

2021

# ABCA SYSTEMS LTD. EMPLOYEE HANDBOOK

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### How to use this handbook

We are pleased you have joined us and hope that you will have an enjoyable and fulfilling career with us. This handbook has been designed to be used as a reminder of what you will learn during your introduction to the business and should be a reference guide to help you in your ABCA Systems Ltd. career.

This handbook is in five parts:

1. About ABCA Systems Ltd. provides a useful insight into our businesses and what we are about.
2. 'Communication and involvement' provides you with key information about how we communicate across us business and the channels we use to keep everyone informed and involved.
3. 'What you need to know' provides you with some general information about specific aspects of your employment and an overview of the policies and procedures you need to be aware of. This information forms part of your terms and conditions of employment, along with your conditional offer letter and contract of employment.
4. 'What you can expect from ABCA Systems Ltd.' provides an overview of the rewards, benefits and opportunities available to you as an employee of ABCA Systems Ltd. to ensure you enjoy a long and enjoyable career with us.
5. 'A quick reference guide' in A-Z format, which provides brief information on some of the more frequently raised topics and questions.

Our aim in producing this document was to create a one-stop information point where you would be able to access all the information you are likely to need in relation to your employment with us.

The document gives an overview of the terms and conditions of your employment, and outlines what you can expect from us as your employer. In return we ask you for a high degree of commitment, dedication and loyalty to help us achieve the aims and objectives of the Company.

We hope you find this a useful guide during your employment with us. However, if you are unable to find the answer to your question here, please feel free to contact your line manager who will certainly be able to find an answer for you.

The information contained within this handbook is accurate at the time it was revised.

From time to time it is necessary to make changes to company policy and terms and conditions to ensure they are right for our people, business and customers and in line with current legislation.

Any changes will be communicated to you via briefing meetings, notice boards, electronically or where appropriate personal letter and will supersede the details in this handbook.

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## **01: Welcome to ABCA Systems Ltd.**

This handbook has been designed to help you get the best out of your career at ABCA Systems Ltd. Regardless of your role and whether you have been with us for a long or short time, it contains everything you need to know about working for us.

It has been especially designed to be easy to read. We'd strongly recommend you familiarise yourself with the content now so that you know where to refer to should you have any queries or concerns at a future time.

The handbook has been prepared with your convenience in mind.

### **1.1 About ABCA Systems Ltd.**

ABCA Systems Ltd. is a leading provider of Security systems, Communication systems, Disability systems and Time & Attendance systems to business and industry in the United Kingdom. ABCA offer a full design, supply, installation, and commissioning and maintenance service for all of our systems.

ABCA's main strength lies with the fact that we can provide services to the communication system division, the security systems department and the disability systems sector. This allows ABCA to provide the "complete package" to clients, giving one point of contact and a better continuity of service throughout. Whether our customer is an electrical contractor, architect, consultant or end user, ABCA provide the skills to do it all.

We aim to ensure our customers are fully satisfied with the products and services we provide at all times.

In order to achieve this, aim we rely on the commitment and effectiveness of our employees. It is therefore vital that you enjoy your work and that we work together as a team to achieve our goals.

This handbook has been prepared to inform new employees of the policies and procedures of this company and to establish the company's expectations. It is not all-inclusive or intended to provide strict interpretations of our policies; rather, it offers an overview of the work environment. This handbook is not a contract, expressed or implied, guaranteeing employment for any length of time, nor is it intended to induce an employee to accept employment with the company.

The company reserves the right to unilaterally revise, suspend, revoke, terminate or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, at its sole discretion. If any discrepancy between this handbook and current company policy arises, conform to current company policy. Every effort will be made to keep you informed of the company's policies, however we cannot guarantee that notice of revisions will be provided. Feel free to ask questions about any of the information within this handbook.

This handbook supersedes and replaces any and all personnel policies and manuals previously distributed, made available or applicable to employees.

The rules in this handbook form part of your contract of employment. Please ensure you understand them and apply them in your everyday work. If you have any questions, please ask your manager to explain and clarify any specific issues with you.

I wish you every success with our Company and hope that your time with us will be enjoyable and rewarding.



## 2.1 Keeping You Informed

At ABCA we believe that it is vital that all of our employees feel informed about where the business is going and understand the part that they can play in making it a success. There are a number of opportunities available that will help maintain a strong dialogue and promote two way communications.

**Mobile Phones:** Where you can access emails, talk direct to colleagues and line managers and access company and personal information from sites such as active absence and the Company intranet.

**Meetings:** As and when there are any changes, meetings are scheduled over and above the quarterly meeting that is already in place.

## 2.2 Email and internet

We operate an electronic mail system both internally and externally. You will be given access to the system (if applicable) for business use and trained on its correct usage. Users of external email should be aware of the danger of email and internet usage. Users of external e-mail should be aware of the danger of email attachments as virus carriers and should be treating all unsolicited mail with care.

The internet is provided for the use of employees in the performance of their duties. Minimal personal usage is allowed however users should be aware that both email and internet usage is monitored and disciplinary action may be taken against any person who is found to abuse the system.

## 2.3 Data protection and confidentiality

ABCA is committed to ensuring the confidentiality of information. The company requests and retains personal information regarding our employees to enable us to carry out our legal and operational responsibilities as an employer. All data held conforms to the requirements of the GDPR and all employees have the right to be supplied with a copy of the personal information that is held on them. Your personal data will only be used for the purposes intended, which involves your recruitment, employment and welfare whilst employed at ABCA. After you leave employment relevant data will still be held in order that we can respond accordingly to reference requests, insurance claims and provide information to the Inland Revenue.

Whilst working at ABCA Systems Ltd you may have access to a range of confidential and commercially sensitive information. You should be mindful of not discussing or disclosing this information to any person outside of ABCA without speaking to your manager first. This confidentiality agreement is a condition of your contract and also applies once you have left employment. Please refer to the confidentiality agreement paragraph in your contract for further information.







