer may require a removal from site for a variety of reasons, including, but not limited to allegations of gross misconduct, performance issues or to solve problems with relations between Corps Security colleagues and client colleagues. However, the client may also choose not to provide Corps Security with a reason for the removal and the company will still need to act on the instruction. The Company’s acceptance of any instruction to remove a colleague from a customer’s site should not be regarded as the Company implying that the colleague is guilty of any allegations and is purely to ensure that relations with our customers can be maintained in order to protect our business. This process is not to be confused with a disciplinary one.

**Right to be accompanied**

Colleagues who are subject to the Site Removal Process have the right to be accompanied by a Company colleague of their choice (subject to the conditions below) or a Trade Union official at the final stage of the site removal only. Colleagues should be aware that the first site removal meeting does not attract the right to be accompanied.

The Trade Union official must be either a full time officer employed by a Trade Union or have been reasonably certified in writing by the union as having experience of, or as having received training in, acting as a colleague representative. Written confirmation of any necessary certification will be required prior to the start of any meeting.
If your chosen representative is not available at the time proposed for the hearing, you are entitled to propose an alternative time which is within seven days of the original date and time. Except in exceptional circumstances, the Company reserves the right to limit the rescheduling of a final site removal meeting to one occasion only. Although you have the right to be accompanied, your chosen representative is not obliged to do so if he/she does not wish to. Similarly, you are not under any personal obligation to accompany another colleague at formal hearings if you do not wish to do so. If you wish to be accompanied by a work colleague, it will be your responsibility to arrange for this.

**Dismissal for gross misconduct**
If you are dismissed for gross misconduct, you will not be entitled to any notice period, or payment in lieu of notice (see Section L of this Colleague Handbook).

**Retirement**
It is your decision whether you wish to retire on your Intended Date of Retirement which will be the date of your 65th birthday, or to continue to work for the Company. Should you wish to retire on your intended date of retirement, you will be required to notify your line manager of your intentions, in writing, giving the contractually required notice period.

**Other reasons for dismissal**
In other situations where Corps Security is contemplating dismissing you for a reason not involving conduct or capability then a fair process will be followed.

These specific reasons could include, but are not limited to, redundancy (other than collective redundancies where other statutory procedures apply) or non-renewal of a fixed-term contract.

**General termination issues**
If giving notice to terminate employment, we reserve the right to either pay you in lieu for part or all of your notice period or ask you to work part or all of your notice period. Pay in lieu of notice will not be paid if you are dismissed for gross misconduct.

Holidays may only be booked during your notice period with the permission of your manager and the Company reserves the right to withhold Company Sick Pay during notice periods. Your final monies, including any untaken accrued holiday pay, will be paid to you on the next pay date, and your P45 forwarded to you. Prior to leaving, all Company property must be returned including, but not limited to, uniforms, name badges, security passes, swipe cards, keys and equipment. Manuals, documents, reports, records, computer equipment or other similar items must also be returned. Failure to do so may result in monies being deducted from your final pay.

**Recovery of uniform costs**
Unless stated otherwise in your contract of employment or as agreed at the time when the cost is incurred, we reserve the right to deduct an appropriate sum from your final payment to cover the cost of your uniform as follows:

- Up to and including 3 months service 100%
- Up to and including 6 months service 75%
- Up to and including 9 months service 50%
- Up to and including 12 months service 25%
- Over 12 months service 0%
You are still required to return your uniform on leaving as you will not be entitled to wear Corps Security uniform once you have left the Company. The reason the claw back is being made is that it is unlikely we will be able to reallocate your uniform, once worn, to a new colleague.

**Recovery of training costs**

We may additionally deduct money in respect of the training provided to you by us, up to and including the full cost of the training.

If you leave the company, for any reason, within 12 months of attending a licence linked qualification training course (i.e. Basic Job Training) or First Aid course which was paid for by Corps Security, we reserve the right to deduct the cost of the training from your wages according to the following scale:

- If you leave within 3 months of the training: 100%
- If you leave within 6 months of the training: 75%
- If you leave within 9 months of the training: 50%
- If you leave within 12 months of the training: 25%
- Over 12 months: 0%

Details of claw back arrangements for other training will be agreed under separate cover at the time of the training being arranged.

If you fail to attend a training session, which you have been already signed up for, without appropriate notice or reason, the company reserves the right to deduct the cost of the training from your monthly payment.

If all the above deductions and any licensing deductions (see next section), could result in you not receiving any pay in your final pay, or owing the Company money, we will discuss with you the options for us to seek repayment from you.
Background
Any individual employed by a security firm to fulfil a security-related role at a customer site is legally required to be in possession of a licence, or licences, issued by the Security Industry Authority (SIA). Licences are valid for a period of three years and remain the property and responsibility of the colleague throughout.

Corps Security is a registered member of the SIA’s Approved Contractor Scheme (ACS). Our membership of the ACS authorises the company to deploy security personnel on site while their licence applications are being processed, by issue of a Licence Dispensation Notice (LDN), providing the correct criteria has been met.

The LDN will entitle you to work for up to a maximum of 10 weeks (currently), while you are waiting for your licence to be processed. Further extensions may be permitted however this is subject to approval by the SIA.

On joining Corps Security for the first time, you will be required to provide details of your valid SIA licence or details of an application in process with the SIA, appropriate for your role. If you are in possession of a licence we will check and confirm its validity on the SIA’s public register of licence holders. If you do not have a SIA licence, and your role requires one, we will arrange the relevant training programme and examinations, and (if you pass the exams) assist with the licence application process.

It is your responsibility to ensure that you complete the SIA licence application/renewal application in accordance with the SIA’s application process.

The costs associated with obtaining licences and licence renewals where required for the role you have been appointed to are your responsibility. However, there may be circumstances in which the client on the site you are employed upon agrees to allow us to purchase the security licence on your behalf. Should this be the case then you will be notified of this fact in writing. In the absence of any such written notification then the responsibility for the purchase and renewal of the security licence remains with you.

Where the company has funded the purchase, these costs will be repayable to the company and deducted from your final salary payment if you leave the company’s employment for whatever reason, on a sliding scale as follows:

- Up to and including one year from your licence being issued / renewed – 100%
- Above one year and up to and including two years from your licence being issued / renewed – 66%
- Above two years and up to and including three years from your licence being renewed – 33%.

Rejection of SIA Application
If your licence application is rejected or suspended by the SIA then you will not be legally permitted to attend work to carry out your duties and any issued LDN whilst your licence was in process by the SIA will become invalid. In these circumstances, you should inform your local Corps Security office immediately and if requested surrender your LDN.
Conditions of licensing
SIA licences are issued subject to certain conditions. Your licence can be withdrawn or suspended if the conditions are not met. If you require a licence to carry out your role you must:

- Wear the licence where it can be seen at all times when engaging in designated licensable activity unless you have reported it lost or stolen, or it is in the possession of the SIA.
- Notify the SIA and the police as soon as practicable if your licence is lost or stolen.
- Notify the SIA as soon as practicable of any convictions, cautions or warnings, or charges for relevant offences whether committed in the UK or abroad.
- Notify the SIA of any changes to your name or address as soon as practicable.
- 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 as soon as practicable if you are asked to do so.
- Notify the SIA as soon as practicable of any change to your right to remain or work in the UK.

Importance of displaying licence or LDN when on duty
It is imperative that you display your licence or have a valid LDN on your person at all times when on site. If you are in possession of a valid LDN whilst on duty, you are also required to keep a form of photographic identification with you for example company ID card, driving licence, or passport. This is not a matter of choice: the licence is an essential part of your uniform.

SIA Inspectors regularly visit our customer sites to check licences and LDN’s. Failure to wear your licence or produce your LDN on request by an SIA inspector could result in your prosecution and a fine of up to £5,000. It will also be viewed as potential gross misconduct under the Company’s disciplinary procedure (see Section L of this Colleague Handbook).

Should you be requested by a customer not to physically wear a licence due to health and safety concerns, or fear it may be lost, for instance in operating machinery or when wearing certain types of clothing, then you still need to carry it with you on your person at all times. In these exceptional circumstances it is essential that you inform your local Corps Security office so that the assignment instructions can be amended and countersigned by the customer to confirm their request.

Corps Security’s Policy on failure to comply with these requirements
If you arrive at work and realise that you have forgotten your licence or LDN, then you must inform your site supervisor or telephone your local Corps Security Office immediately and inform them (making a note of the person you spoke to and the time of the call). As soon as another Corps Security colleague has arrived to relieve you of your duties you can then return home to fetch your licence or LDN letter and return to work as soon as possible, either during that shift or the next shift. If this happens more than twice within any twenty four month period then disciplinary action may be taken against you.
If you do not report into the office that you have forgotten your licence or LDN, and are subsequently found not to be in possession of it, then you will be removed from site immediately, and this will be viewed as Gross Misconduct under the Company's disciplinary procedure (see Section L of this Colleague Handbook).

**Lost licence**

If you lose your SIA licence you should report the loss immediately to your local Corps Security office, the SIA and the police and take all steps to obtain a replacement licence as quickly as possible, and paying any administration fees personally to the SIA. It is still possible for you to work during this time providing you have on your person at all times a copy of:

- your licence details printed from the register of licence holders on the SIA website;
- the police report; and
- a copy of your correspondence with the SIA.

**Refusal of license application or revocation of existing licence**

The Company's policy on treatment of a colleague whose licence is refused, suspended or revoked is as follows:

In all cases any colleague working in a role requiring an SIA licence will not be allowed to work once they have received a letter informing them that the SIA "proposes to refuse" (or revoke) their licence application unless stated otherwise in the letter from the SIA. If you do not inform us that your licence application, has been refused, or your licence has been revoked/suspended, and you continue to work in breach of the legislation, this will be considered to be gross misconduct (and is also a criminal offence punishable by a fine and/or a period of imprisonment).

Should you be refused a licence, or have your licence revoked/ suspended for any reason after it has been granted, you will no longer be able to work in a security role. Unless an alternative role can be found within Corps Security where licensing is not a requirement, then your employment will be terminated without notice or if your employment has not yet commenced, your offer of employment will be withdrawn without notice.

These alternative roles may be limited as the majority of our vacancies are in security-related roles requiring an SIA licence and even in the few roles where a licence is not required additional vetting requirements required by such customers may exclude a colleague with an unspent criminal record or gaps in their vetting history.

If the reason for the licence being refused or revoked/suspended, or the circumstances surrounding the refusal or revocation, are deemed by Corps Security to amount to gross misconduct then this will be dealt with under the Company's disciplinary procedure.

**Licenses or qualifications held overseas**

If your application was based on an existing non-UK licence or qualification which you hold, then the law requires you to tell the SIA of any changes in the validity or conditions attached to the licence or qualification. You will also need to inform them of any disciplinary action taken or proposed to be taken against you in connection with that licence.
TUPE transfers
If you transfer to Corps Security from another security firm under the "Transfer of Undertakings (Protection of Employment) Regulations 2006" as amended by the "Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014 (TUPE), you will need a valid SIA licence or LDN in order to continue to work at your current place of work.

If you are still going through the licensing process, then the same rules will apply to you if your licence is refused, (unless your contract of employment with your previous employer states something different).

Corps Security may offer to put you on the required training to obtain the necessary license. If you refuse to undertake it or fail the course, Corps Security may have no other option but to terminate your employment as it is a legal requirement to possess a valid license.

License renewal
It is the responsibility of individual colleagues to renew their appropriate SIA license where it is a requirement of their job role. Failure to do so will result in immediate suspension (without pay) and the invoking of disciplinary action.

In cases where a colleague attends his/her scheduled duties despite being aware that his/her license has expired, this will be considered as an act of gross misconduct and will be dealt with under the company disciplinary policy. The colleague will be suspended without pay during the investigatory/disciplinary process which may result in the termination of employment.
SICKNESS ABSENCE POLICY
The Company’s sickness absence policy has been designed to allow you time off work due to genuine sickness only. It is the intention of Corps Security to implement a fair, sensitive and consistent application of sickness policy to all colleagues, with all cases being treated individually taking into account the colleague’s condition and particular circumstances.

Notification of absence
If you are unable to attend work because of sickness or injury, or for any other reason, you are required to report this to the Central Scheduling team, no later than two hours before your scheduled start time (via phone call as the only acceptable means) on your first day of absence. It is your responsibility to inform the Scheduling team of your absence and failure to do so may result in disciplinary action. If you are unable to reach them on your first attempt, you should continue trying to contact them until you are successful.

You must speak to Central Scheduling personally. Please note that text messages or emails sent to your manager or site are not an acceptable form of notifying. Only in exceptional circumstances will it be acceptable for a relative or close friend to call on your behalf. Failure to follow the correct notification process will result in withdrawal of Company Sick Pay.

During a period of sickness absence you are required to telephone your line manager or supervisor on a daily basis or until they agree otherwise, to let them know of your progress and expected date of return.

After your first day of absence, unless you confirm with Central Scheduling your ability to return to work within 12 hours of your next scheduled shift, then it will be deemed that you are still unable to attend work and replacement cover will be arranged. Should you fail to communicate and attend the workplace, you will not be paid.

Certification of absence
On returning to work you will be required to complete a Company Self-Certification Form for all sickness-related absences of up to and including seven consecutive calendar days’ duration, (including days you would not normally have worked). A copy of this form can be obtained from your local Corps Security Office. When you have completed the form, you need to give or send it to your line manager (either on site or at your local Corps Security Office) and keep a copy of the form yourself. Failure to complete a Self-Certification Form will result in non-payment of CSP/ SSP for this period and may result in disciplinary action being taken against you.

If your absence lasts more than seven days, (including days that you would not normally have worked), then you will need to obtain a registered medical practitioner’s certificate for your period of illness starting from the eighth day of absence and send it to your line manager by first class post, or hand it to them if you return to work first. If you are still off work, continuation certificates must be sent every 14 days, or as they become due.
We advise that you keep a copy, where possible, before sending in or handing over your medical certificate.

