



Operations Team Handbook

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Commented [GW1]: This will be reordered. Section B will be alphabetical. Formatting and images can come in later once content is agreed. I use Employees or team members interchangeably where appropriate. Our policies use 'employees' mostly and I will rework this doc, once content is agreed to standardize as far as possible. Similarly for 'employee contract' and principal statement of employment'. Thank you

Commented [GW2]: The aim is for this to eventually replace QCHR03 KHC STAFF HANDBOOK 2020

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This Team Handbook

This Team Handbook is designed to be an easy reference guide to questions that may arise during your employment with TKC. This Team Handbook is supported by the TKC Policies and Procedures Pack. The information contained in both this Handbook and the Policies and Procedures Pack relates to the

Commented [GW3]: GWR TO ADD statement about replacing current HB over time and where conflicts occur this document or most recent issued doc take precedent.

way that TKC complies with employment legislation as well as policies and procedures to help our Team understand how we will deal with matters in a given set of circumstances.

The Handbook and Policy and Procedures Pack will be provided to you as part of your employment and you are required to read and comply with the content of all Company related communication and comply with any instructions or procedures set out.

If you have any questions that this Handbook doesn't answer, please refer these to your Line Manager.

Welcome to The Keyholding Company (TKC)

It's great to have you on board and be part of our journey as a business.

This guide is designed to tell you who we are, what we do, our philosophies and our policies. During your first few weeks, you'll have plenty of questions about how we work and how to get things done. Make sure to bookmark and refer back to this document so that you can get the most up to date answers to your questions.

For any questions not answered in this guide, check with your manager or the People team and they will be able to help.

[Image]

A note from our founder, Charlie

[Image]

When I started The Keyholding Company in 1998, my goal was simple – I wanted to create a business that genuinely made people feel safe and secure. I started with keyholding because I saw potential there, but it was clear that to deliver on my mission, the business would need to expand and develop.

Initially based in London, our first step was to go nationwide. I believe that collaboration and partnership can deliver incredible results and The Keyholding Company is living proof of that. Our network model, which connected over 174 businesses as partners across the country, was the first of its kind and enabled a whole new approach to mobile security. The mobilisation was a huge success and saw us start working with big brands from across the country.

It was important for us to maintain this ambitious mindset, though. We are constantly looking to improve, evolve and grow. Everyone in the business has a role to play and after pioneering an entirely new model for our sector, we looked into how we could improve our service and continue disrupting the industry.

The answer was technology. Over the last decade, we have invested heavily in technology to move us from paper to pixels. We built custom tools and bespoke solutions to streamline our services and provide more value for our clients. We grew our tech and data teams to continually improve how we worked and stay ahead of the competition.

Today, we don't just hold keys for houses in Chelsea. We service over 30,000 homes and businesses. We keep thousands of people safe and secure through our tech-led approach, passion for innovation and drive to continually improve ourselves.

Everyone has a part to play and with your help, we can continue to push the boundaries and provide our clients with the peace of mind they deserve.

All that's left to say is welcome and please don't hesitate to say hello!

Kind regards,

Charlie Gordon Lennox

Who we are

Our mission: working together, to keep our clients feeling safe and secure, night and day.

We are a tech-enabled mobile services security company.

We offer peace of mind, security and safety to our clients but we do this differently to any other provider. We operate a network of 174 local security suppliers and use a custom-built technology platform to standardise service delivery and deliver transparent and insightful data to our clients.

Our mission statement defines our identity as an organisation as much as it does our goals: we are collaborative, choosing to work together and build partnerships rather than go it alone; we keep our clients feeling safe, providing peace of mind and comfort through exceptional quality of service and helpful information and we operate around the clock, with 24/7 shifts that ensure we are always ready to go.

We are a closely regulated and [highly accredited business](#). The Security Industry Authority (SIA) put us in the top 5% of security companies for quality of service and regulatory compliance.

[Image]

What we do

We provide nationwide mobile security services for business and home clients, including:

- Keyholding
- Alarm response
- Mobile patrols
- House and vacant property checks
- Locks and unlocks
- Temporary and emergency guarding
- [Smart Access](#) – our latest innovation which uses smart locks instead of mechanical locks to replace keyholders entirely

You can read more about what these services entail [here](#).

Our clients

Whilst most of our revenue is generated through business clients, we also serve home clients too. We work with 80% of the top facilities management companies in the UK alongside government departments, public sector organisations and well-known brands including:

next



Service Partners

These are the companies we have selected to work with as our partners in the provision of services. The terms SPs can be used internally but SPs themselves should be referred to as partners or Service Partners. And never Service Providers – this we save for third parties who provide us services – like software for example

Our history

Established in 1998, we have spent the past decade transitioning from a traditional keyholding and alarm response business to the leading tech-driven mobile security business.

1998

Charlie started out by holding keys for Chelsea residents.

2000s

We shifted to commercial clients, working with businesses to provide keyholding and alarm response services.

2012

Our network model rolled out - offering rapid response times and local expertise nationwide.

2015

We developed CHASE, our unique technology system which connects our service partners, our jobs and our clients' requests into a single platform.

2016

We began working with one of the UK's leading nationwide retailers, Next Plc.

2018

We launched the Smart Security Platform, our job booking and data analytics interface that enables clients to manage their services and analyse their security data online.

2019

We began working with BT, who hold one of the largest and most crucial estates in the country.

2020

We were awarded [SME Digital Transformation of the Year](#) from Computing Magazine and launched Smart Access, our smart lock solution for businesses.

Today

We're growing. We're also connecting our platform to smart solutions with an eye to scaling our services across the security and care industries.

[Image]

What makes us different

The network model

We operate the greatest network of security partners in the UK. This network model gives us far greater reach and therefore better response times than any self-delivery company like, for example, Securitas or G4S. The network is made up of 174 handpicked, accredited partners around the country, which puts almost 2000 licenced officers at our disposal.

Whilst we organise the services for our clients and manage their needs, we pass the delivery of this work to our partners who provide local expertise and knowledge. The only exception is in London, where our dedicated London Operations team deliver all our security services and are managed in-house.

“One of our biggest challenges is the geography of the UK and working with The Keyholding Company and the network of service providers gives us that geographic spread, that gives us much more confidence that we’ll get to sites when we need to.”

Head of Security, BT

Opening doors with technology and data

We are the UK’s only tech-enabled mobile security service provider. We use custom-built technology to improve our service delivery and push the boundaries of security technology.

At the centre of it all is our Smart Security Platform, a job booking and data analytics interface that allows clients to manage jobs online and analyse security data from across their estate. The Smart Security Platform unites all of our operations data and information, providing unrivalled control and transparency for our clients.

