

MONTHLY EMPLOYEE **HANDBOOK**

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INTRODUCTION

We are an equal opportunities employer and do not discriminate on the grounds of gender, sexual orientation, marital or civil partner status, pregnancy or maternity, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age.

1. Using the Employee Handbook

- 1.1 This Employee Handbook sets out the main policies and procedures that you will need to be aware of while working for us. You should familiarise yourself with it and comply with it at all times. Any questions you may have with regard to its contents or what you have to do to comply with it should be referred to the HR Department.
- 1.2 The policies and procedures set out in the Employee Handbook apply to all employees unless otherwise indicated. The Employee Handbook is non contractual as it does **not** form part of the terms of your contract with us, which are provided to you separately.

2. Responsibility for the Employee Handbook

- 2.1 The HR Department has overall responsibility for the Employee Handbook and for ensuring that its policies and procedures comply with our legal obligations.
- 2.2 The Employee Handbook is reviewed regularly to ensure that its provisions continue to meet our legal obligations and reflect best practice.
- 2.3 Everyone should ensure that they take the time to read and understand the content of the Employee Handbook and act in accordance with its aims and objectives. Managers must ensure all staff understand the standards of behaviour expected of them and to take action when behaviour falls below those requirements.

3. Personal data

- 3.1 Whenever we process personal data about you in connection with our policies, we will process it in accordance with our Data Protection Policy. We will only process your personal data if we have a lawful basis for doing so. We will notify you of the purpose or purposes for which we use it. Please see the Privacy Notice in the Employee Handbook for further information.

4. Emergency contact details

- 4.1 The HR Department is responsible for maintaining up-to-date details of your home address and the emergency contact telephone numbers of the person or persons you would like us to contact in the event of an emergency, for example if you have an accident. This information will be requested when you start work and you should advise us of any changes straight away. This information is held in confidence and will only be used when needed.



COMPCO FIRE SYSTEMS

RECRUITMENT

DIVERSITY, EQUALITY AND INCLUSION POLICY - RT1

1. ABOUT THIS POLICY:

- 1.1 This policy outlines our statutory approach to diversity, equality and inclusion. Our aim is to encourage and support diversity, equality and inclusion and actively promote a culture that values difference and eliminates discrimination in our workplace. We are also committed to providing equitable treatment to all those we deal with as an organisation, including customers and suppliers.

2. DIVERSITY, EQUALITY AND INCLUSION RIGHTS:

- 2.1 All Diversity, Equality and Inclusion rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO DIVERSITY, EQUALITY AND INCLUSION PROCESSES:

- 3.1 You must not unlawfully discriminate against or harass other people, including current and former staff, job applicants, clients, customers, suppliers and visitors. This applies in the workplace, outside the workplace (when dealing with customers, suppliers or other work-related contacts or when wearing a work uniform), and on work-related trips or events including social events.
- 3.2 Training will be provided when required in order to ensure and document that everyone is aware of, and understands, the contents of this policy, the Sexual Harassment Policy and the Anti-harassment and Bullying Policy.

4. BREACHES OF THIS POLICY:

- 4.1 We take a strict approach to breaches of this policy, which will be dealt with in accordance with our Disciplinary Procedure. Serious cases of deliberate discrimination and victimisation may amount to gross misconduct resulting in dismissal.
- 4.2 If you believe that you have suffered harassment, bullying or discrimination, or witnessed it happening to someone else in the workplace, you can raise the matter through our Grievance Procedure or through our Sexual Harassment Policy or Anti-harassment and Bullying Policy as appropriate. Complaints will be treated in confidence and investigated as appropriate.
- 4.3 There must be no victimisation or retaliation against staff who complain about or report discrimination. If you believe you have been victimised for making a complaint or report of discrimination or have witnessed it happening to someone else in the workplace, you should raise this through our Grievance Procedure or through our Sexual Harassment Policy or Anti-harassment and Bullying Policy as appropriate.
- 4.4 We encourage the reporting of all types of potential discrimination, as this assists us in ensuring that diversity, equality and inclusion principles are adhered to in the workplace. However,

making a false allegation in bad faith, or that you know to be untrue, will be treated as misconduct and dealt with under our Disciplinary Procedure.