Self-certification forms and medical practitioner’s certificates are needed by Payroll to process your sick pay, so it is very important that you provide them promptly or it could lead to you not being paid.

Additionally, you may be asked to provide a registered medical practitioner’s certificate, at your expense, if you are absent from work immediately prior to, or following, holiday leave (including public/bank holidays), or shift stand-downs. Such certificate may also be requested in any other circumstances, at the discretion of the manager and regardless of the length of the sick leave. However, if requested for other than the above listed reasons the issuing fees will be reimbursed to you.

In all circumstances where a medical certificate is required you will be required to provide such documentation in English at your own expense.

**The return to work interview and management of short term absence**

You may be interviewed by your supervisor or manager following each absence from work. The interview will be informal and attended by you and your supervisor or manager. If your absence gives cause for concern regarding your welfare and/or ability to do your job, your supervisor or manager may arrange for further informal meetings to undertake counselling and/or to implement the performance improvement procedure. These meetings will be conducted by a manager and attended by you. As a result of these meetings, you may be referred to a formal performance improvement meeting or a formal investigatory meeting.

A **third** absence due to sickness within a rolling six-month period, or **five** absences within a rolling twelve-month period, will normally result in an immediate performance improvement meeting and/or could lead to the matter being dealt with through the formal disciplinary procedure. Options at this stage of the process include, but are not limited to, the following:

- Referral to an Occupational Health Provider
- You being required to produce medical certificates from a registered medical practitioner for every absence
- Ill health retirement (if appropriate)
- Implementation of disciplinary procedure
- Change of job role/content
- Dismissal for incapability

Although the above procedures are a guideline for dealing with absence consistently across the Company, repeated absence, regular patterns of absence or any other absence which cannot be supported through medical evidence may also be dealt with. All absence will be dealt with sensitively and with compassion but whilst also trying to minimise unnecessary strain on your colleagues, line manager and site.

**Long term absence**

In situations of prolonged or persistent absence, the Company may ask for your permission to obtain a medical report from your own GP. Alternatively, we may refer your health issue to,
and require you to attend an appointment with, an Occupational Health Practitioner and/or an expert medical consultant so as to obtain a medical report. All information will be treated in the strictest confidence, in accordance with appropriate legislation.

The medical report will assist the Company in reaching a fair and appropriate decision about your continuing employment. In cases where your GP is preparing a report, you will have the right to refuse permission for us to contact your doctor, and/or to see the report. We retain the right to refer you to an Occupational Health Practitioner. In any event, we can only make decisions based on the information available to us, with or without medical opinion or evidence.

Options at this stage of the process include, but are not limited to, the following:

- Ill health retirement (if appropriate)
- Change of job role/content
- Dismissal for incapability

**SICK PAY**

During periods of sickness absence, you may be entitled to receive Company Sick Pay (CSP) and/or Statutory Sick Pay (SSP) in accordance with, and subject to, the provisions set out below and provided you have followed the reporting process described above.

Please note that you are only entitled to sick pay (SSP or CSP) in cases of your own incapacity, which genuinely prevents you from coming to work and not for other matters, including illness to family members or domestic incidents. Entitlement to leave for other reasons is covered in Section F of this Colleague Handbook.

Sick pay is not provided as an additional leave allowance to supplement holiday entitlement. Colleagues will not receive payment in instances when the colleague fails to comply with procedures, when CSP entitlement has been exhausted or subject to any entitlement under SSP.

**Statutory Sick Pay**

The Company is responsible for paying you Statutory Sick Pay (SSP) on behalf of the Government. The maximum period for which SSP is payable for is 28 weeks in any period for incapacity for work. SSP is paid at a flat rate that is reviewed annually. SSP entitlement arises when you are absent from work due to sickness for four consecutive days. It is not paid for the first three days unless this is linked to a previous absence. There are also minimum earnings criteria that apply.

**Company Sick Pay**

You may also be entitled to receive Company Sick Pay i.e. your normal basic pay less any SSP received during any period of sickness absence, following successful completion of one year’s continuous service, the notification and certification procedures set out above and in accordance with the provisions set out below, subject to any concessions as announced from time to time by the Company, at its absolute discretion and on a non-contractual basis. Colleagues subject to disciplinary/performance management proceedings (including but not limited to suspension pending investigation) are not entitled to Company Sick Pay.
Sick pay entitlement for part-time colleagues is calculated on a pro-rata basis (of the relevant full-time allowance).

Unless otherwise stated in your contract of employment, colleagues are entitled to 14 days’ Company Sick Pay in any rolling twelve month period according to the following rules:

- You will not be entitled to Company Sick Pay during any period of sickness absence within the first twelve months of joining the company. Statutory sick pay will be paid to you if you are eligible, subject to you complying with the rules set out in the section on Statutory Sick Pay above.
- The first three days of any period of sickness absence will be deemed as “waiting days” and will not attract Company Sick Pay.
- You will be entitled to Company Sick Pay for any period of sickness absence in excess of three days (less the first three days) up to a maximum of 14 days’ paid sickness in any rolling twelve month period.
- Separate periods of absence during the year of four days or more will be paid (after the first three days which are unpaid) up to a total (over the separate periods) of 14 days/shifts in total in any rolling 12 month period.
- Your entitlement to Statutory Sick Pay remains unchanged and is included in, and not paid in addition to, Company Sick Pay.
- If you are signed off as unfit to work during your redundancy consultation period, site removal consultation period, or are subject to disciplinary proceedings, the company reserves the right to withhold the Company Sick Pay.
- All above entitlements to Company and Statutory Sick Pay are subject to you complying with the sick pay rules and reporting procedures set out in the contract of employment and in this section of the Colleague Handbook.

**Sickness during Disciplinary/ Site Removal/ Performance Management/ Redundancy process or when annual leave request was declined**

Company Sick Pay will not be paid to colleagues who are absent from work by reason of illness (whether or not self-certified or certificated by an external medical professional) where the colleague has been notified (whether orally or in writing) that:

- He/she is required to attend an investigatory meeting;
- He/she is required to attend a disciplinary hearing;
- He/she is suspended during an investigation or disciplinary process;
- He/she is required to attend a meeting to discuss the colleague’s performance;
- He/she has been removed from site on client’s instruction
- He/she is at risk of redundancy and/or undergoing redundancy process
- He/she has been declined annual leave but went on sick leave instead

Company Sick Pay may be paid retrospectively for any period of absence if the Company considers that exceptional circumstances apply. The onus is on the colleague to demonstrate that such circumstances apply. This should be done either at a disciplinary hearing or, if no disciplinary hearing is held, using the grievance procedure.
**Breach of the Sickness Absence/Pay Policy**

The Company reserves the right to withhold Company or Statutory Sick Pay if you do not correctly follow the notification and certification procedures set out above, without a reasonable explanation, satisfactory to the Company.

Taking sick leave when the Company has reasonable grounds to suspect that the absence is not genuine; is self-inflicted (e.g. sunburn or hangover); was incurred through placing yourself in above normal risk of ill health or injury; was incurred as a result of taking part in hazardous recreation activates; was incurred as a result of working for another employer; followed after request for annual leave was declined; or any other such abuse of the Sickness Absence Policy, will be viewed as a serious offence, which could result in disciplinary action up to and including dismissal, as well as withholding of sick pay.

**Medical Examinations**

The Company reserves the right, where it is deemed appropriate, to obtain a written medical report supplied by your doctor and/or an Occupational Health Practitioner appointed by the Company which provides details of your current state of health and fitness to continue to undertake your duties and responsibilities at your work place. Written consent will be requested from you on each occasion.

**HOLIDAY ENTITLEMENT AND RULES**

**Entitlement**

You are entitled to a minimum of 5.6 weeks’ holiday each year which is inclusive of Bank Holidays and Public Holidays. On some sites additional holiday has been agreed, where customers are willing to fund the additional cost. Details of any additional holidays will be communicated to you in writing. If you are a part-time colleague you will be entitled to a pro-rata (proportion) of the full-time entitlement based on your contracted working hours per week.

If you work on a continuous shift pattern, your holiday will be calculated on the basis of your weekly working hours (averaged over the complete shift pattern). If you have any queries concerning the calculation of your holiday entitlement, please speak to your manager.

The Company’s holiday year runs from 1 April in one year to 31 March the following year. If you start work with the Company after 1 April in a given holiday year, your holiday entitlement for that holiday year is a proportion of the full annual entitlement equal to the proportion of the holiday year remaining on the date when your employment began. You will be advised individually of your holiday entitlement in this case and the same applies when leaving the Company, as you may have taken more or less than your pro-rated entitlement.

**Holiday Rules**

During the probationary period you will generally not be allowed to take more holiday than the entitlement you have accrued during that period. Only in exceptional circumstances will you be allowed to supplement your entitlement with unpaid leave.

The minimum period of holiday taken at any one time is one shift. The maximum period allowed is normally two weeks, but this can be increased by prior agreement with your manager or supervisor, subject to operational conditions.
All requests for holidays need to be made electronically, through the Colleague Portal, with a minimum of four weeks’ prior notice or longer where specifically advised to you. Once completed, you should receive confirmation of your holiday application (sent to your email address), followed by either an approval or decline (once your manager has had a chance to look at it). Please note that you should not consider your leave authorised until you have received the appropriate confirmation. If you have not received a response to a Holiday Request, you should contact your line manager.

You cannot book your annual leave days to occur on your rest days.

We will make every attempt to grant your holiday request, however, we do reserve the right to turn down requests depending on the staffing needs of the department or contract. Christmas leave requests may not be approved due to operational demand.

Any holiday entitlement that has not been used by 31 March, in one year, will not be paid in lieu or transferred to the next holiday year, other than in exceptional circumstances.

You are required to use up your full annual leave entitlement before end of February each year. The company reserves the right to reject requests that are booked for March, due to operational demands and this may result in you losing your unused entitlement.

Taking unauthorised holiday will be viewed as a serious disciplinary matter, which may result in dismissal depending on the circumstances.

If your contracted hours are changed during the holiday year your holiday entitlement will be adjusted accordingly and any adjustments will be made immediately.

If you leave the Company and you have taken excess holiday, then the appropriate amount will be deducted from any wages or monies owing to you.

Should you be unable to get to work due to unforeseen circumstances (e.g. extreme weather conditions) or planned distribution (e.g. strikes), the company reserves the right to require you to take an annual leave day/days.

**Public/Bank Holidays**

Bank and Public Holidays vary between the different regions within the UK and the Republic of Ireland and the company will therefore recognise all usual Public and Bank Holidays as published by the Government on www.direct.gov.uk. From time to time, the Government may stipulate additional days as Bank or Public Holidays. Additional entitlement for these days will vary from contract to contract, dependant on the customer agreeing to fund this additional entitlement.

Due to the seven day a week nature of the business, Bank and Public Holiday entitlements are usually included within your annual holiday entitlement, unless stated otherwise in your Contract of Employment.

By the nature of the Company’s business and contracts with customers, it may be necessary for you to work on Public/Bank holidays. Any entitlement to additional pay for working should be set out in your contract of employment. If it is not, then any additional payment will be paid on rates negotiated with the customer and any enhancement will be at the Company’s
absolute discretion. An entitlement to an enhanced payment on one occasion is no guarantee that any future payments will be made at the same or a similar rate.

It should be noted that there is no automatic entitlement to enhanced pay rates for working on Bank Holidays or for paid time off on Bank Holidays. This will be negotiated with each individual customer and advised to you at the commencement of each assignment.

Working on a Bank Holiday will not attract enhanced payment or/and additional incentives should you not be available for work seven days before or after the Bank Holiday.
MATERNITY LEAVE

Eligibility and entitlements
A colleague who is pregnant has certain rights, some of which depend on length of service. These include the following rights:

- Paid time off work to keep appointments for ante-natal care on medical advice. We can ask you to provide proof of these appointments, apart from the first appointment.
- To take maternity leave and return to work. All pregnant colleagues are entitled to 52 weeks’ maternity leave: 26 weeks Ordinary Maternity Leave (OML) and 26 weeks Additional Leave (AML), regardless of length of service which can be taken at any time from the 11th week before the expected week of childbirth (EWC).
- To be paid statutory maternity pay (SMP) for a period of 39 weeks, subject to meeting earnings criteria and having a minimum of 26 weeks’ continuous service at the beginning of the 15th week before the expected week of childbirth.
- Colleagues will be allowed to work for the Company during their maternity leave on occasional days (up to a maximum of 10 days), known as “keeping in touch days” (KIT’s) without losing their entitlement to statutory maternity leave or pay, subject to certain rules.

Notification Procedure
The most important actions required of you are:

- To qualify for maternity leave you must notify your manager in writing, using the Maternity Leave Request Form (available from your local office), of your intention to take maternity leave. You must do so no later than the 15th week before your expected week of childbirth, unless that is not reasonably practicable.
- Provide us with an original Maternity Certificate (MATB1) from your GP confirming your expected week of childbirth.
- Ask your manager to arrange a health and safety risk assessment to be carried out, or reviewed, in relation to your pregnancy and your work environment.
- If you wish to return to work before the end of your full Ordinary Maternity Leave (OML) or Additional Maternity Leave (AML) you must give us eight weeks’ notice.

Further Information
This is just a summary of the key entitlements and important actions that you need to take to be eligible for maternity leave and maternity pay (if applicable). More detailed information is contained in the Maternity Leave Policy which is available on the Colleague Portal.

PATERNITY LEAVE

Eligibility and entitlements
If you are an employee of the Company, you are entitled to take paternity leave for the purpose of caring for a child, or supporting the child’s mother, provided:
as at the 15th week before the expected week of the birth of the child, you have at least 26 weeks' continuous employment with the Company;

you are either the father of the child and have or expect to have responsibility for bringing up the child, or you are not the child’s father but you are married to, or are the civil partner or the partner of, the child’s mother and you have or expect to have the main responsibility (apart from the mother) for bringing up the child;

**Notification Procedure**
The most important actions required of you are:

- You must give your line manager written notice of your intention to take paternity leave by the end of the 15th week before the expected week of the child’s birth. If this is not reasonably practicable, you must give the notice as soon as it is reasonably practicable. You must complete and submit the Paternity Request Form (available on the Colleague Portal or from HR department).