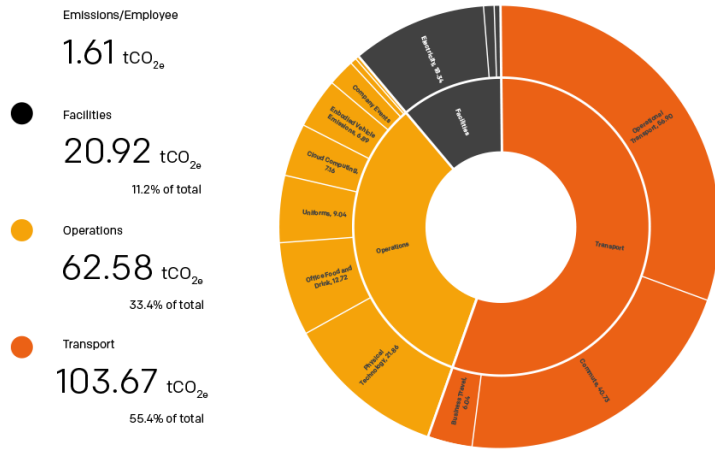
This is a huge step forward for both TKC and the sector. We are continually adding features to the Smart Security Platform and aim to develop it into a holistic security and job management solution.

“The Keyholding Company’s information reporting platform was a huge step forward. For the first time we had total visibility of our security provision, the reassurance of detailed real-time reports, and access to reliable data that’s helped us be proactive rather than reactive in keeping things secure.”

Head of Security, BT

Carbon neutrality

We understand that as a business, we have a duty of care to manage how our operations impact the planet. In 2020, [we went carbon neutral in five months](#) and are currently investigating how we can go carbon negative. We are also working towards establishing a completely green fleet of vehicles for our London Operations team.



Our values

Our values are key to our success, and a common language across our business. They help us stand out from the competition and effectively support both our customers and our colleagues.



We care about doing a good job. We are dedicated to delivering exceptional service. We take responsibility for our actions and strive to provide our clients with peace-of-mind.



We believe in open and honest communications. We are confident and open-minded throughout our conversations, both internally and with clients. We build trust and rapport through clarity and transparency.



We encourage collaborative working with partners, clients and each other. We pride ourselves on forming strong partnerships that generate results. This includes internal coaching and mentoring as well as working with other businesses.



We constantly strive to improve via our people, processes and technology. We take the initiative and are consistently looking for opportunities to self-develop and grow. We are adaptable, flexible and agile in everything that we do.

[Image]

Equity, Diversity and Inclusion

Commented [GW4]: Addition

What equity, diversity and inclusion means to us

We understand that equity, diversity and inclusion are linked but distinct issues that may need tackling in different ways.

Equity means treating people fairly by supporting all them impartially and offering opportunities to achieve their desired outcomes.

Diversity is concerned with representation and valuing people for who they are and the different perspectives they bring.

Inclusion means ensuring that everybody feels involved in the TKC story and that they have a voice and a means to participate in our journey.

Equity, diversity and inclusion are important to us at TKC. It is something we aim to reflect throughout our policies and practices. It has a place in the company's overall strategic objectives of 2022.

Our equity, diversity and inclusion strategy 2022-25

Vision

Be an ally for change by fostering a culture of belonging based on respect, connection, openness and authenticity. We are committed to building and maintaining a workplace that celebrates the diversity of all team members, allowing them to bring their authentic selves to work every day.

Strategic aims

We will achieve this vision by taking forward these seven strategic aims:

1. Improve the quality of our data and insights so that our leaders are aware of our knowledge and understanding of ED&I within the business
2. Ensure our decision-making is free from bias and discrimination and that everyone who has contact with us feels valued and respected
3. Actively promote well-being in the company and support every team member by making reasonable adjustments wherever and whenever possible
4. Continue to ensure, promote and harness diversity of all team members, ensuring a diverse workforce and representation at all levels
5. Develop and embed an inclusive culture, that encourages and values diversity and the uniqueness and experiences of our team members, enabling them to be themselves and bring their whole self to work
6. Ensure that every team member feels equipped and confident to, and do, speak out when they see bias or discrimination, and to ask questions and challenge in a way that encourages constructive conversation and supports positive change

How we work together on equity, diversity and inclusion

Our EDI Focus Group Leaders

Our group came together 2021 when 10 people volunteered to go out to the business to collect feedback on what ED&I meant to each of us and where they wanted to get to. In essence, this group

defined the ED&I journey of the business. They steered TKC's understanding of ED&I by setting the pace and direction of everything we wanted to achieve.

Our EDI Matters Group

This group is a key mechanism of engagement and accountability at TKC in delivery of our EDI objectives. It was established in 2021. The purpose of the EDI Group is to ensure that all our ED&I feedback is effectively implemented within and across TKC.

These are just some of the things our team have been working on.

ED&I SO FAR

We have dedicated internal ED&I champions who have specific focus on different areas:

- @edu: Inequalities in Reward
- @lha: Representation at Senior Levels
- @hmo: Variation in Treatment - Teams
- @asm: Safety to Speak
- @ats: London Ops
- @rve: Variation in Treatment - Individuals
- @mie: Overwork and burnout
- @ik: Isolation and Separation

Since last year, The Keyholding Company has grown 37%, from 131 employees on 31 August 2021 to 179 as of 31 August 2022.

ED&I WINS

Since the inception of our ED&I group, we have had numerous small and big wins. Here are some of our fully realised initiatives:

- Quiet Time
- Surveys on representation and rewards
- Regional Values Day
- Policy changes
- Employee and Team Spotlights
- Transparent Calendars
- Exec calls with Hub members
- Pride room (#pride-room)
- Execs to join team days
- Microaggressions training
- Non-gendered toilet signs at HQ

How you feel AT TKC

We asked further questions on belonging at TKC and these are the results:

- Able to voice my opinion without fear of negative consequences: 86%
- Valued for my accomplishments: 76%
- Comfortable to be myself: 68%
- Respected regardless of my race, sexuality, background, or any other factor: 63%

These results show that 86% of the TKC team feel respected regardless of their race, sexuality, background, or any other factor. With 76% feeling comfortable with themselves, 68% feel valued for their accomplishments and 63% are able to voice their opinion without fears of negative consequence.

We're always looking for room for improvement. By including quantitative metrics, we have a baseline that we can plot and improve on for next year. Read below for how we plan to achieve that!

Identity AT TKC

What are we doing?

