



RISK SOLUTIONS LTD



Employee Handbook

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Section 1 - Introduction

Risk Solutions was formed in 2014 by Bary Lynch and Gary Parker from a standing start they acquired a number of contracts for Door Supervision in Guildford and Woking. The Company has gone from strength to strength with high profile event security, manned guarding and door supervision. It continues to grow with new customers joining and establishing a training centre that provides courses to staff, those within the security sector and the wider public.

The Directors would like to thank you for joining us on this journey building Risk Solution as a recognised name within the industry. We hope you enjoy being part of our lively and enthusiastic team.

The purpose of this Handbook is to clarify the main policies relating to your employment. It also contains regulations and information that will benefit you, our customers and the Company. Please read it carefully and if there are any points you do not understand please ask for assistance.

Certain sections of the Handbook refer to or summarise Company policies and procedures. These can be found on the website or obtained from the office.

Nothing contained in this Handbook is intended to contravene an Act of Parliament, European Legislation or Regulations. If changes occur and there is a contravention it will be updated as soon practicability possible. If the update is not in place the Handbook superseded by the changes.

Definitions

“Line Manager” refers to all Supervisors, Head Door Supervisors, Managers and Directors.

“Venue” refers to any licenced premises, private house or location that Risk Solutions is providing a service for.

“Consumer” refers to any end user of Risk Solutions’ services. I.E. patrons of the venue.

“Customer” refers to anyone that has engaged the services of Risk Solutions. I.E. the owner of a venue.

This is not a stand-alone document and is to be read in conjunction with Employee Health and Safety Handbook (F 126), Principle Terms and Conditions of Service (F 079) and Policies (P 001 – P 021).

Section 2 – Working for Risk Solutions

The Risk Solutions Difference

Risk Solutions believe that the difference between us and the competition is the quality of the staff and the level of service offered. The customer has a choice to choose us or one of our competitors. Whatever your role within Risk Solutions, whether it be in support services or in an operational role, the level of service you provide will influence the success of the Company. The service and quality of the welcome offered to consumers by our employees should ensure that our Company is the one the customer will choose.

Your Commitment to Risk Solutions

Just as the Company outlines its philosophies above it equally expects that all employees will show dedication to their employment. As an employee you must know what is expected of you individually and as part of the team.

Always

- Carry out your designated tasks to the best of your abilities, with a smile.
- Co-operate with you managers and fellow employees.
- Be courteous to customers at all times.
- Perform your tasks to Company standards and be mindful of safety.
- Be fair with everyone.
- Take pride in your appearance and display a professional attitude.
- Take pride in your work.

Never

- Smoke, eat or chew, gum is not permissible, in an unauthorised area.
- Be absent from work without informing a member of management.
- Swap shifts without the consent of your line manager.
- Take a break without permission.
- Fraternise with personal visitors during work hours.
- Go into unauthorised areas

These are common sense rules that have been established in order to maintain standards. Failure to comply may lead to disciplinary action.

Environment

The nature of our industry can mean working in an environment that is enjoyable to consumers, this may involve various levels of music, lighting and lighting effects which generate a lively environment with high spirited people. As this is your working environment, if any of these aspects cause you a concern please discuss them with your Line Manager.

Induction and Training

It is Risk Solutions policy that all new employees receive an induction on commencement of their employment, new venue or promotion. This induction aims to provide to provide basic information about the employee's place of work, role, health and safety and other relevant topics.

Check Back

Check back is the Risk Solutions method of ensuring that we get it right. Check back means every task is double checked.

- **Do** – Do the job.
- **Check back** – make sure the job is completed correctly.

There is only one way to get used to check back. Practice.

Teamwork

The key to the provision of high quality customer service is teamwork. The rapport you develop with fellow employees, managers and customers, directly affects the standard of your work as a successful team member. The Company expects you to carry out your duties, no matter how trivial the task seems, with professionalism.

Staff and managers communicating and working together will achieve our principle goal – customer satisfaction. The Company encourages you to be yourself and develop your own style. A cheerful smile, enthusiasm and a good working environment are the ingredients that will provide that extra special service for our customers.

Your Appearance

Dress requirements vary depending on your place of work, possibly even different parts of the same venue but a high standard is required throughout. You are responsible for ensuring that your appearance reflects both your role and the standards of the Company. It is vital your clothes clean, pressed and in good repair.

Where you are provided with uniform you must ask for a replacement when an item is worn out. It is imperative that you wear the uniform appropriate for the role and venue, failure to do so may lead to you being sent to change or disciplinary action.

Personal hygiene is of paramount importance. Good standards of personal cleanliness and general grooming are essential for ensuring good working relation with your colleagues and a positive image for the customers.

Key Points:

- Keep your clothing clean.
- Use an effective deodorant.
- Always wash your hands after using the toilet.
- Keep your nails short and clean.

- Be conscious of your appearance.
- Inappropriate visible body piercing will not be permitted.

If you attend work failing to meet the required you maybe sent home to rectify the short fall or sent home on unpaid leave for the remainder of your shift. Failure to comply or repeated occurrences may result in disciplinary action.

Section 3 – Conditions of Employment

Vetting

Your employment is subject to you passing vetting that satisfies British Standard 7858. If your vetting is unsuccessful the Company will delay your employment until completed or terminate your employment with due notice.

Responsibilities and Duties

Your principle role is identified by your job tile. However the need to work as part of a team and day to day changes in the trade will require you to be flexible in undertaking other duties. You are required to carry out all reasonable instruction given to you by persons in authority and to comply with your Contract of Employment, Company rules and procedures.

Employees

If you are not a citizen of the European Union you will require a work permit indicating your eligibility to work in the UK. The Asylum and Immigration Act of 1996 states the Company requires:

- All applicants for employment must supply a relevant National Insurance (N.I.) Number.
- Documentation confirming right to work in the UK.
- If you are unable to produce an N.I. Number you will be requested to apply for one by calling the National Insurance Number Application Line on 0800 141 2075 which is open Monday to Friday, 08:00 to 18:00.

If you are unable to satisfy the Company that you have the right to work in the United Kingdom the Company reserves the right not to offer employment.

Probationary Period

All new employees have a 12 week Probationary Period. This period is provide for both the employee and the Company to determine compatibility. The period maybe extended at the discretion of the Company. Failure to meet the required Company standards may result in termination of employment if this occurs you shall not be considered as been employed. After 12 weeks service a week's notice must be given in writing by either party.

For internal appointments consideration will also be given to finding a suitable alternative role which maybe a lesser position with associated salary and benefits.

You will be issued with a contract at the start of your employment. You must read, sign and return a copy of the Statement of Terms and Conditions of Employment (F 079) as soon as practicable.