- If, after providing your written notice, you change your mind as to the start date for your leave you must inform your line manager in writing at least 28 days before the new date your leave will start or, if this is not reasonably practicable, as soon as it is reasonably practicable.

- If you do not provide the requisite notice or, where applicable, notice of variation, you may not be entitled to take paternity leave.

- You must inform your line manager, in writing, as soon as reasonably practicable, of the date the child was born.

- If you wish to claim statutory paternity pay, you also need to follow the notice requirements for statutory paternity pay set out in the Paternity Leave Policy.

**Further Information**
This is just a summary of the key entitlements and important actions that you need to take to be eligible for the leave and paternity pay (if applicable). More detailed information is contained in the Paternity Leave Policy which is available on the Colleague Portal.

**ADOPTION LEAVE**

**Eligibility and entitlements**
If you are an employee of the Company you will be entitled to take adoption leave provided:

- you have been matched with the child for adoption by a UK adoption agency;
- you have notified the agency that you agree that the child should be placed with you and you have agreed on the date of placement; and
- you have complied with the notification/evidential requirements in paragraph 4 below.

**Notification Procedure**
You should notify your line manager in writing of your intention to take adoption leave within seven days of being matched with a child, or, if that is not reasonably practicable, as soon as reasonably practicable thereafter. Your notice should state that you intend to take adoption leave, the date you want your leave (and Statutory Adoption Pay, if you are eligible) to start and the expected date of the placement.
You should also provide your line manager with the matching certificate from the adoption agency. The Company can also ask you for the name and address of the adoption agency, the date you were notified of the match and the date on which the agency expects to place the child with you.

**Further Information**
This is just a summary of the key entitlements and important actions that you need to take to be eligible for adoption leave and pay (if applicable). More detailed information is contained in the Adoption Leave Policy which is available on the Colleague Portal.

**PARENTAL LEAVE**

**Eligibility and entitlements**
You will be eligible to take parental leave if:

- you have one year’s continuous employment at the time you want to take parental leave; and
- you have or expect to have parental responsibility for a child under the age of 18;
- You will be considered to have responsibility for a child for these purposes if you:
  - are the child's biological mother or father (this is the case whether or not the child lives with you) and you have parental responsibility for the child;
  - are the father of the child registered on their birth certificate
  - are the child’s adoptive parent; or
  - you otherwise have parental responsibility for the child, e.g. you are the child’s legal guardian.

**Notification Procedure**
You must inform the Company of your intention to take parental leave at least 21 days before the date on which you intend your leave to start. Your notification must specify the dates upon which the leave you are requesting will start and end.

If you are a father wishing to take leave immediately after the birth of your child, or are adopting and want to take the leave immediately after the placement of your child with you, your notice must be given to the Company at least 21 days before the week in which the birth or placement for adoption is expected. In this case, the notice must set out the expected week of childbirth or placement and the duration of the leave requested. In the case of adoption, if you are unable to give 21 days’ notice, you should give the notice as soon as reasonably practicable.

You may be asked for your child's birth certificate, adoption papers or evidence of your child's entitlement to disability living allowance, or evidence of your responsibility or expected responsibility for the child in respect of whom you are requesting leave.

If you fail to provide the relevant documentation requested, the Company may refuse your request to take parental leave.
Further Information
This is just a summary of the key entitlements and important actions that you need to take to be eligible for parental leave. More detailed information is contained in the Parental Leave Policy which is available from your local Corps Security Office or on the Colleague Portal.

SHARED PARENTAL LEAVE
The right to shared parental leave allows eligible colleagues to choose how to share the care of a child during the first year after its birth or adoption.

If you are expecting a child or are adopting a child, and are interested in your shared parental leave rights, please refer to the Company Shared Parental Leave Policy (Birth) or Shared Parental Leave Policy (Adoption) available on the Colleague Portal.

STATUTORY TIME OFF FOR DEPENDANTS
Corps Security recognises that colleagues occasionally have to deal with unexpected emergencies involving a dependant. You have a legal right to unpaid time off work to deal with unforeseen matters relating to dependants such as:

- When a dependant falls ill or is injured
- When a dependant goes into labour (also see Paternity Leave)
- To deal with an unexpected disruption or breakdown in care arrangements for a dependant
- To deal with an incident involving your child during school hours.

The right you have is designed to cover your dependants. A dependant is your partner, civil partner, child or parent, or someone who lives with you as part of your family. It does not include tenants or boarders living in the family home, or someone who lives in the household as an employee, for example, a live-in housekeeper. In cases of illness, injury or where care arrangements break down, a dependant may also be someone who reasonably relies on you for assistance, e.g. a primary carer. This type of leave is normally unpaid and is designed to help you cope and deal with short-term emergencies but not long-term arrangements. In most cases the time off will only be for one or two days. If you know in advance that you are going to need time off to deal with a family problem or it is going to be of a long duration, then this can be taken either as part of your annual holiday or by special arrangement with your manager.

Please try to let your manager know of your absence as soon as possible, together with the reason and how long it is likely to be before you can return to work.

COMPASSIONATE LEAVE
Up to three days' paid compassionate leave may be granted on the death of your mother, father, brother, sister, husband, wife, partner, son or daughter at the discretion of Corps Security. Additionally paid or unpaid compassionate leave of up to three extra days may be authorised for you to deal with severe personal trauma or crisis at the absolute discretion of the Company.
HOSPITAL, DOCTOR AND DENTIST APPOINTMENTS

Appointments to visit the doctor or dentist should be made where possible outside your normal working hours, with the exception of antenatal appointments. Where this is not possible, you may be given reasonable time off at the absolute discretion of your manager or supervisor. This may or may not be paid. Please always try to give as much notice as possible and provide supporting documentation for each appointment if requested. If there are any delays with your appointment, please phone your manager or supervisor to let them know you may be longer than expected.

In the event of you having to attend hospital for treatment on a regular basis due to pregnancy, disability or severe medical condition, you will normally be given reasonable paid time off.

COURT ATTENDANCE: JURY SERVICE OR WITNESS

If you are called for jury service please let your manager or supervisor know as soon as possible. Your manager will send you a letter explaining the procedure and what your responsibilities are. You will need to request a Certificate of Loss Form from the Court and send it to your manager together with a copy of the letter from the court confirming that you have been selected for Jury Service. Your manager will complete the form with details of your earnings and return it to you so that you can claim compensation for your loss of earnings from the Court. If you are required to attend Court as a witness, please let your manager or supervisor know as soon as possible. Payment for this will be at the discretion of the Company and will depend on the circumstances.

GARDEN LEAVE

In certain situations, it may be necessary that the colleague is required not to be undertaking any form of work for a period of time, in the best interests of the colleague and the Company. During such periods, the Company may place the colleague on Garden Leave. During any periods of Garden Leave you will receive full pay and remain employed by the Company, however you will not be allowed to attend work or to take part in work related activities unless requested to do so.

Garden Leave will always be exercised at the discretion of the Company. As Garden Leave is not a punitive measure, there shall be no right of appeal and the Company’s decision will be final.

During any period of Garden Leave, there may be restrictions placed on the colleague (for example, not to contact their site, colleagues and clients) which will be discussed with the colleague when they are initially placed on Garden Leave. Any breach of these restrictions will be treated as misconduct or gross misconduct dependent on the impact of the breach of the restrictions on the business and may therefore lead to disciplinary action.

The usual duties of trust, honesty and fidelity will apply to you during the period of Garden Leave.

Garden Leave should not be confused with suspension and it will always be made clear to a colleague whether they are being placed on Garden Leave or suspension.
In the event of finding out that the colleague on Garden Leave has commenced alternative work, we reserve the right to withhold any future payment for Garden Leave and ask the colleague for repayment of the monies already paid.

**TIME OFF FOR ACTIVITIES IN RESERVE FORCES**

Corps Security has pledged its commitment to supporting the reserve forces and value the skills that are developed through reservist training.

So that we can support and manage the practical implications of reservist duties, Corps Security asks that colleagues who are reservists or who wish to become reservists inform their line manager as soon as possible.

The full Reservist Policy is available on the Colleague Portal.

**FLEXIBLE WORKING**

Corps Security has a policy on handling requests by its colleagues for a variation to their terms and conditions of employment relating to the hours the employee is required to work and/or the times when the employee is required to work and/or the location at which the employee is required to work.

In order to make a flexible working request you must make an application to your line manager. There are certain conditions that need to be met, therefore, if you are interested in your flexible working rights, please refer to the Flexible Working Policy available on the Colleague Portal.
SECTION G: DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITIES

DIVERSITY POLICY

Policy Statement
At Corps Security we believe that creating an inclusive environment in which individuals are valued is fundamental to our business success and we are committed to working towards achieving this. We believe that each individual has unique talents to contribute to the business. We will strive to allow individuals to develop their full potential and we will not discriminate unlawfully on the grounds of a colleague’s age, colour, race, ethnic origin, national origin, nationality, sex, sexual orientation, gender reassignment status, being married or a civil partner, religion, belief, disability or trade union membership.

A well-managed, diverse workforce is more likely to bring a competitive advantage to our organisation, and we should seek to harness cultural differences in order to bring about enhanced business success.

Diversity is important to Corps Security because we are committed to providing the best service to our customers. To achieve this, we will focus on attracting and retaining talented colleagues. We recognise that the skills we require within the business are not the preserve of one particular “group” and that this enables us to widen our recruitment pool and attract the best.

To create and maintain a diverse workforce, the Company is committed to the principles of equal employment opportunities and to maintaining a work environment free of harassment and bullying. The Company’s commitment to achieving these goals is set out in more detail in its policy on harassment and bullying and in its policy on equal employment opportunity.

People are our business and we believe that colleagues feel more valued if they are treated fairly and equally.

The Company’s responsibilities
The overall responsibility for this policy lies with the Senior Management Team. However, the responsibility for implementing the policy lies with all managers within the business, and the responsibility for ensuring that the spirit of the policy is met, lies with each individual colleague.

At Corps Security we are committed to:

- Valuing the broad range of cultural and personal differences that exist in order to broaden the organisation’s talent base and make it possible for colleagues to reach their full potential
- Promoting a culture where all individuals are treated with respect and dignity and are offered equal opportunities
- Reviewing and monitoring diversity and working towards removing any discriminatory behaviour or practices
- Maintaining Corps Security’ reputation as a fair and honest employer.
The Colleague’s responsibilities
Every colleague has a responsibility to:

- Be aware of and comply with this policy
- Ensure that the way they treat, communicate with and manage others at Corps Security reflects the Company’s commitment to being fair and respectful and to treating others with dignity
- Be part of Corps Security’s commitment to fostering a culture and environment that is free from hostility and is fair and honest in approaches to general communication, feedback and performance management.

Corps Security’s approach to diversity
Each policy within Corps Security will also underpin our approach to diversity. In summary, Corps Security will support and show its commitment to diversity by:

- Taking a planned approach to the roll out of the diversity policy that addresses each of the aims set out above through learning programmes and inductions
- Tasking our managers with the responsibility of building a culture in which commitment to the diversity policy is seen as integral to the work of their department or area. The success of this will be measured as part of the appraisal process
- Encouraging the acceptance of individual responsibility for ensuring that behaviours and actions do not amount to discrimination, harassment, bullying or victimisation in any way
- Reviewing all our policies, procedures and practices to ensure they underpin and reflect the spirit of the diversity policy
- Demonstrating our commitment to diversity through the application of our policies, procedures and practices
- Communicating the essence of the diversity policy through awareness-raising sessions, training programmes and our documentation, internally and externally
- Ensuring our Resourcing and Learning and Development activities encourage and support the attraction, development, retention and promotion of diverse talent
- Giving colleagues a channel to feedback observed behaviours that are inconsistent with diversity principles, via informal or formal routes
- Measuring our success in implementing the diversity policy
- Monitoring and reviewing all our activities to check they are in keeping with these principles, and reviewing the diversity policy annually to ensure its aims are being met.

EQUAL EMPLOYMENT OPPORTUNITIES POLICY

Policy Statement
Adherence to the principles of Equal Employment Opportunities (EEO) benefits both the Company and its colleagues. EEO assists colleagues to develop to their full employment potential while the Company benefits from having a diverse and enthusiastic workforce.

The Company is committed to the goal of EEO for all of its colleagues. To this end, the Company’s selection, training, promotion and reward decisions will be on the basis of merit and without regard to the prohibited grounds of discrimination (set out below) except as permitted by law.
The prohibited grounds of discrimination are age, race, colour, nationality, ethnic origin, national origin, sex, sexual orientation, gender reassignment status, being married or a civil partner, religion, belief, disability and trade union membership.

This policy should be read in conjunction with the Company’s policy on Harassment and Bullying and the Company’s policy on Diversity.

**Purpose and scope of policy**
The purpose of this policy is to inform colleagues of the Company’s commitment to EEO and their responsibilities in relation to this policy. This policy applies to all colleagues and contractors of the Company, (for the purpose of this policy references to “colleague” will include contractors and agency workers), especially managers and supervisors who have responsibilities for selection of candidates for employment, or who make decisions regarding training, promotion or reward. This policy encompasses all employment policies and practices concerning recruitment, selection, promotion, training and development, transfers and conditions of employment.

The Company requires its colleagues to abide by its EEO policy at all times, while acting within their capacity as a colleague of the Company or while acting on behalf of or with the Company.

**What is EEO?**
EEO means eliminating barriers to ensure that all potential colleagues are considered for the employment of their choice and that all internal employment/promotion decisions are based on merit and without regard to any of the prohibited grounds of discrimination.

EEO is not affirmative action or reverse discrimination. As such, the Company’s decisions regarding selection, training, promotion and reward will be on the principle of merit and without regard to quotas or tokenism.