- perkbox**: Perkbox Medical is available to all team members.
- Mind**: We've teamed up with the online Mental Health app Mind to offer our employees a free of charge online Training - Mental Health Awareness and Managing Mental Health at work (free license).
- Welcome**: Inductees at TKC have a session on ED&I which includes our commitment, objectives and points of contact.
- Employee Assistance Programme**: TKC's Employee Assistance Programme is available to all team members.
- Team Dynamics**: TKC's executive team will spend a week together in office to collaborate and be transparent.
- Team Daks**: Teams are encouraged to spend one day a week together in office to collaborate and be transparent.
- DIVERSITY DANA**: We have our own microaggression training. It covers all of our business areas and is available with respect.

Rewards & Benefits

Rewards and benefits at The Keyholding Company



The Keyholding Company offers a benefit program that provides excellent coverage for health care as well as opportunity for professional and personal growth. Listed below are some of the main benefits that are available to you as an employee of The Keyholding Company

Opportunities for advancement

Keyholding academy:

Learning support: Receive financial assistance to achieve a qualification related to your role. These qualifications will be through our apprenticeship scheme

Career planning assistance:

Assistance from TKC to help you reach your own personal career goals

Internal promotion scheme:

Promotion from within TKC favoured and encouraged

Cycle to work scheme

Save up to 42% on cycling equipment with NI and Tax-free purchases through the TKC cycle to work scheme

Annual vision plan

Receive a voucher for a discount on your prescription glasses and a free eye test at Specsavers

Tech Kit*

Receive a range of equipment including laptops and peripherals, when you start working at TKC

Annual pay rise process

Process for annual pay rises

Private health care*

Team and job-based benefit

Remote working*

Family-friendly reward allowing you to work remotely for most of the month

Kudos awards each quarter

Financial recognition for living the four values of TKC

Employee referral scheme

A £500 thank you reward when you successfully recommend somebody for vacancies

Generous holiday allowance*

Enjoy competitive annual holiday allowances

Perkbox: Wellness program

Resources from Mind, the charity
Online mental health trainings with resources

PerkBox: Employee assistance program

You can find independent, confidential, specialist advice from trained counsellors and information specialists available 24/7

PerkBox: Medical

4 free yearly medical consultations through a virtual GP

PerkBox: Discounts

Access to discounted shopping from over 800 retailers including restaurants, insurance companies, and supermarkets

Flexible working*

From home working to flexible hours or part-time working, we offer flexible working arrangements wherever possible

Food and drink at offices

Selection of breakfasts, snacks and unlimited coffees and teas within TKC offices

Team socials

Yearly Summer and Christmas parties, with smaller team socials scattered throughout the year

Commission*

Team-based incentives for sales-related work and hitting growth targets

Dress down work policy

A casual work attire policy allowing you to dress however you feel most comfortable

High Five*

Each quarter there is a financial reward based on goals and targets set out by TKC (Coming in 2023)

Monthly working team lunches*

Paid for by TKC

Pension Plan*

Team based

*Team or job title-specific rewards and benefits. Talk to the People team to find out more

Recognition

We believe it is important to recognise our team members, in real time and for all to see, via our [#team-kudos](#) channel on Slack.

Marisa Mendes 11:48 AM
👉 Cheesy shout out alert!

📺 Teams build dreams - and I just wanted to say a huge thank you to @dpi @rbe @sts for spending a wonderful afternoon with me yesterday filming some content for our new H&S Induction Training which will launch soon at TKC. Dawid with your dedication, awesome ideas, and willingness to help, Ray for showing us his impressive biceps when handling the bikes, and Stefan for being my number 2 and a knock out camera man! I am very proud to have individuals like yourselves on our team! 🙌

It was also amazing to see and catch up with some of our London Ops Keywarden and Patrol Officers, a special kudos for such amazing and selfless work you guys complete day in and day out. You play a significant part in our success and should be recognised! 🌟👍👏 (edited)



3 files ▾
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Sherelle Blackwell 5:39 PM
@smo absolutely 🌟SMASHING guarding - request for emergency guarding coverage for a 🌟MAJOR PROSPECT🌟 came in 45mins ago - booked, sorted and officer will be on site within the hour!!! E+T at it's FINEST!!! At a 24% margin for those interested 😊

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Charlie Smith 6:42 AM
I just want to pass on some fantastic feedback about @idi! My client Victoria from Mitie wanted to give you a special shout out whilst I was on a call with her yesterday. She mentioned that she regularly calls you 'Ivan the Superstar' and she really appreciates the attention to detail you have when using the live chat functionality. Good work mate. Kudos! 🗣️👏

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👤👤👤👤 4 replies Last reply 5 months ago

Employee Spotlight



TKC Employee Spotlight

Tony [to-nee] He/Him Operations Director atcw

Come to me @TKC for anything to do with the London Operations, the Mobile Security Industry or the British Standards we follow. I have been in this specific sector for over 20 years and started as a Response Officer. I have done everything role in between so I have an answer for everything.

In my younger years, I served in the **Army** forces visiting many exotic locations from deserts to jungles and even the birth place of Jesus! I was always called **Doc** with and finally any of my comrades know my real name (and still don't). I appeared in an **Army** recruitment campaign on TV and represented my Battalion in both boxing and shooting.

- I will soon be starting a mammoth project where I plan to build a 1948 BSA Meteorite from scratch. I have boxes upon boxes of parts to go through.
- I'm a big West Ham fan but have also started going to watch Chelmsford City as its just round the corner. Its certainly been an eye opener for my eldest daughter to see how her Dad behaves in the terraces!
- I love watching history related films and series that such as **Vikings** or **Rome**. If it has a sword, blood and bit of battles, I'm in!
- I love motorbikes - the only reason I ever get in life is in my garage where I get to tinker with my daily bike and keep it going. It requires a lot of maintenance as I commute 100 miles a day!



TKC Employee Spotlight

Artemis Tsipouta (art-e-miss) (see-po-ta) she/her Operations Manager eats

Come to me @TKC for anything to do with London Ops! If you ever want to adopt a stray cat/dog and save a life just let me know

- I have a master's degree in Criminology and Forensic Sciences specialising in Criminal Profiling. (Next diploma, hopefully soon, will be in Ballistics)
- I'm from Greece but it's always been my dream to live in London.
- I watch True Crime documentaries for fun
- I work with a lot of organisations in Greece that help find homes for stray dogs and cats and I have a dog named Lilly - a spoiled little mix breed.



TKC Employee Spotlight

Hafza Mohamed (Haf-sah)(Maha-med) She/Her Process and Operations Support Analyst ehmo

Come to me @TKC for any questions regarding process review, service improvement and transformation. I also know loads about finance!