Medical Examination

A condition of employment is to undergo a Medical Examination when it is reasonably required. The medical practitioner will be appointed by the company. You are also expected to authorise your Doctor to co-operate with any reasonable enquiry or request by the Company. This information will be treated as strictly confidential.

An unsatisfactory medical record or indication that normal attendance may not be achievable could be grounds for not being employed or termination subject to consultation.

Hours of Work – Weekly Paid

Working hours will vary due to the demand from customers. Reasonable effort will be made to give adequate notice of your working week but your normal hours of work cannot be guaranteed. You will only be paid for work done. The start time indicated on the rota is the time you will be on post and ready to perform your duties.

You should be prepared to work outside your allotted hours when reasonably required to. All hours will be paid at your standard rate unless you are informed otherwise in writing. If you wish to work additional hours this must be arranged in advance with whomever is in charge of the rota.

Hours of Work – Monthly Paid

Normal weekly hours are specified within the Contract of Employment subject to any Statutory Restrictions that may apply to your employment. You will be required to work any additional hours as reasonably necessary to fulfil the current Needs of the business and your role's responsibilities. All additional hours shall be unpaid.

In exceptional circumstance your Line Manager can make changes to any specified rest days. Where possible seven days notice will be given. The Company reserves the right to transfer you to suitable alternative work in another department or venue according to the needs of the business.

Working Time Regulations

The maximum average 48 hour limit per week applies to all work you do including any other employment that you may have. It is not the policy of Risk Solutions to encourage employees to work in excess of this limit, it does recognise that some employees will wish to work additional hours. It is possible to opt out of this limit. This opt out can be ended by giving 3 months notice in writing. If you have other

employment currently or at a future time it is your responsibility to notify your Line Manager how it affects the weekly hours worked.

Payment of Weekly Wages and Salaries

Weekly Wage

- The working week runs from Monday to Sunday inclusive based on the shift starting time.
- Paid by credit transfer.
- Usually paid on the Following Friday a week in arrears.

Salaries

- Paid on a current month basis.
- Paid by credit transfer to the employees account on or the nearest banking day to the last Friday of the month.
- If you leave employment before completing the period for which payment has been made the Company reserves the right to recover the overpayment.

The Company take no responsibility for any bank transfer delays for reason beyond their control. Each employee is responsible for notifying the Company of any changes to their Bank or Building Society account details to avoid delays. All monies will be paid through their nominated account unless exceptional circumstances and a Director has sanctioned an alternative arrangement.

Each employee must follow the established procedures for confirming their hours worked or an arbitrated wage maybe paid. Failure to follow these procedures or falsifying information maybe deemed Gross Misconduct.

Salary Review

The Company reviews the wage and salary levels from the 1st of March annually any changes are discretionary. Statutory increases will applied in line with their time scales.

Errors in Pay

The Company recognises that occasionally some errors may occur when wage, salary or other payments are being made. If you discover any underpayment, overpayment or other anomaly you must inform your Line Manager as soon as possible. The Company reserves the right to make deductions or payments in order to rectify the error.

We reserve the right to deduct any monies owing to the Company from your final pay or any other monies due to you on termination in the event you leave employment before making full repayment.

Change of Circumstances

It is the responsibility of the employee to notify the Company of any change of circumstances (i.e. name, address and phone number) All information should be reported to your Line Manager so your records can be kept up to date.

Holiday Leave and Pay

Any holidays taken will be deemed to be your statutory holiday entitlement as defined by the Working Time Regulations. Once this has been used the additional entitlement is used, where applicable. All holidays must be taken during the holiday year, no days can be carried over or payment in lieu. Upon leaving where holiday taken exceeds entitlement an equivalent deduction will be made from any monies owing.

All holiday must be requested, in writing, a minimum of two weeks before the first day to be taken. Any holiday requests may be refused with reasonable reason.

The holiday year runs from the 1st of April to the 31st of March.

TUPE

The Company will comply with all legal and statutory requirement concerning any contract or acquisition which involves the transfer of employees from a previous employer to this Company. The Company expects that employees will abide by legislative requirements for their transfer.

Illness and Holidays

Additional holiday leave provided may cease to accrue during periods of extended sick leave or leave of absence from work for other than statutory reasons. If your level of absence adds up to four weeks or more in any rolling 52 week period additional holiday leave will cease to accrue until such a time as return and have completed four continuous weeks of service.

Where continued sick leave extends from one holiday year to the next all outstanding holiday leave, statutory and additional, for the earlier year will be forfeited.

Bank Holidays

The nature of the business requires employees to work on Bank Holidays. Where your normal working day falls on a Bank Holiday you will be required to work on that day at the normal rate of pay for all hours worked except for Christmas Eve which is time and a half and New Year's Eve which is double time.

Absence from Work

The Company recognises that employees may need occasionally be absent from work. If you are unable to attend work for any reason and regardless of the fact that payment for the absence period may or may not be due, you must inform your Line Manager as early as possible on the first day of absence. If, for any reason, you are unable to speak to your Line Manager you must report your absence to a Director.

Failure to do so may render you liable to disciplinary action and jeopardise your Statutory Sick Pay and / or other payments for which you maybe eligible. When notifying your Line Manager you should indicate the reason for your absence and its likely duration.

Unauthorised Absence

Where Unauthorised and / or uncertified absence occurs, i.e. where there is not an acceptable explanation for non-attendance or the period of absence is not supported by a sick note or leave of absence authorisation or where the reason for absence is not considered genuine, then disciplinary action may take place. This could result in your employment being terminated.

Sickness Absence

The following procedures are to be followed in circumstances where an employee is unable to attend work on the grounds of medical incapacity i.e. sickness and injury.

- On the first day of absence you must telephone and speak to your Line Manager.
- This should be done as early as possible so that steps can be taken to cover you.
- Give an indication of your condition especially if it is a contagious or infectious disease.
- Give an indication of the length of absence.
- Keep in regular contact with your Line Manager and up date on your condition.
- All absences must be covered by a Self-Certification Form.
- The form must be requested by the third day of your absence from your line manager.
- If you return before your third day complete it at work.
- The form must be returned by the eighth day or when you return to work, whichever is soonest, to be counter-signed.

Failure to follow the notification and / or certification procedure will result in Statutory Sick Pay and / or other payments you maybe eligible being delayed or lost.

Notifiable Illness

As soon as you are aware you must report any contagious or infectious disease to your Line Manager. This includes hepatitis, gastroenteritis, food poisoning, any form of illness resulting in diarrhoea or vomiting, any specific condition such as septic cut or boil, skin diseases and ear and throat infections. You should always obtain Doctor's clearance before returning to work.

Absence for Seven Days or More

For absences in excess of seven consecutive day the Company requires a Doctor's Fit Note. Private medical certificates are not accepted. The certificate should be forwarded immediately on receipt to your Line Manager so they can copy it.