## 3.0 What you need to know

### 3.1 Your employment

This section provides information on many of the policies and procedures which together with your terms and conditions of employment make your contract of employment. Please ensure that you are familiar with the most up to date policies and procedures.

If you need further information or clarification on any of the information within this section, please contact your line manager.

#### **BS7858**

The First 12 weeks of your employment will be classed as conditional. During this time ABCA will apply for a DBS certificate which will either be a Basis or an Enhanced disclosure based on your job role. A full BS7858 vetting document will also be compiled regarding the personal information you provide. As a security company this is a requirement of the BS7858 standard.

#### **Probationary Period**

Your probationary details are contained within your terms and conditions of employment. During this time your performance will be reviewed with your line manager. This period allows you to settle in and find your feet to ensure ABCA is the right career choice for you.

#### **Hours of work**

Your hours of work are specified in your written statement of terms and conditions of employment. You may be asked to work extra hours on a week to week basis to meet business needs.

#### **Working time directive**

Legislation requires that no individual works more than 48 hours per week over an average of 26 weeks for non-managers or 17 weeks for managers, unless you choose to do so. ABCA has a 48 hour opt out (ASLGN125) which employees can choose to sign. Employees with a second job should count the hours worked for both employers when considering the opt-out requirement.

#### **Clocking in and out**

If required, you will be provided with a clock in card on the first day of employment with ABCA. All staff allocated with clock in/out cards are required to clock in upon arrival and out on departure.

Anyone found to have tampered with any clock card may face disciplinary action. Clocking other employees in and out or the unauthorised alteration of a clock card may be classed as gross misconduct and could lead to your dismissal without notice.

If you forget to clock in or out, are unable to find your clock card or have problems using the clock card you must report this to your line manager immediately.

#### **Time Sheets**

Where you do not clock in or out you will complete a time sheet. Time sheets are to be completed electronically and submitted within the agreed timescales. Falsification of timesheets may be classed as gross misconduct and may lead to your dismissal from the business.

## Break entitlement

### *Office staff*

1 x 30-minute unpaid break when working six hours or more.

### *Engineers*

1 x 30-minute unpaid break Monday to Friday, 1 x 30 minute paid break Saturday and Sunday –

\*This does not include Sky Engineers who are paid on a points scheme

## Appearance

Working in a customer facing organisation we expect you to wear dress appropriate to the job that you are employed to carry out. ABCA uniform should be worn where provided. It is important to present a professional image with regard to your appearance, standards of dress and personal hygiene. Earrings and other jewellery should be discrete. Fragrance should be subtle. Hair should be clean and tidy and not pose a hazard when working.

Those working in the ABCA offices should adopt a smart/casual business dress, jeans, trainers etc. are not to be worn unless it granted as a dress down day.

## Uniform

Uniforms are issued to all engineers. You are expected to keep uniforms clean and in a good state of repair. If you are issued with a uniform, you are responsible for laundering the uniform and for ensuring that it is kept in good repair at all times. The uniform must be worn during working hours.

On termination of employment uniforms must be returned in a clean state. Failure to return the uniform to us (or fail to return it in reasonable condition) could result in monies being deducted from your final salary to cover costs. When you receive your uniform and subsequent future uniform you will be requested to sign a consent form for money to be deducted from the final wage.

## Drug and Alcohol Testing

Due to the nature of the sites and contracts that you may be working on, you may be asked to undergo a random drug and alcohol test by a client of ABCA, as you could be working on their site. If this result was to return as positive the client may ask for you to be removed from their site immediately. As an ABCA employee, this would be deemed as gross misconduct and may result in your dismissal from the business.

Although ABCA does not currently carry out alcohol and drug testing, if you are deemed to be unfit for work as you appear to be intoxicated, under the influence of drugs or found in possession of drugs or alcohol with the intent to use, this will also be seen as a disciplinary offence. Which could be deemed as Gross Misconduct, which may lead to your dismissal

## 3.2 Your Pay

### Pay dates and earnings information

You will be paid on the 1<sup>st</sup> of each month for all hours worked between the 21<sup>st</sup> of one month and 20<sup>th</sup> of the next month. Where the 1<sup>st</sup> of the month falls on a Saturday, Sunday or Bank holiday you will be paid on the last banking day prior to the 1<sup>st</sup>. You will be paid directly into the bank account you provided us details of. Payment can only be made into an account that is solely yours or a joint account bearing your name.

Sky engineers will be paid fortnightly as per the Points Scheme.

Payslips are emailed to you on your private email address.

*Worked example:* You join ABCA on the 1<sup>st</sup> February 2016 you will be paid on the 1<sup>st</sup> of March for all hours worked between the 1<sup>st</sup> February and the 20<sup>th</sup> of February. Any hours worked from 21<sup>st</sup> of February to 20<sup>th</sup> of March will be paid on the 1<sup>st</sup> of April.

Should you require an explanation of your payslip then please speak to your line manager or HR manager.

Earnings information requests for example tax credits, maternity/paternity allowance, student loan etc. will be completed by the HR manager. It is important that you retain your payslips and any benefit statements such as P60 or P11D for future reference as these cannot be re-issued

### **Overtime payment**

Please refer to your contract of employment for information on overtime payments.

Office staff are required to agree overtime working with their line manager in advance.

Field staff should also agree overtime working with their line manager in advance, where practical.

### **Overpayments /Underpayments**

If you have been inadvertently overpaid or underpaid for any reason, you must let your line manager know straight away. The over or underpayment will normally be corrected at the next payment. If it is later discovered that you were overpaid, we reserve the right to deduct the overpayment from your salary. Arrangements can be made for a longer period of repayment in cases of hardship.

### **Keeping us informed**

To ensure we have the most up to date information it is essential that you notify your line manager and/or HR manager immediately, should any of the following occur;

- Change of address
- Marriage/Divorce
- Birth of any children
- Change of next of kin
- Death of dependants
- Change of bank account details
- Changes to medical condition

This list is not exhaustive. If there are any changes to your circumstances that you feel may affect your work at ABCA, please inform your line manager or HR Department.