**Legal framework**
Discrimination is prohibited by law on certain grounds.

It is also unlawful to instruct or to place pressure on others to discriminate or to aid others to discriminate.

**What is discrimination?**
Discrimination can be separated into three categories:

- **Direct discrimination** – where a person is treated less favourably than another person on the prohibited grounds of discrimination

- **Indirect discrimination** – where a provision, criterion or practice is applied to all applicants for employment and those employed but it puts people from one group at a disadvantage compared to people from another group, e.g. women compared to men. However, the Company may be able to justify its requirements by showing that they are a proportionate means of achieving a legitimate business aim. (Special provisions apply where disability is concerned involving a duty to make reasonable adjustments - see below).

- **Victimisation** – where a person is treated less favourably because he or she has alleged that discrimination has taken place, has presented a discrimination claim to an employment tribunal, or has acted as a witness in a discrimination case, either internally or at a tribunal.
Equality Act 2010 and the duty to make reasonable adjustments

Under the Equality Act 2010, the Company has a duty to make reasonable adjustments where a provision, criterion or practice applied by the Company or the physical feature of premises occupied by the Company places a disabled person at a substantial disadvantage in comparison with persons who are not disabled.

Reasonable adjustments that the Company may consider include measures such as altering working hours; allowing absences during working hours for rehabilitation, assessment or treatment; providing additional training; modifying physical features of the workplace, such as fixtures and fittings, furniture and access to equipment; and making special arrangements for parking and access to buildings.

If you consider you have a disability within the meaning of the Equality Act 2010 and that you would benefit from an adjustment, please advise your manager.

The Company is committed to:

- Zero tolerance for decisions and behaviours which amount to unlawful discrimination
- Striving to be an EEO employer with fair and reasonable employment practices in all areas including recruitment and selection, training, promotion and reward
- Actively working to provide an enjoyable working environment, free from harassment and unlawful discrimination
- The recognition of merit to increase the diversity in our workplace at all levels and including a range of occupations
- The on-going development and maintenance of a workplace culture which values diversity and enables talent to thrive.

Discrimination on other grounds

In addition to the prohibited grounds of discrimination, the Company recognises that colleagues who are employed on a fixed-term or part-time basis have a right not to be treated less favourably because they are employed on either a fixed-term or part-time basis. Accordingly, the Company will ensure that colleagues who are employed on a fixed-term or part-time basis receive comparable terms and conditions of employment (pro-rated if necessary) and are not subjected to any other detriment unless such action can be objectively justified in accordance with the legislation.

The Company encourages colleagues employed on a fixed-term basis to apply for positions within the Company. All current vacancies are advertised on the Company Website.

Liability

Although the Company may be held vicariously liable for the actions of its colleagues or agents which amount to unlawful discrimination or harassment, individual colleagues may also be held personally liable.

Complaints

Colleagues are encouraged to report any incident in which they consider they have been discriminated against or unfairly treated, or voice any concerns they may have about EEO within the Company. While the Company promotes informal reporting in the first instance, a colleague is entitled to lodge a grievance in accordance with the Company’s grievance
procedure (see Section L of this Colleague Handbook). If a complaint is made or a concern voiced, the Company will treat the matter seriously and deal with it promptly with the ultimate aim of satisfactorily resolving the complaint and restoring a harmonious working environment. The Company will take the appropriate disciplinary action against individuals who, after a formal investigation of a complaint, have been found to have engaged in behaviour amounting to unlawful conduct, which may include dismissal and summary dismissal for acts of gross misconduct.

Colleagues who make a complaint of discrimination will not be treated less favourably because of having made that complaint.

HARASSMENT AND BULLYING POLICY

Policy Statement
Corps Security is committed to fostering a safe and productive work environment for all colleagues and contractors. The Company is also committed to complying with the relevant bullying and harassment legislation. Accordingly, the Company will not tolerate any form of harassment or bullying in the workplace.

This policy should be read in conjunction with the Company’s policy on diversity and the Company’s policy on equal employment opportunities.

Purpose and scope of policy
The purpose of this policy is to inform colleagues of the Company’s position with regard to harassment and bullying.

This policy applies to all of the Company’s colleagues and contractors (for the purpose of this policy, reference to a “colleague” includes contractors and agency workers) and is not restricted to working hours or Company workplaces. The policy may extend to any company-sponsored event or employment-related situation (for example, a Company organised Christmas party, training course or promotional event).

What is harassment?
In the Equality Act 2010 harassment is defined as ‘unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual’s dignity or creating and intimidating, hostile, degrading, humiliating or offensive environment for that individual;”

Examples of harassment include but are not limited to:

- Verbal – crude language, open hostility, offensive jokes, suggestive remarks, innuendoes, rude or vulgar comments, malicious gossip and offensive songs
- Non-verbal – wolf-whistles, obscene gestures, sexually suggestive posters/calendars, pornographic material (both paper-based and generated on a computer, including offensive screen-savers), graffiti, offensive letters or emails, text messages on mobile phones, inappropriate gifts and offensive objects
- Physical – unnecessary touching, patting, pinching or brushing against another colleague’s body, intimidating behaviour, assault and physical coercion
- Coercion – pressure for sexual favours (e.g. in exchange for a job or to be promoted) and pressure to participate in political, religious or trade union groups etc
- Isolation or non-cooperation and exclusion from social activities
• Intrusion – following, pestering, stalking, spying, etc.

Each colleague has the right to decide what behaviour is either acceptable or unacceptable. If a colleague finds certain behaviour unacceptable and he or she feels damaged by it, then that colleague has every right to say so and that right will be respected. However, where it cannot be established that there was an intention to offend, conduct will only be regarded as violating a person’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment if, taking all the circumstances into account, particularly including the colleague’s views, it would be reasonable to come to that conclusion.

What is bullying?
Bullying is a gradual wearing down process comprising of a sustained form of psychological abuse that can be defined as offensive, intimidating, malicious or insulting behaviour, or an abuse or misuse of power which has the purpose or effect of intimidating, belittling and humiliating the recipient.

Workplace bullying can range from extreme forms such as violence and intimidation to the less obvious actions like deliberately ignoring someone at work. These can be split into two categories:

**The obvious:**
- Shouting or swearing at people in public and private
- Persistent criticism
- Ignoring or deliberately excluding people
- Persecution through threats and instilling fear
- Spreading malicious rumours
- Constantly undervaluing effort
- Spontaneous rages, often over trivial matters

**The less obvious:**
- Withholding information or supplying incorrect information
- Constantly changing targets
- Deliberately sabotaging or impeding work performance

What is cyber-bulling?
Cyber-bullying can affect anyone at any age through technology-based platforms, such as the internet, social networks, mobile technologies, online games and instant messaging platforms.

It is an aggressive, intentional act carried out by a group or individual using electronic forms of contact repeatedly over time against a victim who cannot easily defend himself/herself.

By cyber-bullying, we mean bullying by electronic media such as and not limited to:

- Bullying by texts or messages or calls on mobile phones
- The use of mobile phone cameras to cause distress, fear or humiliation
- Posting threatening, abusive, defamatory or humiliating material on websites, to include blogs, personal websites, social networking sites
• Using e-mail to message others
• Hijacking/cloning e-mail accounts
• Making threatening, abusive, defamatory or humiliating remarks in chat rooms and other social media, to include Facebook, YouTube, etc.

The impact of harassment and bullying
Harassment and bullying can be damaging to the Company and its colleagues. Colleagues can be subject to fear, unnecessary stress and anxiety which can put great strains on personal and family life. Harassment and bullying can lead to illness, absenteeism, poor performance and resignation.

For the Company, bullying and harassment has a high cost. It can result in poor morale, higher labour turnover, reduced productivity, divided teams and poor service.

In addition, harassment and bullying have the potential to damage the Company’s reputation and public image by placing it in a bad light to its customers and suppliers and/or by attracting media attention.

Liability for harassment and bullying
In situations where a colleague is found guilty of harassment, he or she may face fines or periods of imprisonment and the Company may be held vicariously liable for the criminal acts of any colleagues where they are closely connected to the employment relationship.

If a colleague is successful in a claim under the anti-discrimination and harassment legislation, compensation may be awarded against the Company and against the colleague(s) who has/have been found to have harassed the colleague.

Complaints
Colleagues are encouraged to report any incident in which they consider they have been subjected to harassment or bullying or have witnessed harassment or bullying. While the Company promotes informal reporting in the first instance, a colleague is entitled to lodge a grievance in accordance with the Company’s grievance procedure, as set out in the Colleague Handbook.

If a colleague does not feel comfortable reporting the matter to his or her immediate manager, he or she may report the matter to his or her manager’s manager or a member of the Human Resources Department.

The Company will conduct an investigation into the allegation and if appropriate, the disciplinary policy may be invoked. The investigation will be carried out in a timely manner with sensitivity to the complainant and the alleged harasser/bully.

If a colleague only wishes to discuss the situation with a manager or with a member of the Human Resources Department on an informal basis and does not want any formal action to be taken, the Company will do its best to accommodate this preference and will maintain confidentiality wherever possible. However, the Company has a duty to provide a safe place of work for all of its colleagues and it reserves the right to investigate the situation where it considers this is the proper course of action to be taken and to take disciplinary action if appropriate.
LGBT POLICY

Purpose of Policy & Scope

The purpose of this policy is to outline Corps Security’s commitment to ensuring that lesbian, gay, bisexual and transgender employees are treated with dignity and respect and are not disadvantaged in the workplace. The company does not discriminate in any way on the basis of sex, sexual orientation, gender identity or gender expression. Corps Security is committed to welcoming and supporting lesbian, gay, bisexual and transgender employees and removing barriers to their recruitment, promotion and retention.

The policy sets out the steps Corps Security are taking to welcome and support lesbian, gay, bisexual and transgender employees and prevent discrimination.

Failure to take account of this policy may result in disciplinary action being taken against an employee.

Definitions

The umbrella term LGBT is commonly used to refer to a range of sexual and gender identities. In terms of sexual orientation, this includes but is not limited to; lesbian, gay, bisexual, pansexual, asexual and romantic association. This policy provides guidance on some of the most commonly used terms. For the definitions, please refer to the full policy available on the Colleague Portal.

Individuals will self-identify and how they choose to describe themselves should be respected by their managers and colleagues. Rather than assume, it is best to ask someone how they wish to be addressed.

Using inappropriate language and terminology can cause offence and distress and undermines the company’s efforts to create an inclusive workplace.

Corps Security recognises that gender identity and sexual orientation are not interchangeable terms. Transgender people can be bisexual, gay, heterosexual or lesbian and so employees should not assume that a transgender colleague has a particular sexual orientation.

The Company’s Responsibilities

The overall responsibility for this policy lies with the Senior Management Team. However, it is the responsibility of both managers and individual colleague’s to create an environment where each person is treated with dignity and fairness in the workplace.

At Corps Security we are committed to:

- Recognising the terminology used by LGBT community
- Ensuring each colleague is treated with dignity and fairness, regardless of their sexual orientation or gender status or perceived sexual orientation or gender status
- Attracting applicants from as wide a talent pool, promoting a workplace that is inclusive of LGBT employees
- Ensuring that colleagues adhere to this policy
- Taking action against any person found to discriminate directly or indirectly against another in the work place, because of their sexual orientation or gender status.

The Colleague’s Responsibilities

Every colleague has a responsibility to:
- Be aware of and comply with this policy
- Ensure that the way they treat, communicate with and manage others at Corps Security reflects the Company’s commitment to being fair and respectful and of treating others with dignity
- Be part of Corps Security’ commitment to fostering a culture and environment that is free from hostility and is fair and honest in approaches to general communication, feedback and performance management.

**Zero Tolerance**

Corps Security adopts a zero-tolerance approach to harassment, bullying or victimisation and such behaviour may result in action being taken under the company’s disciplinary procedure.

Full version of the LGBT policy can be found on the Colleague Portal or requested from HR department.
RECRUITMENT AND SELECTION POLICY

Introduction
The effective recruitment and selection of quality colleagues is fundamental to the philosophy of the Company and its ability to meet its customers’ requirements. The purpose of this policy is:

- To communicate to colleagues and managers alike the principles and best practice of effective recruitment and selection
- To ensure that current legal standards are consistently met and exceeded
- To promote a culture that embraces diversity and welcomes individual differences
- To ensure that in every case, applicants are handled fairly and given a lasting impression of Corps Security as a quality organisation.

Scope
This policy applies to the recruitment of all colleagues at all levels including permanent, contract and temporary colleagues into the organisation.

Procedure
Appointments are made on the basis of an applicant’s skills, experience and the required aptitude for a given role. Discrimination in any form will not be tolerated. Where necessary, additional assistance will be provided and reasonable adjustments made to enable candidates with a disability or special needs to be considered for an interview or appointment.

All colleagues responsible for recruitment and/or interviewing will be trained as necessary in order to ensure Company processes and best practice are maintained at all times and discrimination in its many forms is avoided.

Colleagues in a potential redundancy situation will be given priority consideration for any appropriate vacancies, which occur within the Company. In this event, suitable vacancies will be discussed with the individual concerned.

The company reserves the right to depart from following the full recruitment process occasionally.

Advertising of vacancies
It is our policy to support and encourage the development of existing colleagues. To this end suitable vacancies will be advertised on the Company website.

The Company reserves the right to carry out succession planning to ensure business continuity is protected in the event of an individual leaving.

Recruitment Bonus Scheme
The Company operates a discretionary recruitment bonus scheme whereby an existing colleague of the Company who successfully introduces a new colleague to the Company via the “Recommend a Friend Recruitment Bonus Scheme”, will receive a payment for the
introduction of a colleague appointment, subject to the new colleague completing their probationary period satisfactorily. This applies to site based colleagues only. The Company will monitor the scheme to ensure that it does not operate in an indirectly discriminatory way by disadvantaging particular groups of people.