For periods of ongoing sickness, fit notes should be sent on whenever a new one is issued by a Doctor. Even if your Statutory Sick Pay has expired you should still send copies of all original notes to the Company. It is a condition of your employment to keep the Company informed of your medical condition.

Prolonged or Persistent Absence

In certain situations the Company may require an additional medical opinion. It is a condition of your employment that you will participate in any examination by a registered medical practitioner appointed by the Company. It is also required also required that employees comply with any request for access to medical information made by the Company whilst on long term absence.

Statutory Sick Pay (SSP)

If you qualify for SSP this will be processed through normal payroll arrangements.

Company Sick Pay (CSP)

We have a CSP scheme which entitles you to additional payments provided that the appropriate criteria have been achieved. CSP is the difference between SSP or any other benefit and your basic wage / salary for the period of certified sickness. All periods of sickness (including single days) are added up over a rolling fifty-two-week period for the purpose of establishing eligibility to CSP.

The CSP scheme shall automatically be suspended in the following circumstances:

- If the employee is suspended on any grounds relating to a disciplinary investigation or matter.
- During any notice period regardless of whom the notice is served by.

If sickness occurs during any of the above specified periods the payments shall be restricted by current Statutory Sickness Regulations. The Company reserves the right to recover any CSP made to an employee where litigation against a third party has resulted in the individual receiving compensation for loss of earnings.

Salaried Employees

To qualify for entry into the scheme you must have completed a minimum of one year of continuous full-time service at the date of sickness and have complied with the Company's absence notification and / or certification procedures.

- Less than a years' service no CSP.
- 1 years' service 4 weeks CSP per 52-week period.
- 2 to 4 years' service 8 weeks CSP per 52-week period.

- 5 to 9 years' service 12 weeks CSP per 52-week period.
- 10 years and over service 16 weeks CSP per 52-week period.

Maternity

Ante-Natal Care

Pregnant employees maybe entitled to paid time off work for ante-natal care. After the first appointment you will be required to show your appointment card or other documentation to your Line Manager to confirm subsequent appointments.

Statutory Maternity Leave / Pay

Pregnant employees maybe entitled to receive Maternity Leave and Maternity Pay.

To qualify for Statutory Maternity Leave you must have an employment contract and give notice. The notice must be given at least 15 weeks before the baby is expected and you must inform the Company when the baby is due and when you want the leave to start. You can change the start date with 28 days notice. You can change the return to work date with 8 weeks notice.

To qualify for Statutory Maternity Pay you must:

- Be on payroll in the 15th week before the expected week of childbirth.
- Give 28 days notice.
- Give proof you're pregnant.
- Have been continuously employed for at least 26 weeks up to any day in the 15th week before child birth.
- Earn at least £116, gross, in an 8 week "relevant period".

If you do not qualify for Statutory Maternity Pay you may qualify for Maternity Allowance.

For Health and Safety reasons you should notify your Line Manager, in writing, of your pregnancy at the earliest opportunity.

Statutory Paternity Leave / Pay

You maybe eligible for Statutory Paternity Leave and Pay if you and your partner are:

- Having a baby.
- Adopting a child
- Having a baby through a surrogacy arrangement.

Statutory Paternity Leave

Employees can take either 1 week or 2 consecutive weeks leave. The amount of time is the same even if they have more than one child, i.e. twins.

To qualify for Statutory Paternity Leave you must have worked continuously for at least 26 weeks by the end of the 15th week before the expected week of childbirth and have an employment contract.

Statutory Paternity Pay

To qualify for Statutory Paid Paternity Leave. You must:

- Have 26 weeks continuous service to qualify as of the 15th week before the expected week of childbirth.
- Be employed up until the child is born.
- Be on the pay roll.
- Earning at least £116 a week, gross, in an 8 week “relevant period”.
- Give notice at least 15 weeks before the week the baby is expected.
- Be taking time off to look after child or partner.
- Be responsible for the child’s upbringing.

Statutory Adoption Leave / Pay

You maybe eligible for Statutory Adoption Leave and Pay when you adopt or have a child through a surrogacy arrangement.

You will not qualify if you:

- Become a special guardian or kinship carer.
- Adopt a stepchild.
- Adopt a family member.
- Adopt privately, for example without permission from a UK authority or adoption agency.

Statutory Adoption Leave

Employees can take up to 52 weeks Statutory Adoption Leave. The first 26 weeks is known as “Ordinary Adoption Leave”. The last 26 weeks as “Additional Adoption Leave”.

To qualify you must have a contract and within 7 days of being matched inform the Company how much leave you want, the start date and the date of placement which is the expected or actual date the child is placed with you.

Statutory Adoption Pay

To qualify for Statutory Adoption Pay you must:

- Have worked continuously for at least 26 weeks by the week you are matched with a child.
- Be on the payroll.

- Earn at least £116, gross, in an 8 week period.
- Give notice at least 28 days before matching.
- Give proof of the adoption.

Parental Leave

Parental Leave is unpaid. You are entitled to 18 weeks leave for each child and adopted child up to their 18th birthday. You can only take 4 weeks a year for each child and must be taken as whole weeks rather than individual days.

You qualify if all of these apply:

- You have been with the Company more than a year.
- You are named on the child's birth or adoption certificate or have parental responsibility.
- You are not self-employed or a "worker".
- You are not a foster parent, unless you have secured parental responsibility through the courts.

Notice of Parental Leave

You must give 21 days notice before the intended start date. You must confirm the start and end dates in writing.

Compassionate Leave / Time off for Dependents

In the event of a family bereavement or exceptional personal circumstances, please contact your Line Manager, who is authorised to deal with each situation on a case by case basis. All requests for leave must be in writing. Additionally employees are entitled to unpaid time off to deal with emergencies relating to dependents, i.e. spouse, civil partner, children, parents, anyone that lives in the same household (but not lodger, employee, tenant or boarder) or any person that reasonably relies on you for help and to arrange assistance when they are ill.

If you require time off to deal with an emergency you must contact your Line Manager immediately to inform, explain the nature of the emergency and some indication as to the duration of the absence.

Jury Service

If you are called to Jury Service notify your Line Manager as soon as possible. You will not be paid but the court will pay a loss of earnings allowance. Your holiday leave will not be affected or be treated detrimentally because you serve on a jury.

Public Duties

The Company respect reasonable requests for unpaid leave for voluntary public duties such as Magistrate, Territorial Army or Naval Reserve. Please inform your Line Manager as soon as you can of any possible periods of leave.

Right of Search

The Company reserves the right to search any property (lockers, desks, vehicles etc.) or premises of which it is the owner. Additionally, the Company also reserves the right to search an employee or their personal belongings including motor vehicles whilst on Company or customer property or in a car park where the car has been parked for reasons of travelling to work. If you are subjected to a search, you have the right to be accompanied by a fellow employee and any personal search will be conducted by a person of the same sex and in the presence of a member of management. If you refuse to co-operate with any such request, the Company may ask you to remain in situ pending the arrival of a Police Officer. A search does not constitute any accusation on behalf of the Company but failure to agree to a search being carried out may be regarded as a Breach of Contract and possibly an act of Misconduct.