### **Expenses**

Should the role that you perform result in you incurring business expenses, ABCA will reimburse all reasonable authorised expenses incurred by you on behalf of the Company once approved by your manager. You will need to supply a valid receipt to support all claims. Claim's must be submitted via the company intranet for approval.

#### **Company credit card**

Should you be eligible for a company credit card you will be provided with details during induction.

### **3.3 Attendance at work**

#### **Time Off**

If you wish to take time off, for whatever reason, you need to request authorisation from your line manager prior to commencement of time off.

Where possible we would appreciate that any medical, dental and other personal appointments are arranged for outside of your 'normal' working hours. Please note we are not obliged to pay you for time spent away from work on private appointments except in the case of antenatal visits for pregnant employees. Maternity/Paternity policy ASLPD218 is available from HR.

#### **Absence due to unscheduled sickness**

We understand that there may be occasions where you are unwell and need to take time off to recuperate. If you are unable to get to work when expected to be present, for whatever reason, you should adhere to the following guidance:

Inform your line manager or relevant staff member as soon as possible, but no later than an hour before your start time. This should be repeated every day you are absent.

All phone calls should be made by YOU the employee and not a family member or friend. Please record the time and name of the person to whom you reported your absence to, if not your manager.

You must leave contact details so that we can get in touch with you.

If you're off work for seven calendar days or less we will not request medical evidence to prove your sickness, we will ask for you to provide proof that you have been ill. Here we will ask for a fit note from your GP. Fit notes may also be called medical statements or a doctor's note. The seven days includes days that you don't normally work. When you work out how long you have been off sick you should include weekends and bank holidays.

On your return to work you will complete a 'self-certificate' via active absence detailing the reason for your absence. You will then complete a 'Return to Work interview' with your line manager and/or HR manager.

It is very important that you follow this procedure. If you do not, disciplinary action may be taken.

#### **Sick Pay**

If you are absent for four or more days you will only receive sick pay if you complete your self-certificate via the active absence system.

### Unauthorised absence

If you fail to contact your line manager without good reason, then your absence will be classed as unauthorised absence (AWOL). Unauthorised absence may lead to disciplinary action and, if circumstances warrant it, may result in your dismissal without notice for gross misconduct.

### Absence levels

We will continually monitor absence levels against the absence management policy and procedure, and high levels of absence may lead to disciplinary action and warnings. Please be assured that each case will be assessed on its merits and within the disciplinary procedures. In order to investigate absence from work we believe it is important to make home visits to you from time to time as considered necessary and we reserve the right to do this.

### Medical Information

If we are concerned about your absence record, we may call for you to have a medical examination by your GP, a doctor of the Company's choice or for a report from your GP based on medical history. If you do not agree to this, we will have to make a decision about your continued employment based on the information available.

### Sickness Absence & Other Work

If you are absent from work due to sickness or injury, you must tell us before you carry out any form of paid alternative or additional employment, self-employment or voluntary work. A breach of this rule may lead to disciplinary action and result in your dismissal without notice for gross misconduct.

### Sickness Absence & Holidays

If you are absent from work due to illness, and already have holidays authorised on active absence, these will be cancelled and the holidays will put back into your allocation. If you intend on going abroad whilst absent from work due to illness you must inform HR as whilst absent, you must make yourself available for any meetings or phone calls to enable your absence to be reviewed. The company may ask for information from your GP that they have consented to you travelling abroad and this will not cause any delay in your recovery.

## 3.4 Absence from work for reasons other than illness or injury

There may be occasions where absence without pay may be appropriate. Depending on the circumstances and business requirements, a reasonable period of time can be authorised by your line manager.

**Bereavement:** Should you suffer a bereavement then your line manager will be able to discuss with you how we can support you. As a guideline, if the deceased is an immediate family member then senior management may authorise compassionate leave for up to one week but less for more distant relatives. Whether this time off is paid is at the discretion of your line manager.

**Appointments:** You should try to book appointments at the start or end of the day if possible. Time off for appointments must be approved by your line manager and submitted via active absence, only once the absence has been approved can you take the time off.

**Time off for dependants:** Time off for dependants is unpaid. We will look at all requests on a case by case basis. The right to time off is to deal with emergencies involving a dependant. A dependant is someone who depends on an employee for care for example spouse, partner, child or parent or a person who lives with you (with the exception of a lodger), or someone who depends on an employee for care, for example an elderly neighbour.

All employees have the right to time off during working hours for dependants, this time off is intended to deal with unforeseen matters and emergencies.

The leave can be taken for example:

- to deal with a breakdown in childcare
- to put longer term care in place for children or elderly relatives
- if a dependant falls ill or is taken into hospital
- to arrange or attend a funeral.

We would like you to tell us as soon as possible the reason for the absence and how long you expect to be absent.

### **Lateness**

You should ensure that you arrive at your place of work sufficiently early to be ready to commence work at your official start time. If you are unable to get to work on time you must contact your manager and inform them of your expected time of arrival. If you fail to do this and turn up late, or turn up late on a frequent basis, you may face disciplinary action. You may be required to make up some or all of the time lost due to lateness or have money deducted for the time lost. Please refer to the lateness policy for guidelines on disciplinary action.

### **Jury service**

If you are required to attend Jury Service, please inform your line manager of the required dates as soon as possible. You will be paid by the court's during this time, not ABCA. If whilst on Jury Service, you are released back to work for half a day you will be expected to return to work. You will be paid for any hours you work.

If you are required to give evidence as a witness on behalf of ABCA you will be paid in full.

### **Holidays and customary holidays**

Details of your own holiday entitlement are contained within your terms and conditions of employment. Increases in holiday entitlement are dependent upon length of service. Our holiday year runs from 01 January to 31 December and maximum of two weeks may normally be taken at any one time. Any holiday requests for a period longer than 2 consecutive weeks should be discussed with your manager and there is no guarantee that they will be approved. This request should be put in writing.