- I have 8 siblings
- I am an avid language learner and can currently enjoy my 4th language
- I once played Cricket at the Lords Cricket Ground
- I love reality TV and probably know everything about the Kardashians
- I love Krissy Krenes



TKC Employee Spotlight

Charlie Smith Phonetic He/Him Account Manager eesm

Come to me @TKC for anything Mite related or information on account management. I can also help with workflow amendments. Or just come to me if you need a light bulb changing

- My favourite podcast is The Joe Mauer show
- I spent a lot of my late teens and early 20's horse riding
- My favourite band is Enter Shikari. I've seen them 20+ times in the UK and Europe
- I'm a massive phone geek. I've been known to stand at the boundary of Heathrow to watch them coming in
- I'm out the tallest in my family at 6'7. My grandma is 6'9"



TKC Employee Spotlight

D (dee) she/her People Business Partner adpe

Come to me @TKC for all your people related queries (such as coaching, ED&I, people-related systems, processes and policies). Feedback and suggestions. Anything really. I'm here if you'd like to chat over a cuppa!

- I'm a proud mother of 2 little girls, who are pretty much the centre of my life!
- I'm from India where I spent 33 years of my life. Moved here in 2016 and London is new home.
- I've watched **Friends**, **Friends and Third Rock from the Sun** more times than I can count
- I'm known to question the norm if it does not make sense to me. Last count of how many times this has got me into trouble.
- I love exploring and experiencing the new. Travelled across most Western Europe and India. **Hawa Jagan**, **The Great Barrier Reef** and **mushu pashu** ruins on my bucket list.



TKC Employee Spotlight

Gayle Troko (gaul) (troe-koe) She/Her Transformation Lead eght

Come to me @TKC for all things that encompasses any type of change or transformation. I'm here to help you with any questions or support you need.

- My parents ran a small business in the Midwest called **Liberal**. Thanks to being the eldest daughter I was the one to have a hands on role in the business.
- I used to play in a school cheer squad and was a cheerleader for my high school.
- I taught **Netball** for a long time and was a coach. I'm currently playing **Netball** in the **USA**.
- My husband had to see the **7**, **11** and **10** of the world and that's why I'm here.
- My favourite film is **the Princess Diaries** and I love **the Princess Diaries** franchise. I've also watched with my family **the Princess Diaries** franchise. I've also watched with my family **the Princess Diaries** franchise.



TKC Employee Spotlight

Justyna Clarke (jus-toe-ny) (clar-k) She/Her Senior Operations Specialist sjejl

Come to me @TKC for any questions regarding site surveys, service partner's performance and share knowledge.

- I am from Poland and have lived in the UK for 15 years
- My favourite food is pizza, sushi and polish dumplings
- I want to live in Portugal
- I own two west highland white terriers **Snickers** & **Milo**
- I am a Polish language teacher



TKC Employee Spotlight

Dean Hetherington (dean) (heth-er-ington) He/Him Lead Front-End Developer adhe

Come to me @TKC for I do some ED&I things, my team and I touch pretty much everything that's forward facing for the company. I'd be happy to chat through what we're doing on our new **Care** app, our new **Partner** app, or how I can help with any code or automation you'd like help with. I hear going to the gym about bugs to go to them with those. I'm in the office about once a month, always seen for a **glad** after work if you see me.

- I'm based all the way up in Edinburgh. Our national animal is the unicorn (It's an unicorn!)
- Despite being lactose intolerant, I eat more cheese than anybody else I know. It's simultaneously always and never worth it.
- I swim every week time! My goal is to swim 1km in sub 30-minutes. I'm super slow, I'm appreciated! My biggest aim is to complete a triathlon this year.
- If I could get away with it, I would live off **Macaroni** food.

Induction

During your first few weeks with us, we will take you through a variety of induction activities to get you set up and ready to go. To get you started, here are the essentials.

We have two main work locations: our Head Office in Kirby St and our London Operations base in Kennington Park, both in London. Many of our team work remotely, including our Customer Contact team – The Hub. Your main employment location will be in your contract.

Day 1

We'll introduce you to our systems and cover the most important information you'll need during your first few weeks with us. You will receive all your log in details and you will be required to complete onboarding forms/update your personnel file for payroll and undertake compulsory online training.

Week 1

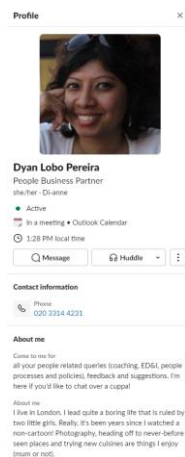
[requires more input from the OPS Team, thank you]

Commented [GW5]: Ops team & MME upon return from leave

Your Slack Profile

We use Slack as the primary means of internal communication. If you have a question and you want to reach out to one of the teams, you can send a message to one of the Slack Channels. You can also send direct messages to team member.

During Induction, you will be asked to set up your Slack Profile so that we can introduce you to the wider business. Profiles can include a picture of yourself, your preferred pronouns, how to pronounce your name correctly, your work contact information and a bit about yourself and your role.



Key Contact Information**General Line** 0370 770 6886**Operations Phone Numbers**

Team Leader Mobile: 07568 108600

Dawid Piaskowski: 07734 247831 @dpi

Artemis Tsipouta: 07597 020685 @ats

Tony Watts: 07557 4324114 @tcw

People TeamDyan Pereira, People Business Partner @dpe; dpe@keuholding.co.uk; 07732689912Georgina Ward, People Operations Specialist @gwr; gwr@keyholding.com;Marisa Mendes, Talent Specialist @mme; mme@keyholding.com;

[more to be added]

SECTION B

What you need to know

Absence – Holiday

What is my holiday entitlement?

For full time employees there is a minimum statutory entitlement of 5.6 weeks including bank holidays. This calculation may be more complicated if you work shifts or variable hours. Your Principal Statement of Terms and Conditions of Service document specifies your annual holiday entitlement. Any changes will be advised to you in writing or issued by general notice to all affected staff.

Part-time team members receive a pro-rata entitlement to full-time staff.

If you change hour's part way through the year then your entitlement will be amended accordingly.

Commented [GW6]: Additional info compared to current HB.

Commented [GW7]: Additional

When is the holiday year?

TKC's holiday year runs from January to December. Your entitlement works on an accrual basis, which means you accrue holiday days for every month your work. This will be detailed in your Principal Statement of Terms and Conditions of Service.

Are there banned periods?

Holiday requests which fall between 1st December to 31st of January may be declined depending on the needs of the business.

Commented [GW8]: I was advised there are no banned periods, however, Current HB does provide for this. Do we want to remove or keep going forward?

How is holiday year pay calculated?

Holiday pay is calculated using normal contractual weekly hours as specified in your principal statement of terms and conditions of service. If you do not work a basic week of fixed hours and/or days of work, calculation of a 'week's holiday pay' is based on an average of earnings during the twelve weeks actually worked in the period leading up to the start date of your holiday.