STAFF RECRUITMENT INCENTIVE SCHEME – RT2

1. ABOUT THIS POLICY:

- 1.1 You may be eligible to participate in the Staff Recruitment Incentive Scheme (the Scheme), as amended from time to time. The Scheme is non-contractual.
- 1.2 If an employee of Compco introduces a fellow friend or family member to the HR Team, and that applicant is suitable for employment, then the employee may be paid an incentive for their initiative.
- 1.3 A recruitment incentive payment will be applicable only to vacant posts.
- 1.4 Internal job applicants for the post will *not* therefore be eligible for the payment.
- 1.5 After the successful appointment, start date and completion of the Compco Recruitment and Selection process, we will pay out **£400.00** as an incentive for each post referred.
- 1.6 Payment will be made through the employee's salary with the first payment being payable within the first full month of the new starters employment.
- 1.7 Incentive payments are subject to both Income Tax and national insurance contributions, and any payment shall not form part of your contractual remuneration and shall not be pensionable.
- 1.8 This incentive does not include any returning staff previously employed to the Company.
- 1.9 Please look out for job postings within the company, on the Web as well as advising HR of any potential candidates that you know who would benefit the Company working here.
- 1.10 We may alter the terms of the Scheme at any time without prior notice or exclude you from participation in the Scheme for any reason.



ONBOARDING

AT COMPCO FIRE SYSTEMS

ANTI-CORRUPTION AND BRIBERY POLICY – OB1

1. ABOUT THIS POLICY

- 1.1 This policy outlines the legal rulings around bribery and corruption in order to ensure we conduct our business in an honest and ethical manner.

2. ANTI-CORRUPTION AND BRIBERY LAWS:

- 2.1 All matters relating to Anti-corruption and Bribery laws will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO ANTI-CORRUPTION AND BRIBERY PROCESSES:

3.1 RECORD KEEPING

- 3.2 You must declare and keep a written record of all hospitality or gifts given or received. You must also submit all expenses claims relating to hospitality, gifts or payments to third parties in accordance with our expenses policy and record the reason for expenditure.

- 3.3 All accounts, invoices, and other records relating to dealings with third parties including suppliers and customers should be prepared with strict accuracy and completeness. Accounts must not be kept "off-book" to facilitate or conceal improper payments.

4. HOW TO RAISE A CONCERN

- 4.1 If you are offered a bribe, or are asked to make one, or if you suspect that any bribery, corruption or other breach of this policy has occurred or may occur, you must notify the HR department or report it in accordance with our Whistleblowing Policy as soon as possible.

DATA PROTECTION POLICY – OB2

1. ABOUT THIS POLICY:

- 1.1 This policy outlines the statutory rights of employees, customers, prospective customers, suppliers, employees, workers, business contacts and other third parties with regards to the handling of personal data by the Company.

2. DATA PROTECTIONS RIGHTS:

- 2.1 All Data Protection rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO DATA PROTECTION PROCESSES:

- 3.1 This Data Protection Policy (together with Related Policies and Privacy Guidelines) is an internal document and cannot be shared with third parties, clients or regulators without prior authorisation from the DPO.
- 3.2 The DPO is responsible for overseeing this Data Protection Policy and, as applicable, developing Related Policies and Privacy Guidelines. That post is held by Zoe Rousell, and they can be reached at 01905 741600 and zoe.rousell@compcofire.co.uk.
- 3.3 All departments are responsible for ensuring all Company Personnel comply with this Data Protection Policy.
- 3.4 This Data Protection Policy does not override any applicable national data privacy laws and regulations in countries where the Company operates.
- 3.5 Any breach of this Data Protection Policy may result in disciplinary action.

UK GDPR PRIVACY NOTICE – OB3**1. ABOUT THIS PRIVACY NOTICE:**

- 1.1 This privacy notice outlines how we collect and use personal information about you during and after your working relationship with us, in accordance with the UK General Data Protection Regulation (UK GDPR). This policy should be read alongside our Data Protection Policy.