Holidays are requested via the active absence system and must be approved by your line manager before the time off can be taken. Holidays should be submitted with sufficient notice, ideally one weeks' notice for every day. Holidays submitted with less notice, may be declined due to insufficient notice.

Only in exceptional circumstances can holidays be carried over into the following holiday year.

Colleagues will accrue holidays whilst on sick leave, maternity and adoption leave.

### **Customary holidays**

- |                           |                           |
|---------------------------|---------------------------|
| 1. New Year's Day         | 5. 5. Spring bank holiday |
| 2. Good Friday            | 6. 6. Summer bank holiday |
| 3. Easter Monday          | 7. 7. Christmas Day       |
| 4. Early May bank holiday | 8. 8. Boxing Day          |

In order to ensure parity of treatment for part-time workers the following customary holiday arrangements apply; All colleagues are entitled to eight customary holidays per year – it doesn't matter whether or not you usually work on the day. Should you be required to work a customary holiday, you will receive this day back in lieu.

### **Payment in lieu of holidays or resignation**

Should you leave the company you are entitled to payment in lieu of holidays that have been accrued but not taken? Payments for holidays accrued is calculated by taking the holiday entitlement from January 01 to the date of leaving and deducting any holidays taken since January 01.

### **Lay-off / Short time Working**

If a situation arises where there is a reduction of work, or there is an occurrence that may affect the normal running of the Company, we reserve the right, in line with your terms and conditions of employment, to:

- a. Lay-off without pay, other than the Statutory Guarantee Pay.
- b. In any 3-month period the Company will pay up to 5 days' Statutory Guarantee Pay at the current Government regulated rate. If the Lay-off lasts longer than 5 days you will be given a letter to take to the Benefits Agency. Even though you are still an employee of the Company you should still be able to "sign on" as temporarily unemployed.

### **Implement Shorter Working Hours**

Wherever possible, alternative suitable work will be offered to employees best suited to carry out whatever work is available. Short working hours or periods of lay-off do not affect your continuity of employment. If you are laid off, you must still be available for work as and when necessary.

## **3.5 Maternity, paternity and adoption**

### **Maternity rights**

ABCA wants to look after our pregnant colleagues so you should inform your line manager in writing, as soon as your pregnancy is confirmed.

HR will provide you with a full break down of how your maternity leave and pay will be calculated.

Statutory Maternity Leave is 52 weeks. Pregnant employees are entitled to;

Ordinary Maternity Leave - first 26 weeks

Additional Maternity Leave - last 26 weeks

This is regardless of length of service. You don't have to take 52 weeks but you must take two weeks' leave after your baby is born. Depending on your level of earnings and length of service, you may be entitled to Statutory Maternity Pay, which is 6 weeks at 90 percent of your normal weekly earnings, and 33 weeks at the statutory maternity pay rate.

### **Ante-natal care**

Paid time off will be given to pregnant colleagues for ante-natal care providing that you are attending on the advice of your doctor or midwife. We require that you tell us in advance and show your appointment card to your line manager.

### **Fertility leave**

If you and your partner are having fertility treatment, then ABCA would like to support you through this. We will provide you with paid time off for hospital appointments where you are discussing and receiving fertility treatment. Again, appointment cards must be shown before this can be paid.

### **Paternity leave**

When you take time off because your partner's having a baby, adopting a child or having a baby through a surrogacy arrangement you might be eligible for:

- One or two weeks paid Paternity Leave
- Shared Parental Leave, if your child was due or placed for adoption on or after 5 April 2015

You may not get both leave and pay, and there are rules on how to claim and when your leave can start. Please contact HR for full details on paternity leave and shared paternity leave.

### **Adoption leave**

When you take time off to adopt a child or have a child through a surrogacy arrangement you might be eligible for:

- Statutory Adoption Leave
- Statutory Adoption Pay

There are rules on when and how to claim your paid leave and if you want to change your dates. You may also be eligible to take Shared Parental Leave and Pay.

## **3.6 Other leave**

### **Compassionate leave**

Time off is authorised for the death of immediate family (those being your husband, wife, partner, parents or children). You may take the time as holiday or unpaid leave. Any paid compassionate leave will be at the discretion of the Company. Requests for compassionate leave under other circumstances will be considered on an individual basis and where possible accommodated.

### **Parental leave**

Parental leave can be requested for parents to help look after the welfare of their children. Parental leave is unpaid and you are entitled to 18 weeks leave for each child up to their 18<sup>th</sup> birthday. You are limited to take 4 weeks in one year and must be taken as whole weeks. You must have been employed by ABCA for more than one year to be eligible and you must give at least 21 days' notice before the intended start date. ABCA have the right to decline your request for leave, but will propose a different date within 6 months of the requested start date.

### **Flexible working**

We will endeavour to make the necessary adjustments to accommodate more flexible working hours. Flexible working is a way of working that suits an employee's needs, e.g. having flexible start and finish times, or working from home. Requests will be reviewed and approved in line with the needs of the business. All employees have the legal right to request flexible working - not just parents and carers. To be entitled to flexible working you must have worked for ABCA Systems Ltd. for at least 26 weeks to be eligible.

## **3.7 Equality and diversity**

We are committed to achieving diversity and equality of opportunity. We strive to incorporate equality and diversity into everything we do, so it is an integral part of our business, and not an 'add on'. We recognise that in our society, groups and individuals continue to be unfairly discriminated against and we acknowledge our responsibilities to actively promote equality and combat discrimination. All members of the community and other employees have a right to be treated with fairness and equity, therefore you should ensure that any policies relating to equality and diversity are complied with in addition to the requirements of the law.



Everyone must ensure that they treat colleagues and other people within the business with dignity and respect at all times. As individuals we are held responsible for our own actions. If you have any concerns, please discuss these with line manager in the first instance.

## **Harassment**

Harassment is unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment. Harassment can take many forms, occur on a variety of grounds and may be directed at an individual or a group of individuals. It is the act itself and the impact on the individual, not the intentions of the perpetrator, which determines what constitutes harassment. Everyone reacts differently, and what may not be offensive to one person may be offensive to another. Harassment may be unintentional on the part of the perpetrator.