Commented [GW9]: Current HB States: Although our holiday year runs from 1st of January to 31st of December, holiday requests which fall within the period of 1st of December to 31st of January will not normally be granted, as this is our busiest time of the year. Exceptions may be made for "once in a lifetime" opportunities; however consideration will be given first to the needs of the business and staffing levels. The decision of the Managing Director, Charlie Gordon Lennox will be final in respect of this matter.

What happens if I join TKC part way through the year?

In this case, your entitlement will be based on the number of days accrued for the number of months in the holiday year you have worked. It is calculated as 1/12th of the annual entitlement for each complete month of serviceduring the current holiday year.

What happens if I leave TKC part way through the year?

We calculate your entitlement up to your last day of employment, including any garden leave if applicable. You won't accrue holiday pay for your notice period if you are paid in lieu of notice or if you are summarily dismissed (dismissed without notice). It is calculated as 1/12th of the annual entitlement for each complete month of serviceduring the current holiday year.

If you have taken more holiday than you have accrued at your leaving date, the amount will be deducted from your final pay. If you haven't taken all your accrued holiday, then you could use it during your notice period, subject to your managers approval, or these days will be paid to you in your final pay.

How do I book leave?

Depending on your department, there are two ways of doing this. If you are unsure how to request holiday, please check with your line manager.

- All Departments, except London Operations, will use **People HR** to request time off. This is done via the 'Planner' section on your profile.
- London Operations will use **Workforce**. This is done through the mobile app.

Your line manager will automatically be notified of your request and will approve or decline your request depending on the business needs. Wherever possible, your line manager will accommodate the dates you have requested, however, should there be insufficient cover or others in your team already have holiday/leave approved over the same period, your line manager will work with you to find a suitable alternative.

Leave is granted at the managers discretion. Holidays should not be booked without receiving prior authorisation from your line manager. You will get a notification from the platforms as to whether your request has been approved or denied. You should not book any pay for any holiday without first checking on your portal that your time off request has been approved.

TKC will not be responsible for any financial loss if you are unable to take the leave eg. forfeiture of deposits or reservation penalties.

How much leave can I take at once?

You will not be permitted to take annual holidays in excess of two consecutive working weeks except for "once in a lifetime opportunities". However, consideration will be given first to the needs of the business and staffing levels

How much notice should I give?

Holidays are granted on a first come, first served basis. You should provide your manager with as much notice as possible.

As a guide, the notice you give should be at least one month notice for anything up to 9 days and two months for 2 working weeks or more. In some areas of the business at least month is required, unless there are special circumstances, you should check this with your manager.

What happens if I don't take all my holiday entitlement?

You should ensure that you use all your entitlement during the holiday year as days cannot be carried over into, the following year. It is your responsibility to ensure you take the holiday that you are entitlement to for each year. Please note that there are exceptions for those who are long term sick leave and will be dealt with on a case-by-case basis.

If you have used all your holiday entitlement, but you need additional time off then you may request unpaid leave. Any unpaid leave will be granted at your manager's discretion and subject to the needs of the business.

It is our policy not to make payments in lieu of untaken holiday. The exception is where you leave TKC as discussed above.

What happens if I cancel my holiday?

You will need to notify your line manager as soon as possible. The cancellation will also be approved at the discretion of your manager. If you want to cancel or rearrange your holiday dates your manager will try to accommodate your request as far as possible taking into consideration that it could disrupt any cover plans, already put in place, or it would leave you with a high amount of holiday entitlement which may be difficult to manage depending on the time of year.

You will need to put through your cancellation request via the platform you used to make your initial request. Your manager will then approve it or decline it.

What happens if I am sick during my holiday?

Commented [GW10]: CURRENT HB States: Carrying forward leave will normally only be considered when a minimum of 4 working weeks holiday has been taken in the current holiday year. Approval will be confirmed in writing and will make clear the latest date in the succeeding holiday year by which the carried forward leave must be taken or will be forfeited.

Please refer to the Absence Policy and Procedure.

Public/Bank Holidays

Depending on your role and your Principal Statement of Terms and Conditions of Service you may not have to work on bank holidays. If your role requires it, you may be scheduled to work on a bank holiday and your holiday entitlement takes this into consideration.

Absence- Compassionate Leave

Your manager will talk to you about any time off you may need taking your personal circumstances into consideration. This leave can be flexible, so it can be split into days or half days; you should discuss this with your manager so they can plan for any cover. When you are on leave, you must keep in touch with your manager, particularly if circumstances change and you want to request additional leave. Please see our **Time Off Policy** for more details.

Commented [GW11]: Pg 16 Section B of Current HB. States 2 full working days off for immediate family. I am proposing 5 days. 2 days for close family (and at discretion up to 5) . Up to 1 day unpaid for a relative or close friend and 1/2 to 1 day unpaid for others

Absence- Time off for appointments

We recognise that there will be occasions when team members will request time off for medical, dental appointments etc, or indeed for domestic reasons. Such requests will only be granted at the discretion of your line manager and in the interests of business efficiency, such requests should be kept to a minimum.

Absence- Time off for emergencies

We want to help you when you are faced with certain unexpected situations by allowing you a reasonable amount of time off to make arrangements to deal with the issue. You should contact your manager on the day and ask for emergency leave, this could be for half a day, full day or just the time you need. If you don't contact your manager, then it will be unauthorised absence and this could lead to disciplinary action be taken

Absence- Family Friendly Policies

These include Maternity Leave, Paternity Leave, Adoption Leave, Shared Parental Leave, Dependants Leave and Flexible Working requests.

Absence- Religious Holidays

You line manager will consider requests for time off for religious holidays. You will need to take this time from your annual leave entitlement and the normal holiday booking procedure applies. If the religious holiday falls on a statutory bank holiday and you are required to work then the guidance on statutory holidays applies.

Statutory Holidays

Some individuals do not work on statutory holidays. Any statutory holidays taken will be deducted from your holiday entitlement if you would normally be scheduled to work on this day. In this case as you will be at work, no deductions will be made from your holiday entitlement, leaving you free to rearrange this holiday at another time instead. Check your terms and conditions to understand whether you are expected to work on statutory holidays and whether you will be paid any additional money if you do so.

Absence- Other time off

Our policy also includes time off for public duties or reservists as well as career breaks.

Absence without leave

An absence would be classed as unauthorised if you decide not to attend work or leave work without authorization from your line manager. This is regarded as Absent Without Leave (AWOL)

Unauthorised absences are treated seriously and may result in disciplinary action being taken. Following appropriate investigation this top of absence could lead to loss of basic and or sick pay as well as disciplinary action up to and including dismissal.