2. DATA PROTECTIONS RIGHTS:

- 2.1 All Data Protection rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO DATA PROTECTION PROCESSES:

- 3.1 We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.
- 3.2 If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you (such as paying you or providing a benefit), or we may be prevented from complying with our legal obligations (such as to ensure the Health and Safety of our workers).
- 3.3 This UK GDPR Privacy Notice (together with Related Policies and Privacy Guidelines) is an internal document and cannot be shared with third parties, clients or regulators without prior authorisation from the DPO.
- 3.4 The DPO is responsible for overseeing this Data Protection Policy and, as applicable, developing Related Policies and Privacy Guidelines. That post is held by Zoe Rousell, and they can be reached at 01905 741600 and zoe.rousell@compcofire.co.uk.
- 3.5 All departments are responsible for ensuring all Company Personnel comply with this UK GDPR Privacy Notice.
- 3.6 This UK GDPR Privacy Notice does not override any applicable national data privacy laws and regulations in countries where the Company operates.
- 3.7 Any breach of this UK GDPR Privacy Notice may result in disciplinary action.

ANTI-HARASSMENT AND BULLYING POLICY – OB4

1. ABOUT THIS POLICY

- 1.1 This policy outlines the legal rulings around Anti-harassment and Bullying in order to ensure our working environment is free from harassment and bullying and to ensure all staff are treated, and treat others, with dignity and respect.

2. ANTI-HARASSMENT AND BULLYING LAWS:

- 2.1 All matters relating to Anti-harassment and Bullying laws will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO ANTI-HARASSMENT AND BULLYING PROCESSES:

- 3.1 If you are being harassed or bullied, please report immediately to the HR Department, who can provide confidential advice and assistance in resolving the issue formally or informally.
- 3.2 If informal steps are not appropriate, or have not been successful, you should raise the matter formally under our Grievance Procedure.
- 3.3 We will investigate complaints in a timely and confidential manner. The investigation will be conducted by an appropriate Manager with no prior involvement in the complaint, where possible. Details of the investigation and the names of the person making the complaint, and the person accused, must only be disclosed on a "need to know" basis. We will consider whether any steps are necessary to manage any ongoing relationship between you and the person accused during the investigation.
- 3.4 Once the investigation is complete, we will inform you of our decision. If we consider you have been harassed or bullied by an employee, the matter will be dealt with under the Disciplinary Procedure as a case of possible misconduct or gross misconduct. If the harasser or bully is a third party such as a customer or other visitor, we will consider what action would be appropriate to deal with the problem.

4. PROTECTION AND SUPPORT

- 4.1 Employees who make complaints, report that they have witnessed wrongdoing, or who participate in good faith in any investigation must not suffer any form of retaliation or victimisation as a result. Anyone found to have retaliated against or victimised someone in this way will be subject to disciplinary action under our Disciplinary Procedure.

5. RECORD KEEPING

- 5.1 Information about a complaint by or about an employee may be placed on the employee's personnel file, along with a record of the outcome and of any notes or other documents compiled during the process. These will be processed in accordance with our Data Protection Policy.

WHISTLEBLOWING POLICY – OB5

1. ABOUT THIS POLICY:

- 1.1 This policy outlines the statutory rights and responsibilities of employees who disclose information which relates to genuine suspected wrongdoing or dangers at work. We are committed to conducting our business with honesty and integrity and we expect all staff to maintain high standards. However, all organisations face the risk of things going wrong from time to time, or of unknowingly harbouring illegal or unethical conduct. A culture of openness and accountability is essential in order to prevent such situations occurring and to address them when they do occur.