Harassment and bullying based on race, nationality, ethnic origin, religion or belief, gender, marital status, sexual orientation, disability, age, part-time status or trade union activities or even personal characteristics, breaches our Equal Opportunity Policy, interferes with an individual's work performance and affects health, confidence and morale. We do not tolerate such behaviour, and will take disciplinary action against employees who breach this policy. If the perpetrator is not an employee of the Company, we will take whatever steps are reasonably practicable to protect you from the harassment in the course of your employment.

### **1. Responsibility of managers and all employees**

Staff in supervisory or management positions must ensure that, as far as they are able, they act immediately if they become aware of any harassment or bullying taking place and are supportive towards any employee who complains.

All employees have a responsibility to understand and comply with the equality and diversity policy at all times, and to report any harassment or bullying they are aware of within the workplace to your manager or the Managing Director. Harassment and bullying may occur between employees outside working hours, for example at work related social functions, and this should also be reported.

### **2. Identifying harassment and bullying**

Generally, harassment means conduct which is unwanted or offensive to the recipient. For example, sexual attention becomes sexual harassment if it persists once it has been made clear that the recipient regards it as offensive or unwelcome. One incident alone may constitute sexual harassment if it is sufficiently serious. Victimisation or making fun of an employee who has complained in good faith of bullying or harassment is in itself an act of harassment.

The following are examples of unacceptable conduct that will amount to a breach of this policy. These examples are not exhaustive and there may be others.

*Physical and Non-Verbal Conduct:* Unnecessary touching, patting, pinching or pushing, compromising personal space, assault or simulating sexual acts or ignoring an individual. Displaying suggestive or offensive pictures, objects or written materials, leering, whistling and suggestive or offensive gestures and inappropriate use of emails.

*Verbal Conduct:* Persistent requests to join in social activities (after it has been made clear that such requests are unwelcome) or other advances or unwelcome attention of a personal nature, offensive and suggestive remarks, threats, intimate questions, innuendoes, lewd comments, obscene jokes or foul language or inciting racial hatred or racial or sexual abuse, derogatory language and inappropriate comments about dress, appearance or physique.

### 3. What to do if you feel you are subject to harassment

#### *Informal procedure*

If you believe you are the victim of conduct that constitutes harassment or bullying, you should make it clear to the perpetrator that you find such conduct unwelcome or offensive. This may be sufficient to stop the harassment. Where the harassment continues or where it is difficult or inappropriate for you to raise the issue with the perpetrator (for example, where that person is in a senior position or is not an employee of the Company), you should report the matter verbally to your line manager or HR Manager. If you do not wish to make a formal written complaint, then the person dealing with the issue may deal with the matter on an informal and confidential basis by speaking to the perpetrator on your behalf.

#### *Formal procedure*

If you wish to make a formal complaint, this should be made in writing to your manager. The issue will then be processed within the Grievance Procedure. Where you wish to raise a formal complaint against your line manager, the matter should be reported to the HR Manager and/or Managing Director. As far as is reasonably practicable, confidentiality will be preserved. During any investigation the Company may suspend the alleged perpetrator on full pay and benefits or temporarily re-deploy them. Suspension or temporary redeployment during investigation is a precautionary measure only and is not considered disciplinary action.

#### *Outcomes*

Following completion of the investigation, if the complaint is substantiated, disciplinary action may be taken against the perpetrator. You will be notified of the outcome of the investigation. Serious incidents (even of a one-off nature) can constitute gross misconduct for which the perpetrator may be dismissed without notice.

## 3.8 Grievance procedure

We recognise that from time to time you may wish to raise issues relating to your employment, or discuss matters that are causing personal concern. It is our policy to encourage free communication between employees and their managers to ensure that any problem or issue arising during the course of employment can be resolved as fairly as possible, as soon as possible.

#### **Example of grievance**

Terms and conditions of employment  
Equal opportunities  
Bullying and Harassment  
Working Environment

Health and Safety  
Work relations  
New working practices  
Organisational changes

#### **Procedure**

##### *Informal*

In order to achieve a speedy resolution of any problem or issue that you may have, you should start by having an informal discussion with your manager. Having an informal discussion can quite often solve the problem. Should your grievance concern your manager then the matter should be raised with the HR Manager and/or Managing Director.

### *Step 1*

If the matter cannot be resolved by informal discussion or if you are not satisfied with the outcome of the informal discussion, then you must inform your manager that you wish to take the matter further and submit a formal written grievance within 14 days. You should try to explain fully the nature of your complaint and send the written grievance to the Managing Director. Where you are unable to formulate a written grievance due to a disability you should see a member of management who will assist you.

### *Step 2*

Every effort will be made to resolve your grievance at a formal hearing within seven days. At the hearing, you have the right to be accompanied by either a work colleague or an accredited Trade Union representative. All grievance proceedings and records will be kept confidential. You will receive the outcome of the hearing in writing wherever possible within seven days of the hearing.

### *Step 3*

Following the grievance meeting, you will be informed of the person to whom you can send a written appeal if you are still not entirely satisfied or consider you have not been fairly treated. Your written appeal should say why you are appealing against the decision and needs to be sent within seven days of you receiving the outcome of the hearing in writing. At the appeal hearing, you have the right to be accompanied by either a work colleague or an accredited Trade Union representative. You will receive the outcome of the appeal hearing in writing wherever possible within seven days of the hearing. The decision of the person dealing with the appeal is final.

## **3.9 Disciplinary procedure**

The disciplinary procedure establishes a process by which breaches of disciplinary standards can be dealt with fairly and consistently. It is our policy to ensure employees adhere to the required standards of conduct, performance and attendance. We reserve the right to vary the disciplinary procedure to take account of your length of service. However, you will retain the right to put forward your case and the right of appeal. The Company may commence the disciplinary procedure ASLPD223, depending on the circumstances, at any of the following levels.