Absence- Not feeling well?

We don't encourage people to work if they aren't well. Taking care of your health is your first priority. If you're feeling sick, please contact your manager or appropriate team leader at least 12 hours before the start of your shift or if you are ill unexpectedly, not less than 1 hour prior to your shift. See [Key Contact Information](#). Your line manager will record your absence via **Workforce** and arrange a return to work interview with you when appropriate.

If you are off sick between 1-7 days you will need to complete a self-certification form upon your return. If you are off sick for more than 7 days, you will need to provide a Fit Note from your GP. If you do not provide a Fit Note, you will not be paid, and your absence will become unauthorised.

Company Sick Pay:

The company will pay you for at the standard rate of salary for up to 3 days of sickness in every single calendar year from 1st January 2022 to 31st December 2022.

Commented [GW12]: This is changing from rolling year to fixed 1st Jan to 31st Dec.

Statutory Sick Pay (SSP): We are responsible for the payment of Statutory Sick Pay (SSP) to all eligible team members during authorized absence due to sickness. The first 3 days is known as the 'qualifying period' and will not attract SSP.

Sick leave cannot be used to take care of sick dependants. See Our **Time Off Policy**.

Full information can be found in the **Sickness Absence Policy**.

Advance Payments

Under certain circumstances we may offer short term emergency advances to an employee. Please speak to your line manager.

Commented [GW13]: The full policy is still in review stage with exec team as far as I understand

Anti- Bribery and Corruption

The Company is committed to the practice of responsible corporate behaviour and to complying with all laws, regulations and other requirements which govern the conduct of our operation. Employees should not engage in facilitation payments to win business, accept money or gifts to win business improperly, use influence and ethically to obtain the services from partners, encourage partners to engage in bribery or corrupt practises, failed to report a bribery or corruption incident.

Attendance at work

You should familiarise yourself with the company's **Sickness Absence Policy**. you are expected to report and be ready for duty on the designated shift start time. It is expected that you take responsibility for ensuring you attend work on time as this can significantly affect our service delivery and negatively impacts on your colleagues. If you are going to be late you must phone your line manager or team leader as soon as possible providing reasons for your lateness. You will only be paid for hours worked. Persistent lateness may result in disciplinary action. If you leave your shift early without prior authorisation from your line manager this may result in disciplinary action.

Behaviour and General Conduct at work.

At all times during your employment the needs of the business are paramount and you should ensure that at all times your efforts and energies are directed towards achieving this objective. You are expected to conduct yourself in a reasonable manner with colleagues, clients, partners, or members of the public and uphold our company values. We will not tolerate rude and insulting behaviour or foul or objectionable language. You are expected to comply with any reasonable instruction or request given to you by an authorised person. Under no circumstances should you present yourself for work whilst under the influence of alcohol, intoxicants, or non-prescribed drugs. Any attempt to work whilst in such a condition will be regarded as a serious breach of the rules and lead to disciplinary action.

Private work must not be undertaken from a client of TKC without express permission from a director.

Booking on/off – clocking in and out

You must clock in and out of duty by using the Workforce App. Failure to do so may result in you not being paid correctly for hours worked and overtime is accounted for.

Commented [GW14]: Feedback welcome for which terminology you would prefer. Instructions for workforce use Clocking in and out.

Check Calls

[TBC]

Commented [GW15]: [information required from Ops please]

Company vehicles

You are expected to adhere to the rule set out in the Drivers Handbook as issued from time to time by the London Operations Director.

Commented [GW16]: [information required from Ops please]

All drivers who undertake driving duties as part of their role, are required to have a valid and up to date driving licence to sign at the required paperwork to acknowledge their responsibility as a driver.

Confidentiality

Do not send any confidential or sensitive information via email or the internet, except with specific approval. You must not reveal or publicise sensitive or confidential information about TKC, other employees, clients, suppliers etc whether by email, social networking sites, the internet or other electronic means. If in doubt, ask your manager first.

Criminal Convictions

During employment any criminal conviction received must be reported to the SIA and your line manager. If TKC is aware of any criminal conviction, we have a duty to inform the SIA. Failure to inform us at the earliest opportunity may result in disciplinary action being taken and may also impact your SIA licence and therefore your ability to work.

If you are imprisoned during employment this will be treated as absent without leave which will be regarded as a disciplinary matter. Before taking any action the length of a sentence in nature of offence will be taken into account. If an employee is charged with an offence or is awaiting trial TKC will progress with an appropriate internal investigation and if appropriate, disciplinary hearing irrespective of the criminal proceedings. Failure to declare being charged or convicted of a criminal offence is considered gross misconduct and will result in a disciplinary process being undertaken.

Data Protection and the details we hold about you

You are expected to comply with TKC's **Data Protection Policy** at all times both during and after your employment with TKC.

We keep an electronic record that contains key employment details including your application form, letter of engagement and copy of your contract. This is where all information relating to your employment is stored. The system is accessed only by the People team, our Managing Director and, for key contact details and information about your job, your line manager.

We are fully compliant with the Data Protection Act 1998 and the General Data Protection Regulation (GDPR, May 2018) which means your personal data is kept by us and/or by our third-party representatives in a manual or computerised form and will be processed by us and/or our representatives in a fair and lawful manner, in accordance with the regulations. You have the right to access your file by making a request to the People team.

Disciplinary Policy and Procedure

The company's **Disciplinary Policy and Procedure** applies to all employees. These rules and procedures are put in place to ensure our team understand what is expected of them during employment. It may also be necessary to improve performance, capability and promote fairness, and ensure consistency in the application of rules and standards for all employees. Our disciplinary policy and procedure is not primarily concerned with punishment but focuses on correcting and encouraging employees to achieve and maintain standards of conduct and performance.

Commented [GW17]: Would you like a table here to set out examples of misconduct and gross misconduct?

Dress Code

We don't have a formal dress code. We typically wear jeans, t-shirts, running shoes, etc. We are expected to take it up a notch when meeting clients – business casual is the way forward on these days.

Where uniform is issued to you it must be worn when at work and in line with my dress code above for safety arrangements applicable to your work location and roll. You are responsible for ensuring uniform is kept in good repair.

Driving Convictions

In addition to the requirements set out in the Criminal Convictions section above, if you are required to drive as part of your role, you must report any convictions on your licence to your line manager as soon as possible after it has been given.

Drug and Alcohol

Under no circumstances should you work under the influence of alcohol, intoxicants, drugs or other illegal substances. If you attempt to work in such condition, this is a serious breach of our safe working procedures. We do not allow alcohol for personal consumption on our premises. Please refrain from consuming alcohol during working hours, including meal breaks etc. We make take disciplinary action for breach of conduct.