Convictions / Dishonesty / Disclosure of Information

Any information which you provide to the company prior to or during your employment must be accurate and true. This includes the disclosure of criminal or civil convictions, unless deemed to be spent under the Rehabilitation of Offenders Act 1974. Failure to notify the Company of any past or pending convictions will result in disciplinary action being taken against you. If information that you should have disclosed comes to light the matter will be regarded as a disciplinary issue and may lead to dismissal.

During your employment you must inform the Company if you are arrested, charged or summonsed for a criminal or civil offence of any nature. You are under a duty to truthfully and fully answer any questions that may be asked by the Company or the Police in relation to such matters.

Conflict of Interest

A Conflict of Interest means that you should not have any undeclared personal involvement with any contractors, customers or other businesses either directly or family involvement.

Clearly it is impossible to cover all situations in this Handbook. If you think you may have a possibility of a Conflict of Interest you should immediately inform your Line Manager. Failure to declare a possible Conflict of Interest may be regarded as Gross Misconduct and may result in the termination of employment.

Return of Company Property

On request or termination of employment you must return all Company property immediately in full working order, unless a malfunction has already been reported, to your Line Manager. If it is returned in an unsatisfactory condition you will pay for cleaning, repair or replacement of the items. Failure to return items, when requested, will result in the value of that property being recovered either by deduction from final payment or direct payment from you.

Shortages in Money or Stock

Where you are totally responsible for Money or Stock you are responsible for making up any losses or shortfalls that occur. In these circumstances, and after and investigation, the Company reserves the right to make a deduction from wages to the amount of up to 10% of the gross amount of wages due on any given pay period until the full amount is made up. This is in accordance with the Employment Rights Act of 1996. If you leave the Company for any reason, the full outstanding amount will be deducted from the final payment or alternatively a demand for payment shall be served on you.

Improper use of Company Property

Where an employee is granted use of equipment it is required that it is used and maintained within the requirements of legislation and the standards as indicated by the Company. Any improper or misuse of equipment that, through negligence, leads to malfunction, damage or harm may be regarded as Gross Misconduct and may result in disciplinary action.

Improper use of Company Time

Whilst fulfilling your working hours the Company accepts that there may be occasions when you may need to use short periods of time for personal reasons. This is normally unacceptable but if you notify your Line Manager the Company will not refuse any reasonable request. There may be occasions when this will be unpaid.

Intellectual Property

Any design, invention or copyrighted materials made or created in the course of your employment shall be the property of the Company. You will, at the Company's request and expense, execute any deeds or documents necessary to transfer any such design, invention or copyrighted material.

Staff Uniforms and Protective Equipment

Staff Uniforms and Protective Equipment remain the property of the Company. If you are provided with uniform please ensure that it is kept in a clean and tidy condition and is always worn when on duty. Failure or refusal to wear uniform or protective equipment may lead to disciplinary action. Remember first impressions count and you may be the first employee that the customer and consumer encounters.

You will be required to sign for any items issued. In doing so you authorise the Company that if you fail to return any items in a serviceable condition deductions equal to the current replacement value maybe made from your last wage, any other monies due to you or you will pay the Company.

Use of Computers Including Associated Equipment

Computers and office equipment should not be used until you have received appropriate training provided by the Company. The copying or download Company files or data or copying of software products may lead to disciplinary action. The use of unlicensed software is illegal and maybe considered as Gross Misconduct the consequences of which may include dismissal. Your Line Manager will notify you if you are permitted to use e-mail or access the internet.

Unauthorised programmes must not be installed or utilised. Any external software or data may only be loaded with the consent of a Director and only after screening for viruses and malware. Hardware must not be moved from site without permission.

Email

The Company encourages the use of email for business purposes. If the message is of a confidential nature the user must ensure that steps are taken to protect it. The Company does not permit the use of email for messages that constitutes bullying, harassment or that are obscene or abusive. Also that are not work related such as jokes, cartoons or chain letters. Misuse may lead to disciplinary action which could result in the termination of your employment. The Company does monitor email for the purpose of compliance.

Internet

Whilst the internet is available on a Company computer that you are authorised to use, use of non-work related websites may lead to disciplinary action which could result in dismissal. The Company does monitor the internet use for the purpose of insuring compliance.

Personal Possessions

The Company cannot accept responsibility for the loss or damage to personal possessions whilst you are on Company or Customer's premises. You are advised not to bring anything of value to work. Please use lockers where provided.

Keys to Company and Customer Premises or Property

If you are issued with keys and you subsequently lose them you will be responsible for the replacement of locks and keys, locks must be replaced by the end of the session. Company policy is that no keys maybe copied without the specific permission of a Director. All keys will be signed in and out.

Key holders are responsible for the security of Company and customer's premises and will follow all procedures at the beginning and end of the day. Failure to do so may lead to disciplinary action which could lead to dismissal.

Copying, holding without permission or failing to be responsible for keys may result in disciplinary action which could lead to the termination of your employment.

Customer Complaints

You may receive a complaint from a customer. All complaints must be treated seriously and must be referred to your Line Manager. If the complaint is regarding your line manager or the customer does not wish to discuss it with them refer them to the website for methods of contact directly with the Company.

If you believe a complaint is going to be made inform your Line Manager, if they are not already aware, and make notes of the incident on an Incident Report Form. This will be fed back you the company.

Personal Relationships

The Company recognises that from time to time personal relationships develop at work. To prevent embarrassment, accusations of favouritism or detrimental affect on customer service, the Company reserves the right to transfer individuals to alternative sites.

The Company rule is that, under normal circumstances, relatives, partners or friends should not be employed in the same site or in situations where they would be managing, supervising or auditing the work of the other. In cases where this occurs the Company reserves the right to transfer the individual to another site.

Refreshments and Breaks

All breaks must be agreed with your Line Manager. Any employee working six hours or more is legally entitled to a 20 minute break. This break cannot be taken at the beginning or end of your shift and should be taken away from your working environment, i.e. staff area. You are reminded eating, drinking and smoking is forbidden in public view.

Leaving the Company

If you decide to leave the Company you should inform a Director in writing. The notice period is determined by the length of your service.

- 0 – 12 weeks no notice.
- 13 – 52 weeks 4 weeks notice.
- 1 additional weeks notice for every complete year of service up to a maximum of 12 weeks.

If you wish to give a lesser period of notice, you will be required to submit details in writing and the Company will give it consideration. If granted all payments will cease on the newly agreed leaving date. The Company is under no obligation to release you any earlier than set out above.