### **Misconduct**

#### *Examples*

- Unsatisfactory attendance at work e.g. unauthorised, unreported absence or persistent lateness
- Misuse of internet, email and other company equipment and property
- Refusing or failure to carry out a reasonable management instruction
- Failure to comply with agreed working practices or rules.
- Failure to take reasonable care of ABCA property or using it for personal use without necessary authorisation
- Conduct likely to give offence to colleagues, customers or clients.
- Persistent offences of misconduct may lead to the termination of employment.

Any misconduct of a sufficiently serious nature may be deemed to be gross misconduct and dealt with accordingly. Examples of behaviour that may constitute gross misconduct are shown below. Again these examples are not exhaustive.

### **Gross Misconduct**

#### *Examples*

- Disorderly or indecent conduct, fighting or threatening behaviour/language
- Breach of Confidence – serious and/or persistent breaches of confidence
- Dishonesty – Theft, fraud or falsification of records
- Unlawful Discrimination – intentional unlawful discrimination or serious bullying and harassment of an employee
- Neglect or, deliberate damage to, company/customer/colleague's property.
- Attending work under the influence of alcohol or alcohol or drugs
- Unauthorised use, or disclosure of confidential information
- Disregarding company and/or site health and safety regulations
- Bullying and Harassment

Please note this list is not exhaustive

## **Suspension**

If allegations of gross misconduct or serious misconduct are made, the Company may suspend you while further investigations are carried out. Suspension will be on full pay; this does not imply any determination of guilt or innocence, as it is merely a holding measure pending further investigation.

## **Disciplinary procedure**

The disciplinary procedure is designed to help and encourage all employees to achieve and maintain the standards of conduct, attendance and performance of the Company. It should be seen as a corrective procedure ensuring all employees are treated fairly. It is important that you read and understand the following principles and procedures, as they constitute an important part of your terms and conditions of employment.

We believe that the following disciplinary procedures should be followed in order to resolve any problems relating to conduct or performance fairly. Disciplinary action will normally follow the procedure below. However, the Company reserves the right to vary the disciplinary procedure. The disciplinary procedure may also vary depending on the seriousness of the allegations of misconduct/capability to be addressed.

There are 3 stages to the Disciplinary Procedure:

- *Stage 1: Investigation process* – where appropriate
- *Stage 2: Disciplinary Hearing*
- *Stage 3: Appeal*

Failure to attend a disciplinary hearing and to do so without good reason, is deemed to constitute a failure to follow a reasonable management instruction and can amount to gross misconduct. In these circumstances your failure to attend will be considered alongside the reasons for the disciplinary hearing and a decision may be made in your absence.

## **Levels of disciplinary**

There are stages to the Disciplinary Procedure:

### *Stage 1 - verbal warning*

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In the case of conduct, performance or attendance not reaching the required standard, the problem will be discussed with you and you will be given the opportunity to provide a satisfactory explanation at a disciplinary hearing. If you are unable to provide a reasonable explanation and the hearing concludes reasonably that you are at fault, a verbal warning will be issued. A written copy will be given to you and retained on your personnel file for a period of up to 6 months. You will have the opportunity to appeal this decision.

#### *Stage 2 – first written warning*

In the case where insufficient improvement has been made following a verbal warning or the conduct is potentially sufficiently serious to warrant bypassing the verbal warning stage, a disciplinary hearing will be held. As a result of this, if your explanation for your conduct is unsatisfactory and the hearing concludes that your performance or conduct was at fault, you will be issued with a written warning detailing the complaint and the required improvement or change in behaviour. Again you will have the right to appeal against the disciplinary decision. A copy of the written warning will be kept on your personnel file for a period of 12 months.

#### *Stage 3 - final written warning*

If there is still insufficient improvement or change in behaviour during the term of a prior warning, or where the conduct is potentially sufficiently serious to warrant bypassing stages one and two of the disciplinary procedure, a disciplinary hearing will be held. If there is no satisfactory explanation for the conduct or poor performance at the hearing, a final written warning will be issued. The final written warning will give details of the complaint and warn you that failure to improve or modify your behaviour may lead to your dismissal, or to some other action short of dismissal. Again you will have the right to appeal against the decision. The final written warning will normally remain on your personnel file for a period of 12 months.

#### *Stage 4 - dismissal*

If you still fail to meet the necessary standard of conduct or performance required by the Company, or you commit another act of misconduct or your conduct is potentially as serious as to warrant bypassing the first three stages of the disciplinary procedure, a Final disciplinary hearing will be held. You will be given every opportunity to offer an explanation for your failure to meet the required standards at the final disciplinary hearing. The Company will ensure that fair and reasonable notice of the time and date of the hearing is given and wherever possible the disciplinary hearing will be held during your normal hours of work. You will be given as much information as possible regarding the allegations of misconduct as well as any documentation detailing the shortfall in performance or conduct that will form the basis of the disciplinary hearing. If there is no satisfactory explanation for the conduct or performance then you may be dismissed with notice, unless it is gross misconduct where you will be dismissed summarily.

As soon as reasonably practical you will be provided with the reasons for your dismissal, the date on which your employment will terminate, and the name of the person to whom you may submit your appeal in writing (see Appeals Procedure).

#### **Other possible sanctions**

The Company reserves the right to consider demotion and commensurate reduction in your salary as a direct alternative to dismissal.

#### **Appeals procedure**

The purpose of an appeal hearing is to review any penalty imposed at the disciplinary hearing.

At each stage of the disciplinary procedure you will have the right to appeal. If you wish to do so you should inform the specified person and we ask that this is done within seven days of your receipt of written confirmation of the disciplinary decision taken against you. Ideally, your appeal should be in writing and include the reason(s) why you feel the decision is unfair or inappropriate in relation to the misconduct addressed at the disciplinary hearing. You should also detail any new information or evidence that will support your appeal, including the names of any witnesses. This is to ensure there is sufficient time to investigate any new information before the appeal meeting. You will have the right to be accompanied by a fellow worker or an accredited Trade Union representative at the appeal stage.