Commented [GW18]: Working from current HB. Should we say unless at an authorised company function.

Equal Opportunities

TKC is committed to building an organisation that makes full use of the talents, skills, experience, and different cultural perspectives available in a multi-ethnic and diverse society, and where people feel they are respected and valued, and can achieve their potential regardless of race, colour, nationality, national or ethnic origins, sexual orientation, gender, disability or age.

You should refer to our **Equal Opportunities Statement**

Commented [GW19]: QCHR194

Equipment

If you use a laptop for work, this will be provided to you before day 1, along with any other equipment you need to help you work effectively (typically a laptop, mouse, keyboard and monitor). You'll have a workstation assessment if you are desk-based (home-workers included) where we can discuss anything else you may need.

If you need a mobile phone for work, one will be provided to you on Day 1. Please note charges may be incurred should you lose, damage or not return the phone when requested.

Employee Screening

If your role is one that falls within the employee vetting requirements of the government screening standards BS7858, your employment is conditional upon successfully completing all required screening checks within 12 weeks from your start date. If we are unable to complete the required screening checks to our satisfaction whether prior to your start date or within 12 weeks of your start date with us you will be notified as soon as possible in writing and we reserve the right to terminate your employment.

Expenses

TKC will reimburse expenses according to the criteria set out in our Expenses **Policy**.

Fines

If you incur fines for parking or other motoring offences, you may be held personally accountable for the payment of such fines. Fixed penalty notices directly to us by the authorities. We reserve the right to pay such fixed penalties on your behalf and deduct the cost from your wages or salary.

Flexible working

We believe in working flexibly and encourage you to speak to your manager about finding the best structure and working hours for you. That said, sometimes coming together is important to complete certain jobs or projects. In these cases, we will ask you to be in a certain location.

Hours of Work

Your normal hours of work are set out in your Principal Statement of Employment. Your hours of work may vary subject to a rostered shift pattern, and you will only be paid for hours worked. Shift patterns will include evenings, days, nights and weekends over 365 days a year including bank and public holidays. Provided that you have completed a working time directive Opt Out Agreement TKC may request that you work overtime from time to time in addition to your normal hours of work. This does not mean that TKC is guaranteeing you any overtime and where there may be overtime available TKC is not obliged to offer it to you.

Shift patterns are subject to variation and any such change will be notified to you in advance where reasonably possible to do so come out this may be a short notice.

Health, Safety and wellbeing

Your health and safety is our top priority and TKC sets and maintains high operational safety standards to ensure the provision of a safe and healthy working environment for all team members. Please see our **Health and Safety Policy** for more details.

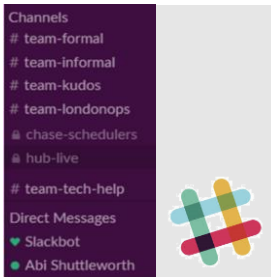
Commented [GW20]: Separated Technology & Equipment

Commented [GW21]: QCHR 197

Commented [GW22]: Updates are a WIP with compliance and training/People team.

Communication Tools

We use **Slack** as our primary communication tool across the business. It allows for collaboration between teams by using private or public channels and it is used by the business to circulate important information. There are channels for individual and team recognition, social channels and department specific channels. An example list is below:



Microsoft Outlook: You will be assigned an email address. This is primarily used for official documentation and meetings.

Workforce: This automates our rota scheduling and payroll. **It is essential** that you use this to check your rota, request holidays and check your timesheets. There is a messages function which your manager and team leaders will send you important information and you can reply to them.

Getting in touch with you

We like to make sure we have up-to-date information about you so that we can send you important information and the occasional treat. With that in mind, please let us know about any changes to your contact details or essential information. You can update most of these details yourself in People HR or simply contact the People team if you have any questions.

Training, development and progression

If your role requires training in our technologies, this will be provided. That said, we believe that learning and developing at work is about more than training days or promotions. We are a business that's growing quickly, adapting fast and learning a lot. There are plenty of opportunities to work on initiatives, projects or your own improvement!

If you need structured or formal training as part of your role, let your manager know and, with help from Leadership or the People team, we may be able to help.

Job Flexibility and changes of job role

It is an essential condition of your employment that you are prepared to adopt a flexible approach to your work pattern and, if it is deemed necessary, carry out alternative duties, if necessary, in other departments. We are dependent on this flexibility as this not only allows us to adapt to the changing nature and volume of work, but also to protect the future of the business and its employees. Any proposed changes to your job role will be discussed with you and you will receive confirmation in writing to any variation of your terms of employment.

Overtime

Overtime shifts will be published through the **Workforce App**. These shifts can be claimed by anyone on a first come first served basis. As soon as you accept them, they will automatically be allocated in your rota. Failure to attend a scheduled shift may result in disciplinary action.

Pay

Everyone is paid monthly on the 5th of the month. You can view or download your payslips by accessing the self-service section of our people system, **PeopleHR**. Your login details will be given to you on your first day.

If you have a query about your pay, contact the People team or your manager. It's important that the People team have your P45 to make sure your pay is calculated as accurately as possible in your first month.

You will be able to view your rota and earned/expected earnings on the **Workforce App**.

Requests for Advance in pay can be made through the **Workforce App** and are subject to approval by your manager.

Commented [GW23]: Added following Chris S's update on slack. 30/11.

Mobility

Your Principal Statement of Terms and Conditions of Service will indicate your normal place of work, but it is a condition of your employment that, if it is deemed necessary, given reasonable notice you will transfer to any other site on which we operate (temporarily or permanently). This mobility is essential to the efficient operation of our business, and you will be fully consulted prior to any such transfer.

Recruitment and Selection

This process is crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.

Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of our **Recruitment and Selection Policy**. Job descriptions, where used, will be revised to ensure that they are in line with our equal opportunities policy.

Commented [GW24]: QCHR 164

We will adopt a consistent, non-discriminatory approach to the advertising of vacancies. All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job. Any person involved in the selection process whose impartiality is compromised in any way in relation to an applicant must declare it immediately to the People Director and if so, withdraw from the selection process either completely or in relation to that applicant.

We offer a referral bonus to team members who refer a candidate to us. Please speak to your line manager about this.

Re-employment

Former employees may from time to time apply to re-join TKC. Re-employment is subject to certain criteria being satisfied which includes, skills, ability, and experience, attendance and time keeping record, performance, conduct record, and exit arrangements being such that an employee has been financially paid for the period in which re-employment is sought e.g redundancy payments. For avoidance of doubt returning employees will not have their continuity of service reinstated upon return. In some circumstances e.g. where a redundancy payment has been made, a gap in employment of six months will be necessary before a former employee can return to the company. In such circumstances, this will be explained to the individual.