This bonus scheme is discretionary and may be altered or withdrawn at the Company’s absolute discretion without notice. You can obtain details of the scheme and referral form from your local office or the HR department. The Company would not consider your recommendation should you fail to submit the completed official form.

EMPLOYING RELATIVES POLICY

Purpose and scope of policy
The purpose of this policy is to establish practices regarding the employment of relatives in Corps Security. The intent of this policy is to ensure equitable treatment of all employees, avoid conflicts of interest and prevent the appearance of partiality in the hiring, promotion, demotion, reassignment, and transfer of employees, thereby limiting the negative effect on morale and the appearance of impropriety. Transparency and accountability are key elements underpinning this policy.

Relatives
Relatives for purposes of this policy are defined as spouse, son, daughter, mother, father, brother, sister, grand-parent or child, step-parent or child, step-sister, step-brother, in-laws, aunt, uncle, nephew, niece, first cousin, significant other, domestic partner or any other relationship that would present a conflict of interest as determined by the Company.

Policy
Relatives may be employed by Corps Security in accordance with normal staffing requirements. To reduce the potential for conflicts of interest, however, no manager or supervisor shall employ or have a relative in a direct reporting relationship or in a position that poses a possible conflict of interest. The recruiting manager must get written authorisation from a member of the Senior Management team before recruiting a relative. In the event a relationship between two employees is created during employment which puts the employee in a position where s/he works in a relative’s direct line of supervision, or in a position that poses a possible conflict of interest, each employee involved has a responsibility to immediately inform management. An appropriate solution will be sought as soon as practical. Also, failure to report the situation may result in disciplinary action up to and including termination.

Relatives shall not work for the same supervisor/manager without the prior written approval of the senior manager. The Human Resources Department must be informed of the matter prior to any final decision being taken.
As a Company, we are fully committed to ensuring that individuals at all levels are motivated and trained to the highest standards, in order that both they and the organisation meets its objectives and fulfills its potential.

Through the management structure we will provide you with feedback as to your levels of performance, including making you aware of any shortfalls and how we can best help you to overcome these, as well as discussing future opportunities.

As part of this process you will have an annual performance appraisal with your manager or supervisor, giving you the opportunity to have dedicated time to discuss your performance and any development or support required. These may be supplemented with more frequent reviews where necessary.

In order that we may fully support you, we ask for your commitment in ensuring your manager or supervisor knows your hopes for the future and any problems you may be experiencing. We do seek to create an environment where people of different backgrounds can reach their full potential, and encourage you to develop and take advantage of all opportunities available for learning and development.

Therefore, our Learning and Development policy (available on the Colleague Portal) is designed to ensure that you have access to and receive all training and development appropriate to the needs of your current job and to support your future development. The Company will provide you with carefully targeted programmes of training and training materials, both off site and on site, as appropriate to the needs identified for you and your role. This can include induction training, training for licensing (where required), health and safety, customer service skills, training for selected qualifications as applicable to your role and on-going site training.

Securing Excellence
Securing Excellence is Corps Security’s development programme to help you to develop your skills within the security industry. It is made up of short video modules that can be accessed through the Colleague Portal. Each video module is approximately 20 minutes long and focuses on a single topic, such as customer service, handling conflict, incident report writing or counter-terrorism. The modules have been designed to enable you to develop your skills in bite-sized chunks, either at work, at home or even on the bus on your way to work. This innovative approach to investing in your professional development allows you the flexibility to fit training in with your busy work and personal life, allowing you to access short bursts of training when it suits you.

It is likely that during your career with us, you will be asked to attend courses in addition to other interventions available to you, to help you develop your performance. These may be held at your normal place of work, but not in all cases. Wherever courses are held, you will be expected to attend on a similar basis to your normal attendance at work. We will aim to give you and your manager sufficient notice in order for you to plan your attendance and any expenses incurred will be reimbursed in accordance with normal expense rates.
Occasionally an early start or overnight stay might be required depending on the circumstances. Again we ask for your commitment in attending courses. Cancelling at short notice or failing to attend at all, is not only expensive and not the best use of resources, but can adversely affect the course for others attending. Therefore we may handle non-attendance as a disciplinary matter, dependent on individual circumstances. Also, we reserve the right to deduct the course fees from you if you cancel at the last moment.
SECTION J: HEALTH AND SAFETY

HEALTH AND SAFETY POLICY
The Company is fully committed to providing all colleagues with a safe and healthy working environment to the best of our ability. This responsibility is absolute and governed by law, placing strict obligations on the management of the Company. Equally, all colleagues are required by law to carry out their activities in a safe manner, which does not endanger other colleagues, sub-contractors, customers and visitors.

Health and safety at work is a two-way responsibility! Remember that it is the policy of the Company to look after you whilst at work. Please respect this and play your part by looking after yourself, your colleagues, customers and visitors.

Detailed information can be found in the Company Health and Safety Policy, a copy of which is available on the Colleague Portal. It is most important that you familiarise yourself with this policy and also, if you are working on a customer’s premises, their health and safety policy. Health and safety guidelines are also displayed on notice boards and may be updated from time to time.

The Company’s responsibilities
To provide all colleagues with a safe and healthy working environment to the best of our ability by:

- Providing a safe working environment without risk to health
- Providing appropriate training in health and safety for all colleagues
- Providing appropriate equipment, systems and protective clothing
- Making arrangements to ensure the safe use, storage and handling of potentially dangerous substances
- Providing appropriate welfare arrangements
- Ensuring that all systems, articles and equipment purchased are adequate for the purpose and without risk to health and safety
- Consult with colleagues on major health and safety issues
- Auditing procedures on a regular basis and ensuring that attention is always paid to health and safety considerations.

The ultimate responsibility for health and safety within the Company rests at Executive Board level, whilst the prime responsibility for the implementation of the policy and application of procedures rests with the Quality & Compliance Manager. All managers and supervisors have a specific responsibility for the health and safety of their colleagues.

The Colleague’s responsibilities
You have both a legal and moral responsibility to act in a safe manner at work and to take reasonable care of yourself and others who may be affected by you:

- To cooperate with your manager, supervisor and colleagues to enable them to comply with the law and Company policy
- Not to interfere or misuse anything which is provided for health and safety purposes
• To notify your manager or supervisor immediately if you discover an actual or potential health and safety problem which you cannot rectify
• If working on customer’s premises, to conform to their health and safety rules and procedures in addition to Company procedures.

Any breach of health and safety rules or interference with procedures or equipment will be viewed as serious misconduct and will be dealt with under Corps Security’s disciplinary procedure up to and including dismissal if appropriate (see Section L of this Colleague Handbook).

**Eye test**
If you work with VDU equipment, the cost of an eye test and a contribution of up to £40 towards the cost of glasses if required specifically for VDU work may be reimbursed by the Company every two years. If you require an eye test, please speak to your manager in the first instance. You will be required to pay for the test yourself and then claim back your allowance through expenses. All claims should be passed to your manager to arrange for verification, and then passed to the Quality & Compliance Manager for final approval.

You will be entitled to claim for an eye test and a contribution towards the cost of your glasses if you qualify for this allowance, once every two years.

**Employee Assistance Programme (EAP)**
At Corps Security we appreciate that employees’ well-being is not only concerned with medical health and that well-being it is a subjective state that comprises a number of different elements including physical, emotional, developmental, material and social dimensions. We therefore provide our colleagues with free, impartial and confidential access to the Employee Assistance Programme, which they have access to 24 hours a day, seven days a week. The service offers support, information, expert advice and specialist counselling to help our colleagues prepare for life’s predictable milestones and cope with unexpected events. The programme details can be found on the Colleague Portal or obtained from your local office.

**Keeping Fit**
Corps Security promotes a healthy lifestyle and is committed to helping its colleagues stay fit. Part of our Employee Assistance Programme offer is advice on staying healthy. The programme details can be found on the Colleague Portal.

**STRESS POLICY**

**Policy Statement**
The Company is committed to protecting the health, safety and well-being of all its employees. To this end, the Company will endeavour to maintain a working environment in which everyone treats one another with dignity and respect and is able to co-operate with and trust their colleagues.

The company recognises that whatever its source, Stress is a health and safety issue in the workplace and therefore recognises the importance of identifying and reducing workplace place stressors by creating a supportive working environment and culture.
In order for this policy to be effective we expect all colleagues to co-operate to achieve its aim.

**Purpose and scope of policy**
The purpose of this policy is to inform colleagues of the Company’s commitment to:
- Identify, tackle and prevent causes of work-related stress and to provide appropriate support and consideration to staff suffering from stress, on a confidential basis where appropriate.
- Promote a culture of open communication, participation and encouragement.
- Providing a workplace free from harassment, bullying and victimisation.
- Address violence, aggression and other forms of inappropriate behaviour through disciplinary action.
- Facilitate requests for flexible working where reasonably practicable (in accordance with the Company flexible working policy).
- Providing support for colleagues affected by or absent by reasons of stress.

**What is Stress?**
The Health and Safety Executive (HSE) defines stress as: ‘The adverse reaction people have to excessive pressures or other types of demand placed on them.’ Stress is not an illness but, sustained over a period of time and can lead to mental and/or physical illness.

While some degree of pressure and demand is to be expected in the workplace to ensure the efficient running and productivity of any business, there are factors that can lead to employees feeling excessive pressure – and if not properly managed, these can lead to increased sickness, anxiety, depression or other mental ill-health.

Pressures outside the workplace, whether the result of unexpected or traumatic events such as accidents, illness, bereavement, family breakdown or financial worries, can result in stress. All these factors can compound normal workplace pressures. The company recognises what triggers stress and that the capacity to deal with stress varies from person to person.

**The Company’s responsibility**
The overall responsibility for the effective operation of this policy and ensuring compliance with the relevant statutory framework lies with the Senior Management Team.

However, the Line managers/supervisors have the day to day responsibility of implementing this policy and ensuring its maintenance. Those working at management and supervisory level have a specific responsibility to:
- Participate in the culture of open communication and encouragement, ensure that staff they manage receive training, effectively plan and allocate workloads and provide feedback on performance.
- Monitor workloads and reallocate work where necessary.
- Ensure that staff they manage understand the standards of behaviour expected of them and the others and act on behaviour that falls below the standards.

**The Employee’s responsibility**
All colleagues have the responsibility of ensuring that the spirit of this policy is meet and must ensure that they:
- Take reasonable care of their own health and safety and that of the others likely to be affected by their actions
- Plan and organise their work to meet personal and organisational objectives.
- Inform their line manager/supervisor if they experience or are aware of a situation that may lead to a stress problem.
- Familiarise themselves with the policy and act in accordance with its aim and objectives.
- Co-operate with support, advice and guidance they may be offered by their line manager.

Employee Assistance Programme
The company is committed to creating a stress free working environment, however it also recognises that there are instances where stress can be unavoidable. We therefore provide our colleagues with free, impartial and confidential access to the Employee Assistance Programme, which they have access to 24 hours a day, seven days a week. The programme details can be found on the Colleague Portal or obtained from your local office.

Absence due to stress
If you are absent due to stress you should follow the Company sickness absence reporting procedure contained in our Sickness Absence Policy.

For full version of the Stress Policy, please refer to the Colleague Portal or contact HR department.
SECTION K: IT, QUALITY AND DATA PROTECTION

IT POLICY
References to the IT Department cover both Corps Security’s IT Department and/or that of the customer. Customer IT policies take precedence over this policy when operating equipment at the customer site, or on equipment supplied by the customer. References to a PC include personal computers, laptops, external disk drives, memory sticks, smart phones and other data storage devices.

PC software
You should only use computer hardware and software supplied by the Corps Security IT Department or the customer whilst on duty. Using or connecting other equipment or installing other programmes can lead to viruses being introduced into our network or that of the customer and breach licence agreements. Unauthorised or unlicensed software must not be installed on Company or customer PCs. Nor should you, under any circumstances, copy or transfer licensed software without the prior express approval of the Corps Security IT Department or the customer.

If a virus is detected that can be traced back to unauthorised software being installed by a colleague, this will be dealt with as a disciplinary matter. Using unlicensed software is a breach of the software licence agreement and could result in the Company, customer and/or individual using it being fined by the software house if discovered. This would also be considered a disciplinary matter for the colleague concerned.

To protect yourself, do not allow non-authorised colleagues or subcontractors to use a PC or laptop designated for your use or under your control.

Backing up data
If you use a Company PC your data should always be stored on your department network share, where it will be regularly backed up. If you use a customer based PC, it should have a regular back up on a separate disk drive (as advised to you by the customer or the Company).

Unauthorised access/copying of data
You should only access the files, folders, directories and servers that you have authority to view.

Unauthorised or attempted access to restricted areas will be dealt with as a disciplinary matter. You may not copy or remove from your place of work any files, disks, or USB Flash Drives or memory sticks without the permission of your manager.

Passwords
You should keep your password safe and not reveal it to, or exchange it with anyone else, or use another colleague’s password to gain access to the system. Passwords should be changed regularly making use of the full range of characters using upper and lower case and numbers. If you do not do this, you could be held liable for loss of data, damage to the PC, downloading of inappropriate material from the internet or the sending of inappropriate emails, by someone else. This could lead to disciplinary action being taken against you.
The internet and email
Under normal circumstances you are not permitted to send personal emails or view internet sites without the express prior permission in writing from the Company or the customer. If you are authorised to use the Internet and send e-mails, you should only do so in the course of your duties and be aware of potential risks to both you and the Company. Further rules include the following:

- You should not send personal emails on customer or Company computers
- If you are required to send an email, you should ensure that it is polite and the content is relevant to the person(s) you are sending it to
- Do not open or download email attachments from unknown sources. They may contain viruses that can damage the PC or IT network
- Take care not to open email attachments or download material from the internet that may infringe copyright, for example; music files or unpublished books
- Please make sure that you include the standard Corps Security signature block on your email messages to help the recipient understand who it is from, especially if you are dealing with someone you do not know very well
- You should only access the internet for business purposes. Personal use of the internet is not permitted whilst at work unless you have been authorised to do so by the Company or the customer
- In any event, the downloading, viewing or transmitting of sexually explicit material is strictly forbidden. Any such activity will be viewed as gross misconduct and may lead to your dismissal.
- If you make derogatory remarks about the Company on social networking sites such as Facebook, Twitter, My Space, etc. or disclose confidential information about the company or the customer site where you are working or have worked previously at, whether made during working time or not, then it will be treated as gross misconduct.