The decision of the person dealing with your appeal is final.

### **3.10 Whistleblowing**

ABCA's full whistleblowing policy ASLPD275 details how to raise concerns about wrong doing or malpractice within ABCA without fear of victimisation, subsequent discrimination, disadvantage or dismissal. It is there to encourage and enable employees to raise their concerns. Please familiarise yourself with this policy.

## 4.0 Health and safety in the workplace

ABCA are committed to the health, safety and welfare of all of its colleagues, customers and all those who work or have contact with us. The commitment comes from the board of directors through the Health and Safety policy. The policy and its performance is reviewed annually. Relevant H&S guidance will be given to each division or colleague. Every colleague is responsible for ensuring adherence to the company policy and procedures.

### Violence at work

ABCA wishes to create a working environment where everyone is free from violent behaviour be it threatened, verbal or actual. The company is committed to taking all reasonable and practical steps to prevent violence or physical injury at work. These will include the provision of safe working practices, suitable protective equipment and appropriate training. ABCA will continue to review working practices and assess potential risks of violence to colleagues. All colleagues must ensure that their actions do not endanger themselves, colleagues, customers or visitors to the company. Any act of violence must be reported to your line manager and HR manager. Support and counselling will be provided to any colleague who suffers an act of violence at work.

### Smoking and substance abuse

ABCA operates a non-smoking environment which prohibits smoking in any area of the offices. Breach of this rule could result in serious disciplinary action. You must not bring alcohol or illegal drugs on to company premises except where authorised. Anyone who appears under the influence of drugs or alcohol may be suspended from work and be subjected to disciplinary action.

Vape (cigarette substitutes) must not be used on company premises.

### Dealing with fire and other emergencies

Specific instructions on what action to take in the event of a fire, bomb threat or raid will be given to you during your induction. These instructions are also posted in areas around the ABCA buildings. You must familiarise yourself not only with these instructions but also the location of the fire exits around your building.

### Personal Protective Equipment

ABCA are responsible for ensuring you are provided with the appropriate PPE. You are responsible for ensuring that you wear the issued PPE and that it is kept in a clean condition. Should any PPE become damaged or lost this should be reported to your line manager to obtain a replacement.

### Footwear

A subsidy is provided for employees to purchase suitable safety footwear.

### Clothing

Clothing will be issued to engineers as required. This includes t shirts, sweatshirts and wet weather apparel. A subsidy is provided for employees to purchase trousers.

### Hi visibility jacket /vest

Anyone working in a field based role should wear their hi visibility vest at all times, whilst working.

### Gloves

Gloves will be issued as required.

## 5.0 Use of Company Vehicles

Depending on your job role you may either be provided with a company vehicle, receive a car allowance or be given access to a company pool vehicle.

Upon being issued with a company vehicle you will be asked to sign a vehicle declaration form ASLGN128, detailing the conditions of the company insurance and be asked to sign a vehicle schematic ASLGN202C for a car ASLGN202V, so you can confirm if there is any damage to the vehicle when you receive it. You will receive a fuel card which you must use to purchase all your fuel and then be required to submit on a monthly basis your private mileage, unless your private mileage is obtained from a tracker installed on your vehicle.

All company vehicles are fitted with tracking devices, subject to Management discretion. The information from this tracker can be used for a number of different things, such as lone worker monitoring and to help confirm payroll. Any tampering with these devices may be seen as a disciplinary offence. If you receive a car allowance it is at your managers' discretion as to whether your vehicle will need to be fitted with a tracker.

If you are in receipt of a car allowance, your vehicle should be fit for purpose and suitable for business needs. You must also provide the Fleet Manager with a copy of your insurance certificate to show that your car is insured for business use. On a monthly basis, you will be required to complete a private mileage submission.

Each week, whether you have a vehicle or an allowance, you will be asked to submit a vehicle check form ASLGN273 HS008. This ensures that if your vehicle requires any routine maintenance or repairs these can be arranged.

You may be given the use of a Toll Pass (or other chargeable vehicle related pass). This should only be used for Company business and any misuse of this pass may result in disciplinary action being taken.

You must inform the Fleet Manager immediately if you have any changes in your driving licence, for instance if you receive points or if there is a change in your health, such as a condition that you have had inform the DVLA about.

If you ever drive a company vehicle or are in receipt of a car allowance, every 6 months you will be asked by the Fleet Manager to provide a 'Check Code' so that ACA may conduct checks on your license. This can be obtained from the DVLA website and you will be provided with instructions on how to do this. If you fail to do this, you will no longer be covered by the Company Car Insurance.

If whilst driving a company vehicle you incur any related fines, for instance, speeding, parking etc. you are responsible for the payment of these fines and they will be deducted from your pay. Any points incurred from these offences will also be attached to your personal driving license. If you receive a fine attached to the vehicle, then you must inform the Fleet Manager and immediately provide them with a copy of the ticket.



## 6.0 End of employment

### Retirement

There is no longer a default retirement age and colleagues can choose to retire when they wish. Notice of your intention to retire should be given to your line manager. The length of notice period should be in line with that detailed in your terms and conditions.

### Notice periods

The minimum notice of termination by colleagues is stated in your Contract of Employment. This notice period applies to all colleagues irrespective of length of service. The minimum notice of termination by the company unless stated otherwise in your contract of employment.

### Exit interview

We are keen to understand why an employee makes the decision to leave ABCA. We offer all of our colleagues the opportunity to discuss this with a member of the HR team before they leave.

### Garden leave

Following notice to terminate your employment being given by the company or by yourself, you may be required to undertake a period of 'garden leave' until your last official working day. This will be dependent upon your role within the company and if applicable will be stated within the specific terms of your contract of employment.

### Return of company property

All company property provided during your employment should be returned to your line manager, in full working order on your last day of employment. All company property should be returned to the place of issue, unless otherwise agreed with your line manager. This includes vehicles, laptops, mobile phones and any other issued items specific to you. If you leave and fail to return any company property, the cost of this may be deducted from your pay. If this isn't possible then legal proceedings may be taken against you for the value of the property not returned.