The Company may terminate your employment without notice in a case of Gross Misconduct. Should this occur you will not be entitled to any benefits under your

Contract of Employment. Once notice or termination has been given or received the Company Sick Pay scheme shall be suspended. All equipment acquired by provided by the Company remains property of the Company and must be returned to your Line Manager when you leave.

Documents, reports and intellectual property of the Company which you have acquired during your employment must be returned on termination, leaving date or earlier if required.

You must repay in full any cash float or loan. The Company reserves the right to deduct any monies owing on termination or leaving.

Section 4 Disciplinary and Grievance Rules and Procedures.

Disciplinary Rules and Procedures

General Policy

All employees are required to maintain acceptable standards of performance and conduct whilst at work. However there maybe times when it is necessary to consider taking disciplinary action through a set of rules and procedures. The management have responsibility for reviewing standards of behaviour and performance and making employees aware of disciplinary rules and procedures. Equally all employees should undertake their duties in a responsible manner and familiarise themselves with the rules and procedures.

The aim of disciplinary rules and procedures is to provide a fair means for dealing with disciplinary offences in a positive way to raise standards to the required level. It is the intention of the policy to provide an appropriate time scale that does not jeopardise the integrity of the procedure but helps to ensure fairness to the employee.

Normally counselling and advice would be given before any formal disciplinary action is taken. In the case of capability issues consideration will be given to any reasonable adjustment that can be made along with any further training requirement. This is not intended as a penalty but as a positive incentive to improve.

The rules are not exhaustive and have to be taken in conjunction with notices displayed on Company notice boards, web site and any other relevant documents issued from time to time.

Scope

The disciplinary procedures apply to conduct issues and refers to all employees of Risk Solutions and all parts of the Risk Solutions Group with the exception of those who are completing their probationary periods after joining the Company. This

category of employee is excluded from the procedure and the management shall treat disciplinary situations according to the individual circumstances.

Authorised Person / Witness

At each stage of the formal disciplinary process, though not normal at any informal meeting, an employee has a statutory right to be accompanied by an authorised person as defined by current legislation.

The Authorised Person has the right to address the hearing but does not have the right to answer questions on the employee's behalf. We will consider any reasonable requests that are made in connection with the appointment of an authorised person. Persons under the age of 18 maybe allowed to use a Parent or Guardian as an Authorised Person. Legal representatives will not be permitted without the prior approval of a Director.

If an employee wishes to be accompanied at the formal hearing they must inform the designated Manager in advance of the name of the person nominated as the Authorised Person so that the person maybe released form their duties in order to attend.

Authorised Person / Witness is defined as:

- Fellow worker i.e. another of the employer's work force.
- A full time official employed by a trade union or a lay trade union official so long as they have been reasonably certified in writing by their Union as having experience of or having received training in acting as a workers companion at disciplinary or grievance hearings. Such certification may take the form of a card or letter.

Disciplinary Procedure

Where counselling and advice has been ineffective or is inappropriate because of the gravity of the alleged offence formal disciplinary proceedings shall commence. The procedure may start at any stage, at the Line Manager's discretion, depending on the circumstances under review. The sanctions that could be applied include informal or formal warnings, transfer, demotion, suspension on full basic pay, dismissal with notice or summary dismissal.

Preliminary Investigation Stage

As part of the investigation process the employee involved maybe required to attend a preliminary investigation meeting. When this is completed a decision will be made as to whether a formal disciplinary hearing will take place. The investigation will normally, where practicable, be carried out by a manager different to the one who will conduct the disciplinary hearing if appropriate.

Paid Suspension

In cases where it is necessary for the management to carry out further investigation or where a decision is pending on a serious breach of discipline an employee maybe

suspended on full basic pay. Suspension should be viewed as a precautionary measure and does not prejudice the outcome of the disciplinary hearing neither should it be regarded as punishment for an offence.

At all times during any period of suspension the employee is required to make themselves available to attend any meetings as reasonably requested by the Company. During the period suspension employees are not permitted you enter any Company or customer's premises without invitation / permission to do so from a member of management. Nor are they permitted to undertake any work for another employer without the Company's consent. The period of suspension will depend upon the nature of the allegation and the complexity of the investigation to be undertaken. Normally it is not expected that this will take more than seven days, however, there maybe occasions when it is necessary to exceed this time period. In such cases the employee will be advised.

Formal Disciplinary Hearing

Prior to any hearing taking place the employee will be informed in writing of:

- Reasons(s) for the hearing.
- How the hearing will proceed.
- Copies of available of evidence.
- Time, date and location of the hearing.
- Who will be conduction the hearing.
- The employees' rights to be accompanied.

Stages of Disciplinary Action

Outlined below are the Company's Stages of Disciplinary Action. In certain cases the alleged offence maybe serious enough to justify the omission of the early stages of the procedure. In cases of alleged gross misconduct the first hearing maybe to consider summary dismissal.

- Stage 1 – Recorded Verbal Warning.
- Stage 2 – Written Warning.
- Stage 3 – Final Written Warning.
- Stage 4 – Dismissal.

Record and Time Limits

A record of all disciplinary interviews and action taken will be placed in the employee's personal file. Recorded verbal warnings shall be disregarded for disciplinary purposes after 6 months, providing no further disciplinary action has been taken. Written warnings shall be disregarded for disciplinary purposes after 12 months, providing no further disciplinary action has been taken. There maybe occasions when the seriousness of the offences warrants an increase in the period that they shall be considered for. The employee will be notified in the confirmation letter.

Effective Date of Termination

If dismissal is deemed appropriate the effective date of termination shall be the date that the employee is notified of dismissal at the hearing or by correspondence to the last notified address or email if they don't attend the disciplinary hearing. It will not be dependant on the outcome of any appeal hearing.

Examples of Offences for Disciplinary Action

Examples of Misconduct

This is not an exhaustive or an exclusive list and other examples maybe found in this Handbook and maybe added to at any time.

- Persistent lateness or absence.
- Failure to comply with Company absence policy.
- Sub-standard hygiene and appearance.
- Leaving site during work periods without permission.
- Misuse of Company or Customer property or facilities.
- Failure to carry out defined and agreed duties.
- Smoking within premises or in areas open to the public.
- Defacing Company or Customer property.
- Failure to report an accident or incident during work time or directly related to employment.
- Failure to hand in / record items of lost property.
- Failure to wear uniform and or any personal protective equipment (PPE)
- Lack of co-operation or attitudes detrimental to a harmonious and effective working environment.
- Failure to achieve the required standards of performance.
- Touting for work that could be undertaken by the Company.

Examples of Gross Misconduct

This is not an exhaustive or an exclusive list and other examples maybe found in this Handbook and maybe added to at any time.