Monitoring of e-mails, Internet use, faxes and telephone calls
You should be aware that the Company reserves the right to monitor e-mails, Internet use, faxes and telephone calls in certain circumstances, in order to protect its business interests, and in accordance with current legislation. This includes personal and business communications. In doing so Corps Security will observe the good practice recommendations set out in the Information Commissioner’s Employment Practices Code, Part 3, which deals with monitoring and surveillance.

These will include providing evidence of a commercial transaction, providing evidence of other business communications to establish facts, or ascertain compliance with regulatory practices or procedures, audit, debt recovery, dispute resolution, preventing or detecting crime, detecting the unauthorised use of the electronic communications system, protecting against viruses or hackers and combating or investigating fraud or corruption.

Breach of the IT policy
Failure to comply with the IT Policy and, in particular the guidelines for acceptable use of e-mail and the Internet may be addressed via the Company’s disciplinary procedure (see Section L of this Colleague Handbook) and depending on the seriousness of the breach, could lead to disciplinary action being taken against you up to and including dismissal.
This section is a summary of Corps Security IT Policy, a full copy of which can be obtained from your local Corps Security Office. If you are uncertain about any aspect of this policy, please speak to your manager.

Quality
The Company is certified to an accredited international quality standard, ISO 9001:2015. It is also certified to the Security Industry Authority’s Approved Contractor Scheme, and is regularly audited by external auditors for compliance with these standards. This guarantees a level of commitment and service to our customers, and many of them require all their sub-contractors to be certified to these standards. All colleagues are required to conform to the spirit and the letter of the requirements implied by these standards. This in essence means that the customers’ requirements are always met on time, to budget and to the agreed standard.

In particular, where security of customers’ property and goods is required, the Company operates to British Standards 7499, 7984, 7858 and 7958. All colleagues are expected to be aware of the operating procedures laid down in these, and, in the on line Integrated Management System Manual and other procedures of Corps Security. Many of our customers operate their own quality systems and you will be expected to comply with these too, if required to do so by the customer.

Generally, site based colleagues are required to be aware of the following:

- Layout of the customer site or property
- Names of contacts in the Company and customer’s colleagues
- People to contact in emergencies and emergency procedures
- Working hours and appropriate shift patterns
- Daily routine on site
- Shift hand over, opening up and locking up arrangements
- Patrol routes, reporting points and times
- Control of access of persons, vehicles and goods
- Search procedures
- Care of and reporting defects in customer or Company supplied equipment including keys.

Also to:

- Make only authorised use of facilities such as telephones
- Keep appropriate records, particularly of incidents
- Pass any records to the correct authority
- Be aware of any safety risks associated with the site
- Have a good working knowledge of assignment instructions and equipment manuals.

Specific instruction and training on all aspects of conduct, behaviour, quality and operating standards will be given to you during induction and on initial training. Training will also be provided when the requirements change or if you transfer from one contract or job to another. Where necessary you will be provided with relevant manuals and other sources of information in order to carry out your duties to the required standard.
SOCIAL MEDIA POLICY

Introduction
The Company understands that the Internet and mobile communications technology are increasingly used as a means of communication both at work and at home. The manner in which the Company’s Internet facilities can be used by our employees and representatives generally is governed by our Internet Policy and Acceptable Use Policy.

Social media platforms allow us to build connections and to share ideas and content more broadly and quickly than ever before, and the Company supports their use. However, improper use of social media may give rise to a breach of your employment contract or the Company’s policies, and/or the following:

- bullying, harassment and unlawful discrimination;
- defamation;
- contempt of court;
- misuse of confidential information belonging to the Company or to its clients and/or suppliers;
- damage to the reputation of the user, the Company and/or its clients and/or its suppliers;

The Social Media Policy does not seek to regulate how colleagues use social media in a purely private capacity provided it has no bearing on the Company or its activities. The policy is intended to ensure that colleagues understand the rules governing their use of social media in relation to their work for the Company or when referencing the Company, or which may affect the Company or its activities. It is designed to help our colleagues use these platforms and services responsibly, so as to minimise the risks set out above and to ensure consistent standards of use of social media.

Further information
A copy of the full Social Media Policy can be found on the Colleague Portal or requested from the HR department.

DATA PROTECTION POLICY

Corps Security is fully committed to compliance with the requirements of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 plus any other applicable legislation. Full details of the policy and how it affects you can be found on the Colleague Portal, or alternatively you can contact the HR department.

Policy Statement
For the purpose of the GDPR, the data controller is Corps Security. The information you provide will be held in accordance with the GDPR and may be used by Corps Security and its agents to fulfil a contract/provide a service etc.

We may collect the following information:

1. Name and job title
2. Registration information
Information may also be collected automatically from the use of the Corps website or from other sources including:

- device information
- log information (including IP address)
- browser type and/or Operating System
- interaction with email messages
- referral or recommendation programmes

**Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

**Controlling your personal information**

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

**Access to information**

The GDPR gives you the right to access information held about you. You may request details of personal information which we hold about you under the GDPR and we will promptly correct any information found to be incorrect.

**Further information**

For full details of the policy please refer to the Colleague Portal or contact the HR department.
PERFORMANCE MANAGEMENT POLICY

Policy Statement
It is the Company’s policy to help and encourage all colleagues to achieve and maintain high levels of job performance and also to provide support to colleagues who are under-performing or not meeting the required standards.

During the probationary period
As set out in Section C of this Colleague Handbook, during your probationary period your performance will be monitored on an on-going basis. At the end of the period your manager will review your performance and you will be told whether or not your continued employment has been confirmed. If you have not met the required standards of performance then your employment may be terminated during or at the end of the probationary period or may be extended at your manager’s discretion.

After successful completion of the probationary period
Once the probationary period has been successfully completed, the performance improvement procedure may be used to address performance issues. The aim is to ensure that consistency and fairness exists in the treatment of all colleagues.

The Performance management Procedure
If your manager considers your performance to be below the accepted standard then he or she will meet with you, to bring the shortfall in performance to your attention, to identify any assistance required (e.g. further training) and to establish if there are any external factors (for example family issues or ill health) which may have affected the standard of your work.

Your manager will meet with you again within a set timescale, to discuss whether or not your performance has reached the required standard.

The performance improvement procedure is used when the colleague is failing to perform to the required standard of assigned duties and responsibilities even after an informal discussion and/or formal letter of concern.

If you have met the required standard then your manager will inform you of this and no further action will be necessary, unless your performance dips again. However, if you have failed to meet the required standard of performance over this period, you will be required to attend a formal performance review meeting.

At the meeting, your manager will discuss your area of unsatisfactory performance with you and set targets for improvement. You will be given the opportunity to input into the process and be provided with support and training to encourage improvement. At the end of the meeting your manager will give you a review date by which the required improvement in performance is to be achieved.
The timescales, standards or targets allowed for improvement, will vary according to the nature of the shortfall, experience and previous performance record. Your manager will also explain the ultimate consequences of failure to improve to an acceptable level.

**Performance review meeting**

Your progress will be assessed at a review meeting. If you have not achieved the required standard by the agreed date, your manager will decide whether or not an extension should be granted, depending on the particular circumstances. Your manager may also consider whether a reassignment of duties or formal action is the most appropriate route to resolving the situation. If, following the agreed support, training or remedial measures being taken, your performance continues to be below the required standard then it may lead to disciplinary action, including dismissal from the Company on grounds of capability, qualifications or some other substantial reasons.

**Stage one – First Written Warning**

If your performance continues to be below the standard required i.e. there is no improvement or only some improvements are made.

**Stage two – Final Written Warning**

If your performance continues to be unsatisfactory, despite the First Written Warning.

**Stage three – Dismissal**

If no improvement or no significant improvement has been reached within a reasonable timescale provided your employment will be terminated under the capability procedure. You will be served notice or receive a payment in lieu of notice.

**Appeal procedure**

You may appeal against any disciplinary outcome resulting from the performance management process. Any such appeal has to be made in writing within five days of receiving the letter confirming performance management action.

**DISCIPLINARY POLICY**

**Purpose of the disciplinary policy**

The Company’s disciplinary policy is to ensure fairness and consistency in the treatment of colleagues. It should not be viewed primarily as a means of imposing sanctions. Rather it should be seen as a way of helping and encouraging improvement amongst colleagues whose conduct is unsatisfactory.

It is important that you comply with the provisions set out in this handbook as well as any rules and instructions that may be in force at the client’s site where you are assigned. You are expected to report for work on time, to perform your duties diligently and to an acceptable standard and to follow the instructions of those in authority. You should not conduct yourself in a manner which is detrimental to the interests of the Company.

It is recognised that most issues can be dealt with swiftly and effectively in an informal manner. This is the preferred method. However, there may be occasions when, either because the
informal method has not brought about the desired result or when an alleged act of misconduct is of a more serious nature, a more formal procedure will be used.

**Scope of disciplinary procedure**
The disciplinary procedure applies to all colleagues. Whilst this procedure does not form part of your employment contract, it complies with, or in some areas exceeds, current legislation. This sets out minimum requirements for discipline and grievance procedures that all UK companies have to comply with.

During the probationary period and in some exceptional circumstances, the Company may dismiss a colleague without going through the full disciplinary procedure, although apart from cases of gross misconduct or serious shortfalls in performance or conduct, a warning will normally be given before dismissal is considered.

In cases where a colleague, who is subject to the disciplinary process raises a grievance the company reserves the right to allow for the same manager to hear the grievance if there is a significant overlap of the matters. Meetings may be scheduled for the same day, one after another.

**Right to be accompanied**
Colleagues who are subject to Disciplinary and Grievance Procedures (including appeal) have the right to be accompanied by a Company colleague of their choice (subject to the conditions below) or a Trade Union official. Colleagues should be aware that an Investigation meeting does not attract the right to be accompanied.

The Company reserves the right to refuse any request to be accompanied by another colleague where the colleague is involved in the case being investigated and their involvement may present a conflict of interest in the view of the investigating manager.

For the purpose of the Disciplinary and Grievance Procedures, a Trade Union official must be either a full time officer employed by a Trade Union or have been reasonably certified in writing by the union as having experience of, or as having received training in, acting as an colleague representative. Written confirmation of any necessary certification will be required prior to the start of any meeting.

Your representative has the right to:

- Put your case
- Sum up your case
- Respond on your behalf to any view expressed at the hearing
- Confer with you during the hearing
- Be permitted reasonable time to confer privately with you.

However, your representative is not empowered to answer questions on your behalf or to address the hearing if you indicate that it is not your wish. In addition, your representative is not permitted to use the rights granted to him or her in a way that prevents the manager conducting the hearing from explaining his or her case or prevents any other person at the hearing from making a contribution to it.
If your chosen representative is not available at the time proposed for the hearing, you are entitled to propose an alternative time which is within seven days of the original date and time. Except in exceptional circumstances, the Company reserve the right to limit the rescheduling of a disciplinary hearing to one occasion only. Although you have the right to be accompanied at any formal disciplinary hearing, your chosen representative is not obliged to do so if he/she does not wish to. Similarly, you are not under any personal obligation to accompany another colleague at formal disciplinary or grievance hearings if you do not wish to do so. If you wish to be accompanied by a work colleague or Trade Union official, it will be your responsibility to arrange for that.

**Disciplinary hearing**

All stages of the disciplinary procedure will be preceded by a thorough investigation of the facts and you will be informed of the alleged disciplinary offence in writing in advance of the disciplinary hearing. Your manager (or another appropriate manager or the HR Department) will arrange a meeting, at a reasonable time and place, to discuss the issues and provide you with sufficient details to enable you to prepare your defence. You must take all reasonable steps to attend the meeting. Should you fail to attend the hearing without a reasonable explanation it will be held in your absence and a decision will be made based on the evidence and facts available to the manager at that time.

If you, your representative or the manager are unable to attend the scheduled meeting for a reason that was not reasonably foreseen at the time the meeting was arranged, (e.g. if one of the parties is ill or their car breaks down on the way to the meeting), then the manager will reschedule the meeting for another mutually convenient date. Normally only one such postponement will be permitted. However, we are under no obligation to allow any further postponements to the rescheduled meeting.

The manager will then decide what disciplinary action to take, if any. Once the disciplinary interview is completed you will be informed of the outcome in writing. You may also be told the consequences of further breaches of conduct or failure to improve work performance. You will have the right to appeal against any disciplinary decision (further details later in this section of the Colleague Handbook).

**Stages in the formal disciplinary procedure**

**Stage one – First Written Warning**

If the manager conducting the disciplinary hearing concludes, after having considered all the evidence, that your conduct does not meet acceptable standards, then the manager may issue you with a First Written Warning. You will be advised, in writing, of the reason for the warning, that it is the first stage of the disciplinary procedure and of your right of appeal. A record of the written warning will be placed on your personnel file but will be disregarded for disciplinary purposes after 12 months.

**Stage two – Final Written Warning**

If your conduct fails to improve, or your work performance is still unsatisfactory, or if the act of misconduct is too serious to warrant only first written warning but insufficiently serious to justify dismissal, a Final Written Warning will normally be issued. This will give details of the decision; will warn that if there is no satisfactory improvement in performance or conduct, or any further misconduct issues occur, then you may be dismissed. You will also be advised of your right
of appeal. A copy of this final written warning will be retained on your personnel file but will be disregarded for disciplinary purposes after 12 months, subject to satisfactory conduct and performance.