## 7.0 Benefits

Additional benefits may be available to you over and above those stated in your terms and conditions of employment. More details will be provided to you during your induction and relevant literature can be obtained from your HR Manager.

### **Pension Scheme**

All employees will be automatically enrolled into the ABCA pension scheme after 3 months of service, details will be sent regarding the scheme via email.

### **The Benefits Website**

All employees will have access to the 'Benefits Website' which offers discounts to a number of Lifestyle, Shopping, Home, Health and Travel companies

### **Company mobile phones**

Mobile devices and tablets may be provided to colleagues who perform a role that would benefit them having a business phone and or tablet due to their responsibilities, geographic coverage or position within the business. Mobile phones and/or are for work purposes only and should not be used in any other capacity, unless approval has been given from your line manager.

## 8.0 Supporting your career

### **Your route to success**

It is up to you to take responsibility for your own personal and professional development. ABCA offers a range of opportunities for you to develop your skills and knowledge – make sure you take advantage of what's on offer by discussing with your line manager. It's your job, your career and your future.

### **Induction**

All ABCA colleagues receive a comprehensive induction to our business. This covers information about our business, our goals, values and ways of working as well as basic training, health and safety requirements and relevant information to get you started successfully.

### **Managing your performance**

Performance reviews are a part of your working life at ABCA, in order to ensure you have the opportunity to discuss your performance, potential and career aspirations with your manager and to identify any further training needs. Your line manager will discuss this with you in more detail.

### **Career opportunities**

Our aim as far as possible is to develop and promote from the talent within our organisation. All promotions within ABCA are based solely on the skills and ability of the person in question.

All current internal vacancies including permanent or seconded temporary roles are advertised on the staff intranet.

This section of the handbook provides brief information about some of the more frequently raised topics within ABCA Systems that have not been covered elsewhere in the Handbook. For quick reference they have been laid out in an A-Z format. If you need more detailed information, please talk to your line manager or HR team.

**Absence**

Unauthorised absence during working hours is strictly forbidden. On no account must you leave the premises except on company business and/or with prior permission of your line manager.

**Behaviour**

You are expected to act at all times with courtesy and respect towards customers and colleagues and to uphold ABCA values. This extends to company social events. The use of offensive, abusive or threatening language is unacceptable and may lead to disciplinary action and possible dismissal.

**Company cars**

Company cars are provided to certain colleagues for company business. Any colleague who is required to use a company vehicle in the course of their normal duties must provide the fleet manager access to their DVLA details.

**Company property**

All property owned by the company must be treated with care and respect. Upon termination of your employment it is your responsibility to return all property in fully working condition. The value of any item not returned will be deducted from any monies owed.

**Personal liability of Damage, Loss or Theft of property**

You must notify your manager of any damage to Company property or premises as you should also of any damage caused to a property or site you are working on. If Company property or the property you are working on has been damaged, lost or stolen through your negligence or fault, you agree that the Company may deduct the cost of repair or replacement from your salary. Before any decision is made to deduct, the matter will be fully investigated and you will be given an opportunity to state your case and appeal the decision. You agree to any such deduction pursuant to Part II of the Employment Rights Act 1996.

**Food and drink**

Food and drink is permitted to be consumed only in designated areas. All waste must be disposed of responsibly. Any colleague that eats in a company vehicle must remove their waste on a minimum of a daily basis.

**Gifts and hospitality.**

The receiving of gifts or hospitality from customers or suppliers is expressly forbidden without the prior agreement of senior management. Failure to adhere to this rule may be treated as gross misconduct. Any gifts received should be passed to the HR manager.

**Identification badges**

ID badges are provided for all colleagues and must be worn at all times. If you lose or damage yours, you may be required to pay for a replacement.

**Outside work / Conflict of interest**

As an ABCA colleague you are expected to be committed to your job. You must inform the HR manager or your line manager if you have other employment and must not allow the hours or the nature of the job to affect your performance.

**Personal mobile phones**

Colleagues should not make or receive private telephone calls during working hours. If you are expecting an urgent call however you should make you line manager aware of this and agree some appropriate arrangements.

**Smoking**

We operate a no smoking policy in all areas of the business, in company vehicle and on customer premises.

**Social networking**

This plays an ever increasing role in ABCA, as per our presence on Facebook, Twitter and LinkedIn. We are aware that many of our colleagues use social networking sites outside of work. When using social media sites we expect certain standards of conduct to be observed to protect the company and our colleagues. Where a colleague is deemed to be undertaking activity that may display the company in any detrimental or embarrassing way; adversely affects the privacy of others: discriminates against; bullies or harasses colleagues, customers or suppliers; or posts confidential information, they may be subject to disciplinary action.

**Theft**

Theft is viewed as a serious offence. Any colleague found to be guilty of theft will face dismissal and possible prosecution. If you are aware of or are suspicious of theft you should raise the matter immediately with your line manager or the HR manager.

## 10.0 Handbook Acknowledgement

### Acknowledgement of Receipt of ABCA Systems Ltd. Employee Handbook

I acknowledge that I have received a copy of the ABCA Systems Ltd. Employee Handbook which outlines important information about my employment. I understand that along with my personal employment terms and conditions it forms part of contract of employment.

I understand that I am responsible for reading and abiding by all policies and procedures in this Handbook, as well as other policies and procedures of the Company.

<i>Employee use:</i>	<b>Signature:</b>	
	<b>Print name:</b>	
	<b>Date:</b>	
	<b>Job title (<i>conditional employment</i>):</b>	
<i>Office use:</i>	<b>Acknowledged received by:</b>	
	<b>Signature:</b>	
	<b>Position:</b>	
	<b>Date:</b>	
	<b>Placed in HR file:</b>	

*NB: This acknowledgement form MUST be scanned and placed in the employees' personal file. Both scanned and hard copies are to be kept.*