2. WHISTLEBLOWING RIGHTS:

- 2.1 All Whistleblowing rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO WHISTLEBLOWING PROCESSES:

- 3.1 We hope that in many cases you will be able to raise any concerns with your Manager. However, where you prefer not to raise it with your Manager for any reason, you should contact the Whistleblowing Officers (HR department) on HR@compcofire.co.uk.
- 3.2 We will arrange a meeting with you as soon as possible to discuss your concern.
- 3.3 This policy should not be used for complaints relating to your own personal circumstances, such as the way you have been treated at work. In those cases, you should use the Grievance Procedure or our Sexual Harassment Policy or Anti-harassment and Bullying Policy as appropriate.

4. CONFIDENTIALITY

- 4.1 We hope that staff will feel able to voice whistleblowing concerns openly under this policy. However, if you want to raise your concern confidentially, we will make every effort to keep your identity secret. If it is necessary for anyone investigating your concern to know your identity, we will discuss this with you.
- 4.2 We do not encourage staff to make disclosures anonymously, although we will make every effort to investigate anonymous disclosures. You should be aware that proper investigation may be more difficult or impossible if we cannot obtain further information from you. It is also more difficult to establish whether any allegations are credible. Whistleblowers who are concerned about possible reprisals if their identity is revealed should come forward to the HR Department or one of the other contact points in this policy and appropriate measures can then be taken to preserve confidentiality. If you are in any doubt, you can seek advice from Protect, the

independent whistleblowing charity, who offer a confidential helpline. Their contact details are at the end of this policy.

5. INVESTIGATION AND OUTCOME:

- 5.1 Once you have raised a concern, we will carry out an initial assessment to determine the scope of any investigation. We will inform you of the outcome of our assessment. You may be required to attend additional meetings in order to provide further information.
- 5.2 In some cases, we may appoint an investigator or team of investigators including staff with relevant experience of investigations or specialist knowledge of the subject matter. The investigator (or investigators) may make recommendations for change to enable us to minimise the risk of future wrongdoing.
- 5.3 If we conclude that a whistleblower has made false allegations maliciously, the whistleblower will be subject to disciplinary action.

6. IF YOU ARE NOT SATISFIED:

- 6.1 While we cannot always guarantee the outcome you are seeking, we will try to deal with your concern fairly and in an appropriate way. By using this policy, you can help us to achieve this.
- 6.2 If you are not happy with the way in which your concern has been handled, you can raise it with the HR Department.

7. EXTERNAL DISCLOSURES:

- 7.1 The law recognises that in some circumstances it may be appropriate for you to report your concerns to an external body such as a regulator. We strongly encourage you to seek advice before reporting a concern to anyone external. Protect operates a confidential helpline. Their contact details are at the end of this policy.

8. PROTECTION AND SUPPORT FOR WHISTLEBLOWERS:

- 8.1 Whistleblowers must not suffer any detrimental treatment as a result of raising a genuine concern. If you believe that you have suffered any such treatment, you should inform the HR Department immediately. If the matter is not remedied, you should raise it formally using our Grievance Procedure.
- 8.2 You must not threaten or retaliate against whistleblowers in any way. If you are involved in such conduct, you may be subject to disciplinary action.
- 8.3 If we conclude that a whistleblower has made false allegations maliciously, the whistleblower may be subject to disciplinary action.

STAFF CODES OF CONDUCT – OB6

OFFICE STAFF:

These rules apply to all employees whilst on the Company's property or engaged on the Company's business. There are a large number of practices to which employees are expected to conform which are not embodied in the written rules but are generally accepted as the normal standard of behaviour.

1. BUILDING ACCESS:

Access to the building is granted via individual key fobs assigned to each employee during your induction. Please note that key fobs are personal and should not be shared or used by others. Fobs are linked to our time and attendance system, managed by Reception, which tracks working hours, maintains the fire muster list, and ensures the building's security.

If you forget your key fob, please sign in and out as a visitor at Reception. When exiting, swipe your fob to register that you have left the building. All fobs are to be returned when leaving the business.

2. ATTENDANCE:

Your standard working hours are 37 hours per week, Monday to Friday, with a 60-minute unpaid lunch break each day to be taken at 12:30pm – 1:30pm. These hours are to be worked in accordance with one of the following agreed fixed patterns. You will agree your working pattern with your Line Manager. Once agreed, this pattern will remain in place unless expressly amended in writing by mutual agreement.