Stage three - Dismissal
If your conduct continues to be unsatisfactory and you are still failing to meet the prescribed standards, or if you have committed an act of Gross Misconduct then you will face dismissal. Other alternatives to dismissal may be considered, (including suspension without pay, demotion or transfer to another role, with the accompanying loss of seniority and reduction of salary). In such cases you will be provided, as soon as reasonably practicable, with written reasons for dismissal, the date on which employment will terminate and details of your right of appeal.

In the case of gross misconduct you will be dismissed without notice (or pay in lieu of notice) and all other colleague benefits will cease at the date of termination of employment.

Sanctions other than dismissal
On occasions, it will be sensible to consider sanctions other than dismissal including and not limited to demotion and/or suspension without pay. The Company reserves the right to take such action where necessary and appropriate.

Examples of disciplinary offences
Misconduct
The following list, which is not exhaustive, provides examples of offences, which are normally regarded as misconduct and could lead to action being taken under the formal disciplinary procedure:

- Failure to meet performance standards following informal performance management procedure
- Minor breaches of procedures/policies
- Minor neglect of duty
- Poor timekeeping
- Poor attendance
- Failure to be in company uniform while on duty
- Failure to maintain company standards with Company vehicles
- Unauthorised absence or failure to notify the Company when absent
- Misuse or unauthorised use of the Company or customer’s or another colleagues property or equipment;
- Insubordination or failure to carry out reasonable instructions
- Use of inappropriate language or behaviour towards or about another person whilst on duty (whether it is to a customer, member of the public or fellow colleague/manager)
- Breaking specific rules or instructions, which may be issued and agreed from time to time
- Failure to comply with statutory requirements as communicated from time to time
- Failure to meet the required standards of behaviour or conduct
- Failure to satisfy the required standards of dress and appearance
- Making consistent erroneous expense claims
Repeated breaches of the Company policies and procedures may lead to further warnings which could ultimately end in dismissal.

**Gross Misconduct**

If you are suspected or accused of an act of potential Gross Misconduct, you may be suspended with pay whilst an investigation is carried out. If, on completion of the investigation and the disciplinary hearing, the Company is satisfied that Gross Misconduct has occurred, the result will normally be summary dismissal without notice or payment in lieu of notice.

The following is a list of examples of offences normally regarded as gross misconduct:

- Dishonesty, theft or fraud (including the disposal of stolen goods)
- Unauthorised possession of Company or customer’s property or goods
- Misuse/wilful damage of Company or Customer property or goods
- Gross negligence, which causes (or can cause) unacceptable loss, damage or injury
- Victimisation or less favourable treatment of a colleague making a disclosure under the Whistleblowing Policy
- Making malicious, vexatious or frivolous allegations against another colleague or client’s employee
- Acts or threats of physical violence against others
- Use of inappropriate language or behaviour towards or about another person whilst on duty
- Bullying/Harassment
- Disorderly conduct of a serious nature
- Being unfit for work due to, or possession of, alcohol or illegal drugs
- Smoking in prohibited areas (on health and safety or other statutory grounds)
- Falsification of Company or customer documents or systems including (check calls, incident report books, expenses form, etc.)
- Knowingly providing false or misleading information on your employment application form or any other formal document
- Failure to obey a reasonable, legitimate instruction from a supervisor, manager or customer
- Contravention of any condition of Garden Leave
- Serious insubordination
- Sleeping on duty
- Unauthorised disclosure of confidential information
- Unauthorised access, use or copying of software or information held on a computer
- Abuse of e-mail and Internet rules and abuse of computer passwords
- Offensive and or inappropriate use of social media in company or private time
- Wilful or negligent corruption of data held on a PC, mainframe or other IT system
- Unauthorised absence in certain circumstances
- Leaving the site unmanned/undermanned when on duty without prior authorisation
- Permitting unauthorised access to a customer’s premises
- Claiming Company or Statutory Sick Pay when not absent due to sickness
- Conduct, whether at or outside the workplace, which fundamentally breaches the working relationship of trust and confidence between you and the Company/Customer
• Allowing an unvetted or unlicensed colleague to commence work at a customer’s premises
• Working in a security-related role without an SIA licence or LDN
• Failing to inform the Company immediately that your SIA licence has been refused or revoked
• Failure to inform the Company of the loss of any other qualification which is a requirement of the contract of employment
• A criminal conviction that is incompatible with continued employment with the Company
• Serious infringement of Health and Safety rules
• Serious breaches of confidentiality
• Unauthorised work outside of Corps Security
• Actions or behaviour which bring the Company or the Company’s clients into disrepute
• Making derogatory remarks about the company, its management and or fellow colleagues or its clients in any manner which may affect the reputation of the business, including press, social networking sites (e.g. Facebook, Twitter, MySpace, etc), television, radio or any other public means.
• Failure to inform your manager that you are on medication which might affect you work performance (this on the basis that it could jeopardise the health and safety of colleagues or members of the public).
• Failure to attend formal hearings without justification (e.g. disciplinary hearings related to another allegation/s)

The above offences are in addition to any other gross misconduct offences listed elsewhere in this Colleague Handbook and the list is not exhaustive.

**Suspension from normal duties**
The company reserves the right to suspend you from work. This is usually to allow investigations to be carried out into an incident and is not an indication of guilt or disciplinary measure. Your suspension pay will be calculated on the minimum hours of work as detailed in your contract of employment (other than in exceptional circumstances).

If you are ill during any period of suspension, the investigation will be temporarily postponed until you are well again to attend any necessary investigatory meetings. During such time, you will be classed as absent from work due to ill health and will be paid Statutory Sick Pay. Company Sick Pay will be withheld until the outcome of any on-going investigation is reached.

**Criminal acts outside of work**
Should any criminal charges be made against you then you must disclose these to your manager immediately. The Company may decide that employment cannot be continued and reserves the right to dismiss you without notice in appropriate cases. In some situations it may be appropriate to suspend you without pay pending the final outcome of a criminal hearing and the Company reserves the right to do so in such circumstances.

Convictions for criminal acts which occur outside employment with the Company and which are not spent convictions within the terms of the Rehabilitation of Offenders Act 1974 but which are relevant to employment (e.g. shoplifting, fraud, assault, sex offences) or anything that is
detrimental to the Company, especially having regard to the nature of the Company’s business, may result in summary dismissal.

**Disciplinary/dismissal appeals procedure**

In all circumstances you will have the right to appeal against a disciplinary decision taken against you stating the grounds of your appeal. If you disagree with or are unhappy about a disciplinary or dismissal decision made against you, you should appeal in writing, within five days of receipt of written confirmation, to the person nominated in the written confirmation. The appeal will be heard within a reasonable time period. You will be given the opportunity to state your case and to be accompanied by a trade union representative or a work colleague if desired.

If you, your representative or the manager are unable to attend the scheduled meeting for a reason that was not reasonably foreseen at the time the meeting was arranged then the Company will reschedule the meeting for another mutually convenient date.

The decision of the manager hearing your appeal against disciplinary/dismissal outcome will be final.

**Informal counselling**

Where your breach of conduct or performance is not regarded as being particularly serious and is shown to have been caused by your capability, competence or behaviour, we may deal with this matter informally in the first instance and give you an opportunity for improvement before reverting to the formal disciplinary procedure. Any decision to proceed in this way will be a matter for Manager’s discretion and will depend entirely on the circumstance of each case. The informal counselling will normally be followed by a written confirmation which will be placed into your personnel file as a record.

**GRIEVANCE POLICY**

Normally we would expect grievances to be settled amicably through informal discussion between the parties concerned. Dealing with grievances in this way can lead to a speedy resolution of the problem, without the need for a formal grievance meeting. However, where the matter has not been resolved to your satisfaction via the informal method, you may raise a formal grievance in accordance with the procedure set out below.

**Stage one**

If you have any grievance relating to your employment (other than in respect of disciplinary action taken by the Company, in which the case the disciplinary appeals procedure applies), you should set out your complaint in writing with full details of your complaint and send it to your immediate manager or HR department if the grievance is against your line manager.

Your manager (or an appropriate alternative manager) will invite you to attend a grievance hearing at a reasonable time and place and within a reasonable time period, at which the grievance can be discussed. You are required to make every effort to attend. You will be informed of the outcome of this meeting in writing.

If you are not satisfied with the decision you will have the right to appeal against the outcome in writing, within five days of the date of your appeal outcome letter. The outcome letter will advise you who to direct your appeal to should you wish to appeal.
In cases where a colleague, who is subject to disciplinary process raises a grievance the company reserves the right to allow for the same manager to hear the grievance (if there is a significant overlap of the matters). Meetings may be scheduled for the same day, one after another.

Should you wish to be represented by one of your colleagues or union representative in a collective grievance, we would require your written confirmation expressly consenting them to represent you in this matter and that all future correspondence be sent to them in the first instance.

**Final stage (Appeal hearing)**
An appeal meeting will be held, within a reasonable time period, and will be conducted, where possible, by a more senior manager to the one who heard the original grievance. You will be provided with the outcome of the meeting in writing.

**Right to be accompanied**
You will have the right to be accompanied at all meetings throughout the grievance procedure by a fellow colleague of Corps Security or a Trade Union representative as per current legislation. A Trade Union official must be either a full time officer employed by a Trade Union or have been reasonably certified in writing by the union as having experience of, or as having received training in, acting as a colleague’s companion at disciplinary meetings. Written confirmation of any necessary certification will be required prior to the start of any meeting.

The decision of the manager hearing the final stage of grievance (the appeal) will be final.

**WHISTLEBLOWING POLICY**

**Introduction**
The Company is committed to providing the highest level of service to its customers and to applying the highest standards of quality, integrity, openness and accountability. However, from time to time you may have concerns about something that is happening at work. Usually these concerns are easily resolved. However, when they are about unlawful conduct, financial malpractice or dangers to the public or the environment or harassment or misbehaviour at work, it can be difficult to know what to do.

The Company recognises that you may not always feel comfortable about discussing your concerns internally, especially if you believe that the Company itself is responsible for the wrongdoing. The aim of this policy is to ensure that colleagues are confident that they can raise any matter with the Company that concerns them in the knowledge that it will be taken seriously, treated confidentially and that no action will be taken against them.

**Procedure**

**How to raise a concern internally**
If you have a concern about wrongdoing, you should raise it first with your immediate manager. This may be done verbally or in writing. If you feel unable to raise the matter with your manager for whatever reason, please raise the matter with your manager’s manager or a senior manager in your local Corps Security Office. Please say if you want to raise the matter in confidence so that they can make appropriate arrangements. An informal approach to your
manager will be treated as completely confidential and will not result in any report to anyone within the Company unless you agree.

If these channels have been followed and you still have concerns, or if you feel that the matter is so serious that you cannot discuss it with any of the above, please contact the HR Department. If the matter requires further investigation, such an investigation will be carried out and you will be informed of the outcome of the investigation and what, if any, action has been taken.

**Your safety**
The Company understands that it is not easy to report a concern, particularly one that relates to fraud, corruption or abuse. Accordingly, the Company will support you and protect you from reprisals or victimisation within the Company. You can be confident that by reporting any concern it will not in any way affect your career or enjoyment of your job. This will also apply if you come forward in good faith and with reasonable belief and after investigation, it turns out that the matter has a genuine and innocent explanation. Of course we do not extend this assurance to someone who maliciously raises a matter they know is untrue.

We will not tolerate any colleague attempting to dissuade another from raising a genuine concern about malpractice and will take disciplinary action against any colleague who is found to have done so. This will also apply to anyone who expresses criticism or any negative responses or anyone who harasses, bullies, isolates or victimises the colleague who made the disclosure.

**Confidentiality**
The Company will not tolerate the harassment or victimisation of anyone raising a genuine concern. However, we recognise that you may nonetheless want to raise a concern in confidence under this policy. If you ask us to protect your identity by keeping your confidence, we will not disclose it without your consent. If the situation arises where we are not able to resolve the concern without revealing your identity (for instance because your evidence is needed in court), we will discuss with you whether and how we can proceed.

Although anonymous reports of concerns will be given the serious consideration they deserve in the circumstances, in most cases it will be difficult for the Company to investigate and follow up such concerns without the assistance of the reporting colleague. You are therefore encouraged to reveal your identity in order that the concerns can be properly addressed.

**How will we handle the matter?**
Once you have told us of your concern, we will look into it to assess initially what action should be taken. This may involve an internal inquiry or a more formal investigation. We will tell you who is handling the matter, how you can contact him/her and whether your further assistance may be needed. If you request, we will write to you summarising your concern and setting out how we propose to handle it.

While the purpose of this policy is to enable us to investigate possible malpractice and take appropriate steps to deal with it, we will give you as much feedback as we properly can. If requested, we will confirm our response to you in writing. However, we may not be able to tell you the precise action we have taken where this would infringe a duty of confidence owed by us to someone else.
The Company’s investigations may require the involvement of other regulatory bodies, such as the police, Customs & Excise, the Health and Safety Executive etc. The Company expects colleagues to co-operate fully with any of these outside agencies in assisting with their investigations. Where this is necessary, the Company reserves the right to make such a referral without your consent.

If you wish, you may be accompanied at any investigatory meetings with your manager or more senior managers during the investigation by a work colleague or a trade union representative.

**Warning**
If it is discovered a colleague has abused this confidential reporting process and has maliciously or in bad faith or without reasonable belief made unfounded allegations, the Company will treat such actions as a very serious disciplinary matter. No colleague who comes forward in good faith and/or with a reasonable belief has anything to fear, even if it later transpires that their concerns were unfounded.
Duties
You are expected to carry out your duties in a timely and thorough manner and to perform any additional tasks reasonably requested of you by your supervisor or manager or the customer, in relation to your normal duties, willingly and without complaint.

Courtesy
All colleagues are expected to show the utmost courtesy to our customers, their tenants and to members of the public and work colleagues. Use of rude, swear words and language of a sexist, racist, ageist or similar nature, which may cause offence to particular groups of society, is unacceptable and will not be tolerated.

Radio, television, laptop, note book, computer games, electronic equipment and private reading material
These are allowed on site only with the written permission of the Customer and your Manager and provided there is no adverse effect on the efficiency of the service. Failure to obtain written permission to use the above equipment/materials on site may lead to disciplinary action being taken against you.