References

It is our policy to provide references, given in good faith, which confirms an employee's dates of employment and role.

Reserve forces

TKC supports current members of, or those wishing to join, the reserve forces and acknowledged the training undertaken by reservists. Please speak with your line manager about requirements and arrangements.

Retirement

If you wish to retire, please notify us of your planned retirement date in writing at the earliest opportunity. We set out the minimum notice to end your employment which includes your retirement in your principal statement of terms and conditions.

Resignation and Leaving Arrangements

We will be sad to see you go.

You should provide written notice of your intention to resign as outlined in your contract of employment. Any salary or wage due at the point of departure will only be paid when all company property has been returned and any outstanding monies owed to the company have been redeemed. You may be asked to give feedback via an exit interview process which will be handled in a confidential manner and will not impact on any reference provided in relation to your future employment. Exit interviews will be undertaken where it is reasonably possible to do so.

If you fail to work your full contractual notice, without our prior agreement, an amount equal to any loss suffered by us, or the additional cost of covering your duties for the period not worked, will be deducted from any final monies due to you.

You must return such company property as may have been entrusted to you during your employment, at least 2 working days prior to your official leaving date. In the case of summary dismissal such property must be surrendered immediately (Company property is defined as being IT Hardware and accessories, mobile phones, documents, disks/data other records, equipment, keys, uniforms, stock etc).

Rest Breaks

The statutory requirement for rest breaks is for a minimum of 20-minutes uninterrupted break within each 6 hour period. KHC contractual terms offer in excess of these minimums and are clarified below:

- TKC will provide a total of 60 minutes in breaks over each 12 hour period.
- Each break shall last a minimum of 20 uninterrupted minutes within each 6 hour period.
- The Company will decide who takes a break and at what time of day in accordance with the demands of the business during each shift. Such decisions on the timing and length of break will be reasonable and will observe both statutory and contractual requirements.

Rest breaks shall be monitored by the Company

Reviewing performance

It's important that you, your manager and your colleagues are openly talking about goals, performance and expectations. We have a structured monthly check-in with managers and their

Commented [GW25]: Suggesting this as we have seen far too many team members leave with immediate effect, and often to meet shorter payroll deadlines, without returning company property and then we battle to get it back.

Commented [GW26]: This paragraph is the current wording in our Operations New Starter Documentation but it is not being implemented as this may not be in keeping with company values. In this case it should be removed. However, from a cost and deterrent standpoint, I would suggest that we do deduct, where possible, for unserved notice period unless otherwise agreed by Ops Director. Open to suggestions of course.

Commented [GW27R26]: @Jo Robertson @Dyan Pereira

teams to make sure everyone is on track, gets one-to-one time to talk about their work and gives feedback to us so that we can improve together.

SIA Licensing

TKC cannot employ a team member to perform security tasks if they do not hold a valid and appropriate SIA frontline licence or in the case of certain management positions, an SIA non-frontline licence. It is your responsibility to ensure that your licence is renewed in a timely manner and to ensure that the SIA and TKC are kept up to date with any changes of address and any convictions. Funding of licences and the cost of renewal is set out in [[DOCUMENT Link](#)].

Site Banned

Continued employment in a site-specific client contract role is subject to continuing client approval. All requests by a client to remove a team member from their assignment will be thoroughly investigated and if appropriate disciplinary action may be taken in line with the disciplinary procedures as a result of the complaint. TCC will always endeavour to protect team members from unlawful discrimination when responding to kind requests for removal from site. Team members will be offered alternative vacancies where available, however, should there be no suitable alternative vacancies, or if a team member refuses to work elsewhere as a result of being removed from site, employment may be terminated for some other substantive reason. If a team member accepts an alternative site or role in these circumstances a new contract will be issued to reflect the new site and any applicable pay rates all such changes will be confirmed in writing and outline the reason for this site ban as advised to us.

Commented [GW28]: Is this necessary? Potential for future guarding? Where someone is employed for and assigned to 1 particular site/client contract.

Social Media

TKC encourages team members to engage with social media however in doing so you are required to read and comply with the company's social media policy and procedures to avoid any misrepresentation or bad publicity for the company.

Technology

TBC

Trade Union Recognition

TKC does not recognise trade unions, however, this does not prevent you from having a trade union representative during certain proceedings such as disciplinary hearings or grievance hearings.

Training and Development

[tbc]

Violence at work

TKC defines work-related violence as: any incident in which an employee is abused, threatened or assaulted by another person in circumstances arising out of the course of his/her employment. This is based on the Health & Safety Executive's definition. Unfortunately, sometimes when dealing with the public we may face aggressive or violent behaviour, including being sworn at, threatened or attacked. Whilst verbal abuse and threats are the most common types of incident it is important that these are not permitted to escalate into physical confrontation. Threatening or violent behaviour situations must be reported to your line manager immediately and details of the incident recorded. Incident reports may be required. All operations team members are trained as a minimum in Skills for Security/NOCN Level 2 Award in Security Guarding plus Keyholding Training.

Please see our **Violence and Work Policy** for further information.

Commented [GW29]: In place- QCHR 170 - Jan 2022.

Whistleblowing

We operate a confidential reporting procedure. It's available to everyone irrespective of length of service or position. We trust you never need to use it but please be aware of its availability.

We acknowledge that it is never easy to report a concern. This is particularly the case when you observe serious misconduct or discover unlawful acts. However, we urge you to refer such matters at the earliest opportunity. Please speak to your line manager, a member of the People Team or a Director. An employee who makes such a disclosure has the right not to be dismissed, or subjected to victimisation, because they made the disclosure. Anyone who abuses the policy will be subject to disciplinary action.

Work related activities

If you attend work-related activities outside working hours please conduct yourself in an appropriate, mature and responsible manner. These include ours, or our clients' social events. Do not do anything that may harm this organisation or bring it into disrepute. This may include drunkenness, use of illegal drugs, unwelcome familiarity or harassment, violence or threats of violence or verbal abuse. Any infringement may lead to disciplinary action.

Working Time Regulations

The intention of these regulations is to ensure the health and safety and well-being of employees in the workplace by ensuring that they do not have to work excessive hours. Employees have the right to voluntarily opt out of only being able to work a maximum of 48 hours in a week. This is calculated on average work undertaken each week over a 17 week. Employees who work on average, in excess of 48 hours a week can only do so by giving their written agreement to this.

Workplace 'Banter'

There is a fine line between banter and discriminatory remarks if the comment or conduct is unwanted or causes offence. This could be considered discrimination. Before making a comment stop to consider if it is reasonable and appropriate and you are absolutely certain it would not cause offence.