Pattern A:

- Monday to Thursday: 7:30 am – 4:00 pm
- Friday: 7:30 am – 3:30 pm

Pattern B:

- Monday to Thursday: 8:00 am – 4:30 pm
- Friday: 8:00 am – 4:00 pm

Pattern C:

- Monday to Thursday: 8:30 am – 5:00 pm
- Friday: 8:30 am – 4:30 pm

Pattern D:

- Monday to Thursday: 9:00 am – 5:30 pm
- Friday: 9:00 am – 5:00 pm

All employees are required to attend work as per their contract of employment. Habitual lateness or repeated unauthorised absence will render you liable to disciplinary action.

Please note that for all office personnel you are all required to swipe/clock in and out every day, this includes every time you leave the building and for lunch and smoking breaks.

3. PARKING:

Parking will be available on specific sites, dependant on their location.

At Head Office, due to the higher volume of car parking spaces required, you will be issued with a car park space during your induction. This may be in the main office car park or an overspill car park called Malvern Gate. Please note, Malvern Gate is a secure parking area and is locked at 6:30pm each night.

Please note that we do not accept any liability for any damage to private vehicles, however it may be caused, that are parked on our premises. You leave your vehicle on the car park at your own risk.

As cars are not visible from the offices, treat them as if they are in any public place. i.e. locked, no valuables visible and mobile phones removed.

All drivers should drive SLOWLY and carefully in premises to avoid harm to pedestrians and other drivers.

4. FIRE/EVACUATION:

Any person discovering a fire, sound the alarm and call fire brigade. Do not attack the fire unless it is safe to do so using appliances provided.

On hearing the alarm, leave the building by the nearest route, close all doors behind you and report to the relevant assembly point.

5. LOCKING UP:

Each member of staff before leaving their office should ensure:

- ALL windows are closed and secured
- Blinds are closed
- Computers are turned off
- Office is tidy
- Cups, plates etc are returned to the kitchen and all dishwashers to be switched on each night before you leave the office.
- Lights are switched off
- Relevant doors are locked and secured
- Doors are closed (must be closed to enable burglar alarm to be set)

6. SECURITY:

Valuables and personal belongings should not be brought onto Company premises and where unavoidable they should be locked up or put away. Doors to stores and confidential information cupboards should be locked when unattended.

We would request that laptops or other valuable items, such as sat nav's, phones, purses and wallets, laptop bags, briefcases, bags, MP3 players and other small electronics, are **removed with you** when you leave any vehicle and are not left in a car/van at any time. Even if they are out of sight, they can be stolen, - (an experienced car thief will be watching you transfer the items to the boot of the car), please do not leave them in the locked vehicle. This rule will also apply to company property in all private and company vehicles.

The Company is liable to pay an excess on all car insurance claims and has recently faced increased costs for insurance premiums. Whilst we would wish to avoid passing these costs onto individuals, where items have been stolen as a result of them being left unattended in a car/van, as a result of the employee not following these guidelines, then you will be liable to cover the policy excess costs as well as the costs for the replacing the stolen items. We should all be vigilant to any suspicious packages, behaviours, practises or occurrences for our own safety and that of others and these should be reported to your Manager / Director immediately.

7. VISITORS:

All Visitors must report to Reception and are to be signed into the building and met at Reception and accompanied. Meetings with visitors should be conducted in meeting rooms where possible and relevant.

8. OFFICE ENVIRONMENT:

Please be aware of office tidiness and upkeep. Instead of walking by litter etc, please pick it up. Any faults with the building services, report them to maintenance@compcofire.co.uk. Your co-operation in keeping our working environment a nice one and one which is pleasant to work within is appreciated.

9. AIR CONDITIONING:

Even where air conditioning units are fitted, the first line of air flow must be to open the windows and allow natural air to flow through the office. This is to help manage the high cost of running air conditioning units. Air conditioning is only there for use on days that are hot and when there is very little airflow through the office. Please be frugal when using this system and always SWITCH OFF the air conditioning unit before going home. Windows must always be closed when using the air conditioning for it to be most effective.