- Theft of any kind.
- Misappropriation of Company or Customer's monies or property.
- Falsification of Company returns or records including job application, time sheets, wage claims and signing in or out other people.
- Failure to sign in and out at the beginning and end of shift.
- Failure to have a valid S.I.A. licence for the role being undertaken.
- Failure to display S.I.A. licence if the role demands it.
- Failure to report change of status of S.I.A. licence.
- Negligence causing potential or actual loss to the Company or Customers.
- Assault, abuse or threatening behaviour towards employees, customers or consumers.
- Discourtesy or rudeness towards employees, customers or consumers.

- Repeated refusal to obey a reasonable and lawful instruction.
- Bribery, corruption or fraud committed inside or outside the workplace.
- Damage to Company or customer property.
- Consuming or being under the influence of alcohol on duty.
- Consuming or being under the influence of recreational drugs on or off duty.
- Dealing in or possessing prohibited drugs on or off Company or customer premises.
- Failing to report drug use or trafficking by employees.
- Bringing the Company into disrepute.
- Discrimination of any person due to race, sexual orientation, gender, disability or H.I.V. status.
- A serious breach of the Company's I.T. policy.
- Non-disclosure of convictions prior to or during employment.
- Misrepresentation of the Company.
- Behaviour or actions leading to a loss of trust and confidence.
- Allegations made by authorities that may result in legal proceedings.
- Sleeping on duty.
- Gambling on duty.
- Repeated acts of Misconduct.

Breaches of Relevant Legislation

A number of Risk Solutions' sites are subject to laws relating liquor and gaming licensing. Employees have a particular responsibility to observe the terms of such legislation so that the Company's standing is not jeopardised or the honesty of the operation being called into question. Therefore failure to comply with the below will be regarded as Gross Misconduct and may result in the summary dismissal.

This is not an exhaustive or an exclusive list and other examples maybe found in this Handbook and may added to at any time.

- Licensing Legislation, Policies and Working Practices.
- Smoking Ban Legislation, Policies and Working Practices.
- Health, Safety and Hygiene Legislation, Policies and Working Practices.
- Working Time Legislation, Policies and Working Practices.
- Fire Legislation, Policies and Working Practices.
- Employment Legislation, Policies and Working Practices.

Appeal Procedure

Employees may appeal against any formal disciplinary sanction. If an employee wishes to exercise the right of appeal they must indicate this in writing to the appropriate person, which is detailed in the letter of warning or dismissal, within seven days of receipt. It is required that the specific grounds on which the appeal is

based must be stated when the appeal is lodged. In all cases the decision taken at the appeal hearing will be final.

Grievance Rules and Procedures

General Policy

The Company is always prepared to listen to any reasonable grievance from an employee and will, if found to be necessary, take prompt and fair action to rectify the situation. Wherever possible the problem should be dealt with locally but the principle behind the procedure is that all employees have the means to take their grievance to a Director.

Scope

The stated grievance procedures apply to all employees of Risk Solutions and all parts of the Risk Solutions Group.

Stages of the Grievance Procedure

Stage 1 – The employee should raise the grievance in writing prior to a formal meeting with their Line Manager. This meeting should normally take place within seven days of the issue being raised.

Stage 2 – If the employee is not satisfied with the Stage 1 decision a written request that the procedure to be heard by the next level management should be submitted within seven days of receipt of the Stage 1 decision. The Stage 2 meeting will normally take place within fourteen days of receipt.

Stage 3 – If the employee is not satisfied with the Stage 2 decision a written request that a Director hear the procedure should be submitted with seven days of receipt of the Stage 2 decision. The Stage 3 meeting will normally take place within fourteen days of request.

If the grievance is considered, by the employee, to be serious enough or possibly involve people integral to Stage 1 and 2 then they can go straight to a Director.

Decisions

At the end of each stage the employee will be notified in writing of the outcome of the meeting as soon as practically possible. In normal circumstances this will be within fourteen days. Stage 3 represents the final stage of the procedure and the decision of the Director will be final.

Authorised Person

At each stage of the Grievance Procedures the employee is entitled to be accompanied by an Authorised Person as defined by:

- Fellow worker i.e. another of the employer's work force.

- A full time official employed by a trade union or a lay trade union official so long as they have been reasonably certified in writing by their Union as having experience of or having received training in acting as a workers companion at disciplinary or grievance hearings. Such certification may take the form of a card or letter.

The name of this person should be notified to the person scheduled to hear the grievance at the time the written request is lodged or as soon as practically possible thereafter. An Authorised Person will be allowed to address the hearing and ask questions but will not be allowed to answer questions on behalf of the employee.

Public Interest Disclosure

Where an employee has a grievance that relates to an allegation of business malpractice they should raise the it with a Director. In such cases it is likely that further investigation will be necessary and the employee maybe required to attend an investigation or disciplinary hearing as a witness. Appropriately steps will be taken to ensure the employee's working environment and / or relationships are not prejudiced by the fact of any disclosure providing it is made genuinely and in good faith.

Section 5 Health and Safety

Introduction

Section 2 of the Health and Safety at Work Act of 1974 states that "It shall be the duty of every employer to prepare and as often as maybe appropriate revise a written statement of their general Policy with respect to the Health and Safety at Work of their employees and the arrangement for the time being in force for carrying out that Policy and to bring the statement and any revision of it to the notice of all their employees."

This section should be read in conjunction with Employee Health & Safety Handbook (F 0126) and the Health and Safety Policy (P 021).

Communicating the Health and Safety Message

Each department, unit or venue should have regular meetings at which Health and Safety issues can be discussed. These meetings are an opportunity for employees to learn about new issues as well as raise any concerns they may have.

Responsibilities

All employees must ensure that they:

- Co-operate to enable the Company to carry out its legal duties.
- Utilise all items provide to ensure the Health and Safety of employees and others.

- Ensure that anything presenting as Health and Safety issue are brought to the attention of their Line Management.
- Look after their own, employees, customers and consumers Health and Safety.

One of the objectives of Risk Solutions is achieving a positive Health and Safety culture and to deliver a safe and healthy environment for all our employees for all our employees, customers and consumers.

Employee commitment is essential in helping Risk Solutions achieve its objectives therefore you must comply with all Health and Safety Rules and instructions. For example is it your responsibility to:

- Attend relevant training including induction.
- Take reasonable care of the health, safety and hygiene of yourself and anyone else you are in contact with.
- Know how to carry out all emergency procedures at your place of work.
- Comply with all instructions for dealing with fire at each site or venue.
- Report any potential hazard or near miss you may notice to your Line Manager through the Hazard Reporting Procedure.
- Know the location of First Aid and who the First Aiders are.
- Immediately report all accidents, however minor, that occur on duty in the Accident Book.
- Immediately report all incidents, however minor, that occur on duty on an Incident Report Form.