Dress Code, grooming and personal hygiene
You are expected to dress and present yourself in a neat and tidy fashion and to wear the correct uniform at all times during working hours (including your SIA licence if relevant) and maintain an overall smart and professional appearance. Your hair should be kept clean and tidy. Shoes or boots should be clean and well-polished.

If you operate machinery as part of your job, you must keep your hair short or secure it in such a way that it does not pose a safety hazard. Shirts should be tucked in.

Extraordinary hair styles, including colours or styling, are not permitted. Make-up should not be excessive, extraordinary or extreme. Perfume and aftershave must be unobtrusive. Personal hygiene must be maintained to the highest standards so as not to cause offence to others.

The Company reserves the right to remove you from duty without pay if you fail to obey the above standards.

Body Art and Jewellery (including piercing)
Colleagues are not permitted to wear jewellery which the Company believes may cause offence or harm to you or others.

Tattoos and body art (either temporary or permanent) should be kept covered by clothing at all times. Any which are visible whilst wearing your uniform will only be permitted if they are unobtrusive and unlikely to cause offense. Piercings, if worn, should be discreet or hidden from view and removed following any reasonable request by the customer or the Company.
Security

All colleagues should be alert regarding both Company and customer security, and follow procedures at all times. If you have keys to vehicles, cupboards, rooms, buildings or other Company or customer property, always keep the keys on your person or locked in the appropriate container/cupboard. Never leave keys lying around or give them to another person, unless authorised to do so by your manager or supervisor.

You have a duty to report any act of theft or dishonesty which you suspect or are aware of within the Company or at a customer site, irrespective of who is involved. If you fail to alert your manager or supervisor about any incident or suspected incident, you may be subject to disciplinary action up to and including dismissal.

If you wish to discuss a matter in confidence, which involves potential dishonesty by a manager, supervisor or colleague, you may report any suspicions using the whistleblowing procedure.

Confidentiality

We expect you to safeguard and account for any money, article or property left in your possession or care. It is very important that you respect any matter which is confidential to the Company or its customers and you should not ask for or take any financial or other form of bribe.

Company/Client Property and Equipment

Company/Client property and equipment should always be used and maintained in accordance with the manufacturer’s instructions and stored in a safe place when not in use. Only use equipment if you have been trained to do so and operate it in a safe and careful manner.

Misuse, loss or unauthorised use of company/client property and/or equipment which results in financial loss to the company/client may be subject to deductions from wages.

Alcohol: Zero Tolerance

Alcohol may not be brought onto or drunk on Company or customer premises at any time before or during the working day (including rest breaks). Drinking heavily the night before your day shift may result in you being unfit for work the next morning. You should not report for work or attempt to carry out your duties with alcohol on your breath. A breach of these rules will be dealt with under the Company’s disciplinary policy and will be treated as potential gross misconduct, which may result in your summary dismissal from the Company.

Drugs

Controlled drugs or other similar substances, except when prescribed by a doctor are not permitted on Company or customer premises. Being at work under the influence of non-permitted drugs will be treated as potential gross misconduct, which may result in your summary dismissal from the Company.

If you are prescribed drugs by your doctor, which may affect the performance of your normal duties (e.g. drowsiness), it is essential that you inform your manager so that adjustments or
allowances can be made to support you. Failure to do so may disadvantage you in cases where there is disciplinary action being taken against you and where your proposed mitigating factors relate to drugs taking.

**Smoking (including e-cigarettes)**

The Company has a duty to protect all colleagues from the inherent dangers of passive smoking. Smoking is therefore not allowed on Company or client property by colleagues, visitors or contractors, unless in an area specifically designated for smoking by authorised management.

Smoking in a non-smoking area, including vehicles owned or leased by the Company whilst in uniform or on duty will be regarded as serious misconduct and may lead to disciplinary action up to and including dismissal. Individual Corps Security colleagues will be responsible for the payment of any fines they incur for smoking in non-designated smoking areas.

**Electronic Cigarettes**

The use of e-cigarettes will be conditional upon the consent of the Client. On Corps Security premises, we reserve the right to prohibit their use should circumstances dictate.

**Punctuality**

Punctuality is very important for maintaining good relationships with our customers. Your starting time is the time you are required to be ready to start work, not the time you arrive on the premises. We expect you to arrive no later than fifteen minutes before your shift starts. Frequent poor timekeeping may lead to disciplinary action being taken against you and/or deductions from pay for the lost time.

Please ensure that you arrive at work promptly so as to be ready to start work at the beginning of your shift and that you wait for your relief to arrive before leaving your post at the end of your shift, even if they are late. Do not forget to book on and off.

**Personal Telephone Calls, Mail Messages and Faxes**

You are not permitted to make personal telephone calls, send e-mail messages, text messages or faxes, either using a customer phone or your own mobile phone at work, except in the case of emergencies and with the permission of your manager or supervisor. Any letters, telephone calls, mail messages or faxes sent to or from any Company premises or using the Company equipment will be taken to be part of the Company’s business and likely to be assessed accordingly. For further information considering monitoring, please refer to Section K of this Colleague Handbook (IT Policy).

**Company or Customer Social Functions**

During Company or customer social functions we hope that all colleagues will enjoy themselves and we appreciate that the atmosphere will be more informal than when at work. You are, however, expected to behave in an appropriate manner and one which respects the fact that you are representing the Company.
Inappropriate behaviour such as damage to property, fighting, abusive behaviour, sex, race or disability harassment, pester ing or dangerous horseplay may lead to disciplinary action up to and including dismissal depending on the circumstances.

**Gifts from Suppliers or Customers**

In general you should not accept gifts from customers, suppliers, contractors or similar. However, small gifts such as promotional material and meals may occasionally be accepted up to a value of £20. Your manager must be informed before you accept the gift, and you may be required to refuse or return the gift.

Invitations to promotional events, trips, airline tickets or gifts over £20 can only be accepted with prior authorisation of a director of Corps Security. Failure to either refuse gifts or inform the appropriate manager or director may lead to disciplinary action up to and including dismissal.

**Collections**

Collections of money for any purposes, including collections for gifts for colleagues and for charitable applications, or the private sale of any article or services on the Company or customers’ premises is not allowed unless approved in writing in advance by your manager.
SECTION M: COMMUNICATIONS

Colleague Communication Forum (CCF)
The Company established the Colleague Communication Forum in 2003 to provide a means of communicating, consulting and sharing information with colleagues about issues that affect you at work.

The Colleague Communication Forum comprises representatives from the Company and colleagues. The colleague representatives are elected from the regions around the UK and Permanent Colleagues.

The Forum is chaired by the CEO.

Elections are held every two years or from time-to-time as required due to retirements or resignations.

The Colleague Communication Forum is the venue for passing information and joint consultation concerning the following:

- Company Performance
- Health and safety
- Training
- Working methods and arrangements
- Uniforms and equipment
- Colleague communications, content and arrangements
- Company policies
- Customer service issues
- Other matters jointly agreed

The names and contact details of the Colleague Representatives can be found on the Colleague Portal.

CCF is not the right place to raise individual issues or complaints. These should be raised with your line manager.

Asking for your views
The Company uses different methods to find out how everyone feels about working at Corps Security. One of the means is our annual colleague survey, ‘Your View Matters’ (YVM).

Your views will help the organisation understand what it needs to do in order to improve and grow, something we cannot do without you. Your feedback will help us plan for the future. We also actively respond to specific issues that we are told about. Please help us by taking part in any future initiatives.

Communication Channels
You should take every opportunity to use all methods/channels of communication available to you, so that you can keep up to date with key developments in the business. We are active on various social media sites, such as Twitter, Facebook, LinkedIn, etc.
You also have access to the Colleague Portal where we regularly update our colleagues about everything that is taking place within the business. The company website is another means of communication. Corps Security also contributes to many publications and websites.

**Team Briefings**
Your manager/supervisor may hold team meetings or briefings which you will be required to attend.
PAY POLICY

Your wages will be paid on a monthly basis and your payslip will be available each month on your personal platform on the Colleague Portal. Your payslip will show your basic pay, plus any additional payments and any deductions which have been made including, but not limited to:

- Income Tax
- National Insurance
- Attachments of Earnings (where applicable)
- Unauthorised absence (where applicable)
- Pension scheme deductions (if applicable)
- Recovery of monies owed to the Company (where applicable).

On joining the Company please supply your P45 (if you have one) or alternatively complete a Starter Checklist if you do not have a P45) together with your bank or building society details and National Insurance number to your manager or supervisor. It is important to give these details to your manager or supervisor as soon as you start to ensure that your pay details are correct.

Payments for overtime and additional hours will normally be included in your pay at the end of the pay period in which they were worked as long as they are notified by your scheduler to Payroll before the cut-off date for that particular month.

If you have any pay queries you should take them up with your manager or supervisor, who will liaise with the Payroll Department and resolve any queries on your behalf. You are requested not to contact the Payroll Department directly unless you have been advised to do so by your manager, HR or the Payroll Department itself.

If you notice an error in your pay, you should discuss it with your manager in the first instance. If, after investigation, the error is found to be genuine, the appropriate correction will be made. For large sums, this may be made before the next pay date. Smaller amounts may be corrected in your next pay.

The Company reserves the right to make appropriate adjustments if for any reason there is an overpayment, and to deduct from your salary, or from any other monies payable or reimbursable to you, all sums that you owe the Company.

It is your responsibility to inform the HMRC promptly of any changes in your Company benefits or circumstances. The Payroll Department cannot resolve Tax or National Insurance queries for you.

HMRC address is:

Pay As You Earn, HM Revenue and Customs, BX9 1AS, United Kingdom

Reference: 120/RB40751; Telephone: 0300 200 3300
The company reserves the right to pay by cheque on occasions. Final payments will always be issued by cheque (regardless of the reason for the employment termination).

**Expenses**
You are entitled to be reimbursed for reasonable expenses when you are away from your normal place of work, for example on a training course or when working at a client site (i.e. a temporary workplace). Claims will only be accepted and reimbursed if they are made in line with the Corps Security Expenses Policy, are authorised by your manager and requirements regarding submitting or retaining receipts are met. Claims considered unreasonable will not be authorised. Falsification of expense claims will be regarded as potential gross misconduct under the Company's disciplinary procedure (see section L of this Colleague Handbook).

**BENEFITS**

**Employee Assistance Programme**
Corps Security provides its colleagues with free, impartial and confidential access to the Employee Assistance Programme, to which they have access 24 hours a day, 7 days a week.

The service offers support, information, expert advice and specialist counselling to help our colleagues prepare for life's predictable milestones and cope with its unexpected events. The programme details can be found on the Colleague Portal or from HR department.

**Pension Auto-enrolment**
Corps Security has an agreement with NEST for the provision of a pension for our colleagues. For further information please contact the Human Resources department.

**Long Service Awards**
Corps Security’s ongoing success relies on retaining the best people, which is why we are committed to our colleagues and their future.

Our annual Long Service Awards give us a chance to recognise those colleagues who have dedicated 5, 10, 15, 20, 25 or 30 years’ service to Corps Security.

Long servers of 5, 10 and 15 years’ are presented with specialised lapel badge, those with 20, 25 and 30 years’ service are presented with engraved medals.

The awards are given as a mark of their outstanding loyalty and dedication and they are issued by the Senior Management Team or CEO, depending on the length of service.
Trade Union Membership
The Company does not currently recognise any trade union for the purpose of collective bargaining on a national basis. However, certain sites do have recognition agreement in place. You are free to choose whether to join a Trade Union or not.

Changes to personal details
The Company needs to keep up-to-date information of your name, home address and telephone number, bank details, together with the name, address and telephone number of your next of kin (or other person) in case of an emergency. It is your responsibility to inform your local Corps Security office in writing of any changes in these details using Corps Security Form (CF2024).

Uniform
You may be required to wear the Company uniform, customer's uniform or plain clothes. You will not be issued with a uniform unless you are required to wear it as part of your duties. The Company provides a high quality, smart uniform in keeping with its image. It is therefore in the interests of the Company and its colleagues that we should take pride in being well turned out on every occasion. Dress should at all times be smart, clean and well fitted. Uniforms are to be pressed and brushed if required. Footwear should be clean and polished.

The standard uniform issue for your particular role, as applicable from time to time, will be advised to you and is available from your local Corps Security office. Information on the claw back of uniform costs on leaving within one year of joining can be found in Section C of this Colleague Handbook.

Suggestions
The Company is committed to continuously improving the way we do business and we welcome your suggestions or ideas on ways that we can improve the quality of our service to customers and to each other. Please channel any suggestions or ideas for improvements via your manager or your Colleague Forum Representative.

Errors and omissions
We hope that this Colleague Handbook is free from errors, but should you notice any mistakes, or consider that some important information is missing, please let your manager know and he or she will pass your comments to the HR Department.

Amendments
The Company reserves the right to review, revise, amend or replace the content of this Colleague Handbook, and introduce new policies from time to time to reflect the changing needs of the business and to comply with new legislation.

Should the Company wish to make any changes to contractual terms, colleagues will be consulted with prior to any changes being finalised.

If any major changes are required then we will write to you individually about them.
The Company’s policies and procedures
The company reserves the right not to utilise the procedures/policies where it considers appropriate.

The most up-to-date copy of the Colleague Handbook, which supersedes all previous versions, is available on the Colleague Portal.

Please note that most policies are available on the Colleague Portal. If you, however, cannot find a particular policy please contact the HR department and they will provide you with a copy.

In certain circumstances there may be a need for disclosure of personal information relating to colleagues to our clients. Only such information as is relevant and appropriate will be disclosed.
Corps Security uses its focused, specialist expertise to ensure the security, safety and well-being of many of the UK’s leading businesses and organisations.

For over 150 years, Corps Security has developed a heritage of discipline, integrity and reliability; and its commitment to its people inspires passion and loyalty.