10. COMPANY PROPERTY:

Company Property must not be removed from Company premises unless your Manager/Director has given prior authority. You are expected to take all reasonable steps to protect the Company's premises and property.

11. PERSONAL TELEPHONE CALLS:

Private telephone calls are not permitted except in an emergency or with prior permission from your Line Manager. Personal mobile phones are to be switched off/silent during the working day, if you are needed in case of an emergency, then these calls can come through the switchboard and the call will be announced to you. Where you need to either use your mobile phone or make personal telephone calls during time – please do this during a lunch break only.

12. MUSIC:

Music played communally through audio equipment contravenes Copyright laws and, therefore, is not permitted by the Company. The listening of music is only permitted individually for personal use via head/earphones. Please ensure this does not distract you from your role and you can carry it out efficiently, effectively and safely.

13. OWN SOFTWARE / INTERNET AND E-MAIL USE:

You must not load any software onto your Company PC or Laptop. Should you believe that you have a relevant business reason to consider loading software (other than Company software), this must first be presented to the IT Manager who will then agree the same with the CEO before any authorisation is given. Games etc are not to be loaded onto machines; if you have access to the Internet on your PC then this is for business use only. The Company reserves the right to monitor usage of Internet and E-mail. Use of private email accounts and use of the company email account for private use is ONLY permitted during your own time and/or lunch breaks. Abuse of this privilege will result in disciplinary action.

14. ABUSE OF THE E-MAIL/INTERNET:

The Company will not accept any abuse of e-mail/internet or telephones. Such behaviour may result in disciplinary action. The downloading, sending or accessing of offensive material that affect the dignity of any individual or group of individuals at work may constitute harassment. Threatening, obscene or harassing messages including chain e-mails and material that may cause offence and/or degrade individuals or minority groups will constitute a disciplinary offence which may result in dismissal.

15. MESSAGING SERVICES ETIQUETTE:

To foster a respectful, productive, and inclusive workplace, we ask that all employees adhere to the following guidelines when using WhatsApp, email, and other digital messaging platforms in the course of work:

1. **Respect and Professionalism:** Treat all colleagues with courtesy and respect in both language and tone. Remember that these messages are an extension of our workplace interactions, so communication should be professional and considerate.
2. **Confidentiality:** Be mindful of the confidentiality of sensitive information. Do not share company information, personal employee details, or any confidential data through unauthorised or unsecured channels.
3. **Appropriate Use:** Use messaging platforms primarily for work-related communication during business hours. While we understand that some personal messaging may occur, we encourage moderation and discretion.

4. **Inclusive Communication:** Avoid language or messages that could be interpreted as offensive, discriminatory, or exclusive. Always aim for clear, positive, and inclusive communication.
5. **Message Volume:** Respect colleagues' time by minimizing non-urgent messages, especially outside of standard working hours, unless agreed upon or necessary for business continuity.

By following these guidelines, we contribute to a respectful and efficient work environment. Misuse of messaging services or breach of these guidelines may lead to disciplinary action.

16. REFRESHMENT FACILITIES, REST ROOM AND KITCHENS:

Where kitchen/refreshment making facilities are provided for your use, you must keep them clean and tidy at all times. Please note that this also applies to restrooms/areas. Please consider others when bringing in food with strong odours.

For Head Office personnel, plates, dishes, etc that you have used must be put in the dishwasher after use or washed up and put away. Tea/coffee cups, plates, cutlery used around the offices must be returned to the kitchen and put into the dishwasher after use, at the end of each day. The cleaners are not responsible for gathering these up and you are required to switch on the dishwashers in your kitchen areas every night.

17. EMAIL PROCEDURES:

Communication is a key part of our business and has become a day-to-day form of sending and receiving information instead of post, faxes and in places telephone communications.