Induction and Training

This will be provided when you join the Company. The following items will be covered in detail:

- Individual and Company Health and Safety responsibilities.
- Licensing responsibilities and the law.
- The Company's Health and Safety Policy.
- General or venue specific Risk Assessments.
- First Aid arrangements.
- Accident / Incident reporting procedures.
- Evacuation Procedures.
- Noise at Work.
- Any other issues affecting your Health and Safety at Work.

Health and Safety Manual

The Complete Health and Safety Manual is on the Company's website. The manual contains details of general working practise however each site will have its own policies and procedures. Please read it carefully.

Risk Assessment

When you join us you must familiarise yourself with the Company's Risk Assessments. These documents contain risk control measures applicable to employees, customers and consumers. They are venue specific and will be covered in the Venue Induction given by your Line Manager.

Changing Rooms and Staff Toilets

It is the responsibility of staff to keep changing rooms and staff clean at all times.

Accident Reporting

The main objectives of the accident reporting procedure are to provide adequate information to:

- Ensure legislative compliance.
- Enable prompt preventative and remedial action.
- Assist in monitoring of the Health and Safety Policy implementation.
- Assist in decision making, planning and resource allocation.

All accidents involving employees, customers or consumers, however minor, must be reported. Accidents should be reported orally or in writing as soon as practicable after the event. You, or someone acting on your behalf, must provide the designated representative with the appropriate information.

The Company is required to maintain an Accident Book they are also in the venues. An entry in the Accident Book represents official notification that an accident has occurred. If a consumer is involved you must not admit liability on behalf of yourself, other employees or the customer.

Health and Safety Regulations must always be observed and all employees must take great care that colleagues, consumers and members of the public are not exposed to accidents or danger.

Noise at Work

Due to the nature of the roles you may find yourself in situations where there is music is being played at high volumes. Your Line Manager will inform you of areas of high volume during your site induction. It is recommended that you have ear plugs as part of your Personal Protective Equipment. There maybe venues where they are available.

Safety Checks

You have a duty to maintain as safe environment. On finishing your shift a visual check of the site should be undertaken to check for such things as:

- Unwanted visitors.
- Fire risks.
- Unsecured Exits.

- Damage.

You should immediately bring to the attention of the Line Manager any suspect packages that are found. You should also promptly notify the Line Manager of any threats received. If a decision is made to evacuate the premises as a precautionary measure you will be advised of the procedures that are to be followed.

Fire Prevention and Control

Venue specific details of fire exits, procedures and assembly points will be covered in your induction. The general procedure if you discover a fire is:

- Activate the nearest “break glass alarm”.
- Fight the fire if safe to do so or in order to escape.
- Assist in an orderly evacuation.
- Leave the building promptly after consumers have been evacuated.
- Do not use lifts.
- Walk, do not run.
- Remain at assembly point unless instructed otherwise.

If you hear a fire alarm:

- Evacuate the building via the nearest fire exit.
- Do not panic.
- Do not run.
- Do not stop to collect possessions.
- Do not use lifts.
- Do not return to the building unless you are told to by Fire Authorities.

Training in Fire Prevention

Prevention is the most important aspect of our Policy. The key requirement in establishing a successful Fire Safety Policy is effective staff training. You are required to familiarise yourself with fire precautions and the use of fire fighting equipment. Fire Drills are carried out regularly and Fire Alarms are tested regularly. Fire prevention training will be carried out during site induction and on a regular basis thereafter.

Health and Safety Advice

Spills

All spills should be reported immediately and cleaned up as soon as practicable possible.

Obstructions

Never leave obstacles on the floor, in gangways or on stairs. Be careful of any trailing leads or cables. Report any defects of floors, stairs or lighting to your Line Manager.

Machinery

Never attempt to use any machinery unless you have been trained to do so.

Reaching and Lifting

Always use a stepladder to reach items from a high shelf. Never stand on cases, boxes or chairs to reach up. Never climb on to racking or shelving. Proper lifting means keeping your back as straight as possible bending your knees and hips and using your leg muscles to lift or lower. Never lift more than you can safely manage. If you need help ask for it.

Protective Equipment

Protective Equipment will be provided for your use if required to carry out specific tasks. All Protective Equipment will remain property of the Company.

Hazard Spotting

If you notice any potential hazards inform your Line Manager immediately.

Suspicious Package / Bomb Precautions

You should be ready to act immediately if you receive a telephone warning that a bomb has been placed or if you discover a Suspicious Package. Inform your Line Manager immediately. They will alert the Police and initiate a search of the inside and outside of the building by suitably trained staff. Do not touch the object or allow anyone else to do so.

If you receive a telephone warning you should:

- Keep the caller talking.
- Attract the attention of a colleague and let them know a warning is being received.
- Fill in the Bomb Threat Check list as soon as possible.

You should take note of anything about the phone call that might subsequently help the Police on the Bomb Threat Check list. For example:

- Was the caller male or female?
- What accent did the caller have?
- Any back ground noise.
- Did the caller sound like they were reading from a script?
- What did the caller actually say?

Visual Display Units

If you work with a VDU you should adhere to the following simple steps:

- Make full use of the equipment provided.
- Adjust your chair and VDU to find the most comfortable position for you.
- Try and keep your wrists straight when typing.

- Position the mouse within easy reach.
- Arrange your desk and VDU to avoid glare and reflections.
- Ensure there is space under your desk to move your legs freely.
- Take a break from the screen at least once an hour.

Bodily Fluids

Following an accident or incident where Bodily Fluids have been spilt they must be removed using protective gloves and a spill kit. All other employees and consumers must not be allowed to touch the spill. All contaminated items including the gloves must be sealed in a plastic bag which the Line Manager will then dispose of.

Violence

Consumers, from time to time, may exhibit violent or aggressive behaviour. You are employed to manage violent behaviour and you should avoid confrontation and attempt to resolve the situation peacefully. Where this is not possible you should use recognised techniques to calm the situation.

Lone Working

As a general rule Risk Solutions try to avoid situations where Lone Working occurs but where it does occur there will be site specific procedures that will be explained during your inductions.

Section 6 Company Policies and Procedures

Employee Benefits

All benefit schemes are provided to employees on a totally discretionary basis and the right to cease any particular benefit or arrangement and / or amend any scheme rules at any time.

Where an individual is subject to any investigation by the Company under the Disciplinary Procedures then Benefits will be suspended and / or withdrawn until such a time that the Company's Investigation or Disciplinary Procedures have been concluded in full.

If for any reason your employment terminates all benefits or eligibility to apply for those benefits will cease with immediate effect and under no circumstances will the terms of any benefit entitle any individual's employment to continue. No payment will be made in lieu of those benefits.

Life Assurance

You are responsible for informing the Company of who beneficiary would be in the unfortunate event of your death by completing an Expression of Wish Form (F 111). Whilst the Company will take into consideration your wishes they are not legally binding.