It is therefore important that emails sent are clear, concise, and contain the facts and do not cause any contractual consequences or upset to the recipient. Note: E-mail is electronic Mail and NOT a social chat room. The email procedure sets out the company standard expected; it is not conclusive and is a working document but sets out to raise the current standard of any employee with access to e-mail in the business. We expect every employee to follow these guidelines as a good standard of email ethics and etiquette. Please refer to the company email policy which can be found under section 30 of the Quality Manual.

ALCOHOL AND DRUGS POLICY – OB7

1. ABOUT THIS POLICY:

- 1.1 We are committed to providing a safe, healthy and productive working environment. This includes ensuring that all staff are fit to carry out their jobs safely and effectively in an environment which is free from alcohol and drug misuse.
- 1.2 The purpose of this policy is to increase awareness of the effects of alcohol and drug misuse and its likely symptoms and to ensure that:
 - (a) All staff are aware of their responsibilities regarding alcohol and drug misuse and related problems.
 - (b) Staff who have an alcohol or drug-related problem are encouraged to seek help, in confidence, at an early stage.
 - (c) Staff who have an alcohol or drug-related problem affecting their work are dealt with sympathetically, fairly and consistently.
- 1.3 This policy is not intended to apply to "one-off" incidents or offences caused by alcohol or drug misuse at or outside work where there is no evidence of an ongoing problem, which may damage our reputation, and which are likely to be dealt with under our Disciplinary Procedure.
- 1.4 Any information you provide to us about your health will be processed in accordance with our Data Protection Policy. We recognise that such data is sensitive and will handle it in a confidential manner.

2. IDENTIFYING A PROBLEM:

- 2.1 If you notice a change in a colleague's pattern of behaviour you should encourage them to seek assistance through their Line Manager or the HR Department. If they will not seek help themselves, you should draw the matter to the attention of your Line Manager. You should not attempt to cover up for a colleague whose work or behaviour is suffering as a result of an alcohol or drug-related problem.
- 2.2 If you believe that you have an alcohol or drug-related problem, you should seek specialist advice and support as soon as possible.

3. ALCOHOL AND DRUGS AT WORK:

- 3.1 Alcohol and drugs can lead to reduced levels of attendance, reduced efficiency and performance, impaired judgement and decision making and increased Health and Safety risks for you and other people. Irresponsible behaviour or the commission of offences resulting from the use of alcohol or drugs may damage our reputation and, as a result, our business.

- 3.2 You are expected to arrive at work fit to carry out your job and to be able to perform your duties safely without any limitations due to the use or after-effects of alcohol or drugs. In this policy drug use includes the use of controlled drugs, psychoactive (or mind-altering) substances formerly known as "legal highs", and the misuse of prescribed or over-the-counter medication.
- 3.3 You should not drink alcohol during the normal working day, at lunchtime, at other official breaks and at official work-based meetings and events. Drinking alcohol while at work without authorisation or working under the influence of alcohol may be considered serious misconduct.
- 3.4 You must comply with drink-driving laws and drug-driving laws at all times. Conviction for drink-driving or drug-driving offence may harm our reputation and, if your job requires you to drive, you may be unable to continue to do your job. Committing a drink-driving or drug-driving offence while working for us [or outside working hours] may lead to action under our Disciplinary Procedure and could result in dismissal.
- 3.5 If you are prescribed medication, you must seek advice from your GP or pharmacist about the possible effect on your ability to carry out your job and whether your duties should be modified or you should be temporarily reassigned to a different role. If so, you must tell your Line Manager and the HR Department without delay.

4. SEARCHES:

- 4.1 We reserve the right to conduct searches for alcohol or drugs on our premises, including, but not limited to, searches of lockers, desks, bags, clothing and packages.
- 4.2 Any alcohol or drugs found as a result of a search will be confiscated and action may be taken under our Disciplinary Procedure.

5. DRUG SCREENING:

- 5.1 We reserve the right to operate a rolling programme of random drug testing for all staff.
- 5.2 Drug screening may be conducted by an external provider.