Bonus Scheme

The Company operates a number of Bonus Schemes one of which may apply to positions. All schemes are issued on a non-contractual basis, unless specified otherwise, and are provided totally at the Company's discretion and can be amended, replaced or withdrawn at any time. Information on any scheme that maybe applicable to your position can be obtained from your Line Manager.

Pension Scheme

You are automatically enrolled in a Pension Scheme if you:

- Working under a contract of employment.
- Have a contract to perform work or services personally and is not undertaking the work as part of their own business.
- Are not a self-employed contractor.
- Are 22 or over but under state pension age.
- Your qualifying earnings are above the current tax threshold.
- Have not opted out or opted out more than 3 years previously.

You have the right to opt into the Pension Scheme if you:

- Working under a contract of employment.
- Have a contract to perform work or services personally and is not undertaking the work as part of their own business.
- Are not a self-employed contractor.
- Are over 16 but under 74 inclusive.
- Your qualifying earnings are at or below the current tax threshold.

Promotion / Career Progression

We operate an Internal Promotion Policy. Employees are encouraged to apply for internal vacancies. Any applications will be considered on their qualifications and merit. If you are interested in progressing with the Company please discuss this with your Line Manager.

Changes in Personal Circumstances

To help Risk Solution ensure that you receive all the benefits you are entitled to and to and maintain adequate communication with you. It is very important that our records are kept up to date. Therefore make certain that you notify your Line Manager immediately of changes in any of the following:

- Address.
- Telephone number.
- Email address.
- Legal name.
- Person(s) to be notified in case of emergency.
- Bank account details.

- Nomination Form.
- Qualifications.

Failure to notify the Company of any changes could lead to disciplinary action.

Queries on Income Tax

The payroll department can only alter your tax code on the instructions of the Tax Office. If you have a query about you should contact the Tax Office quoting the appropriate reference number.

H.M. Inspector of Taxes

Mexford House

Mexford Avenue

Blackpool

FY2 0XB

0845 302 1478

Suggestions

Your suggestions for improvements in any part of our operation that may benefit staff, customers or consumers are welcomed. Any suggestion that provides a real benefit to the Company maybe rewarded with a bonus.

Issue of Company References

Whilst the Company is not legally obliged to provide any person or third party with a reference. The management will consider any reference request that is received from a prospective employer. It is not Company policy to give open references and all requests should be directed to the Directors. Company Letterheads must not be used for unauthorised references. The Company will confirm dates of employment.

Section 7 General Terms of Employment

Security

Please be prepared to challenge anyone you do not recognise in restricted area and report them to your Line Manager. Be alert particularly at times of heightened terrorist activity. Immediately report any suspicious packages or loiters to your Line Manager. Security checks maybe made at any time by authorised members of management.

Risk Solution's customers operate various types of security systems which include covert and overt CCTV surveillance where images are being recorded for a variety of

purposes including crime prevention, public safety and compliance. The time the information is kept for varies from customer to customer but best practice is 30 days.

Lost Property

If you find any money, clothing or property you should immediately hand this to your Line Manager. The date, time, location and description will be recorded. The property will be kept in a safe place and where appropriate the local Police station will be informed. If you fail to hand in any lost property maybe investigated and may result in disciplinary action.

Personal Visitors

Should your friends or family visit a venue during your shift you should show them no favours or attempt to spend any time in their company.

Private Telephone Calls

The use of Company telephone for personal calls is not allowed except in the event of an emergency and with the permission of your Line Manager. Risk Solutions may monitor the use of telephones and other communication methods. This may include collection of trend data and recording calls to establishing training needs and the prevention of misuse.

Transport

If there is no public transport available then the Company may assist in organising lifts with colleagues. You may be expected to make a contribution towards the cost of transport.

Gratuities

Tips are a privilege and do not form part of your wages. Tips are private transactions between you and the tipper. You are must notify the Inland Revenue of all tips when you complete your tax return. Please do not discuss your tips with your colleagues.

Social Visits to Venues

If you would like to make a social visit a venue that is staffed by Risk Solutions you will need to obtain permission from your Line Manager. This may not be granted for a number of reasons including:

- You have been asked to work and refused.
- The venue has stock issue and all off duty staff are refused entry.
- Customer policy.

Employees visiting venues whilst off duty are required to conduct themselves in a manner which does not cause embarrassment to the Company and they should not expect any treatment that is not provided to consumers. When off duty do not enter restricted areas.

Conduct Outside the Workplace

Should you attend any formal or informal Company or Work related event you should conduct yourself in a manner which will not bring the Company into disrepute. Your behaviour should remain professional at all times. Inappropriate behaviour or conduct will be investigated in accordance with the Disciplinary Procedures.

Medical, Dental, Optical and other Appointments

Whenever possible all appointments should be made outside of your normal working hours. Where this is not possible you should obtain permission from your Line Manager. An appointment card maybe required to confirm the date and time.

Fighting and Violence

Risk Solutions will not tolerate any form of behaviour that involves or threatens physical violence with any other employee or consumer. As an employee you must not touch a colleague or a consumer if it can be avoided. However the Company recognises that in exceptional circumstances you maybe the subject to an attack and in this situation it maybe necessary to defend yourself or others. In such instances you are only allowed to use reasonable and justifiable force.

Acceptance of Gifts

The Company accepts from time to time that employees maybe given gifts from consumers, customers or third parties. In such cases all gifts must be declared to a Director. Should an employee fail to declare the receipt of a gift(s) this may result in disciplinary action being taken. No employee may solicit gifts from a consumer, customer or third party.

Time Keeping

Punctuality is essential for the efficiency of our operations. Lateness is not acceptable unless special permission has been granted in advance. If you think you maybe late you should telephone your Line Manager and inform them of you anticipated arrival time.

SeClocking / Signing In and Out

When you arrive or leave work at any time you must immediately comply with the venues time recording procedures. Under no circumstances is it acceptable for you to sign / clock in or out for other employees or for you to claim payment for time that you have not worked. Misuse of this procedure could be deemed as Gross Misconduct and my result in Summary Dismissal.

Mobile Telephones

Whilst on duty you should turn off any personal mobile telephones unless you have prior authorisation from your Line Manager.

Alterations to this Handbook

This Handbook maybe amended or rescinded at anytime the Company chooses. Notice of any changes will be posted on the Company website and social media. The copy on the Company website shall be taken as the most current version.

Section 8 Declarations

Declaration:

I _____

(Print your name)

Have read, understood and shall comply with rules and procedures stated in this Handbook.

Signature: _____

Date: _____

Witnessed by: _____

Position in the Company: _____

Employee copy.

Declaration:

I _____

(Print your name)

Have read, understood and shall comply with rules and procedures stated in this Handbook.

Signature: _____

Date: _____

Witnessed by: _____

Position in the Company: _____

Company copy to be kept in their personnel file.

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