6. MANAGING SUSPECTED SUBSTANCE MISUSE:

- 6.1 Where a Line Manager considers that a deterioration in work performance or changes in patterns of behaviour may be due to alcohol or drug misuse, they should seek advice and assistance from the HR Department.
- 6.2 If your Line Manager has reason to believe that you are suffering the effects of alcohol or drugs misuse, they will invite you to an investigatory interview. The purpose of the interview is to:

- (a) discuss the reason for the investigation and seek your views on, for example, the deterioration of your work performance or behaviour; and
- (b) where appropriate, offer to refer you to Occupational Health for medical or specialist advice.

6.3 If you arrive at work and a Manager reasonably believes you are under the influence of alcohol or drugs, they shall immediately contact the HR Department in order that you can be provided with assistance and an investigation can be undertaken.

6.4 The HR Department may ask for your consent to approach your GP for advice or send you to Occupational Health.

6.5 If, as the result of the meeting or investigation, your Line Manager continues to believe that you are suffering the effects of alcohol or drugs misuse and you refuse an offer of referral to Occupational Health or appropriate treatment providers, the matter may be dealt with under our Disciplinary Procedure.

7. PROVIDING SUPPORT:

7.1 Alcohol and drug-related problems may develop for a variety of reasons and over a considerable period of time. We are committed, in so far as possible, to treating these problems in a similar way to other health issues.

7.2 If you do not finish a programme of treatment, or your recovery and return to work does not go as planned, your Line Manager and the HR Department will meet with you to decide what further action if any should be taken.

8. CONFIDENTIALITY:

8.1 We aim to ensure that the confidentiality of any member of staff experiencing alcohol or drug-related problems is maintained appropriately. However, it needs to be recognised that, in supporting staff, some degree of information sharing is likely to be necessary.

8.2 If you seek help with an alcohol or drug-related problem directly from the HR Department and you wish to keep matters confidential from your Line Manager and colleagues, this will be respected unless there is reason to believe that this could put you, your colleagues or anyone else at risk or carries some other material risk for the business. In those circumstances, the HR Department will encourage you to inform your Line Manager and will give you 48 hours to do so before discussing the matter with them.

9. PERFORMANCE AND DISCIPLINARY ISSUES:

9.1 If you agree to undertake appropriate treatment or rehabilitation for an acknowledged alcohol or drug-related problem, we may decide to suspend any ongoing disciplinary action against you for related misconduct or poor performance, pending the outcome of the treatment.

- 9.2 Our intention is to support all staff with alcohol or drug-related problems to regain good health. Depending on the progress made on the course of treatment, any disciplinary action may be suspended for a specified period, discontinued or restarted at any time as we see fit.

NO-SMOKING POLICY – OB8

1. ABOUT THIS POLICY:

- 1.1 This policy outlines the rules in place governing smoking in and around the workplace. We are committed to protecting your health, safety and welfare and that of all those who work for us by providing a safe place of work and protecting all workers, service users, customers and visitors from exposure to smoke in accordance with the Health Act 2006 and associated regulations.

2. NO-SMOKING RIGHTS:

- 2.1 All No-Smoking procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO NO-SMOKING PROCESSES:

- 3.1 Smoking is not permitted anywhere in our workplace with the exception of designated areas. In Head Office, the Smoking Zone is situated at the rear of the car park under the designated shelter. The ban applies to anything that can be smoked and includes, but is not limited to, cigarettes, vapes, electronic cigarettes, pipes (including water pipes such as shisha and hookah pipes), cigars and herbal cigarettes.
- 3.2 Anyone using our vehicles, whether as a driver or passenger, must ensure the vehicles remain smoke-free. Any of our vehicles that are used primarily for private purposes are excluded from the smoking ban.

4. WHEN SMOKING IS PERMITTED:

- 4.1 You may only smoke during breaks. When smoking outside, you must dispose of cigarette butts and other litter appropriately in the receptacles provided.
- 4.2 You are permitted to take 2 smoking breaks each working day between the hours of 10.15am – 3.30pm. Each break should not exceed 10 minutes and the time taken for these breaks must then be made up by the individual either at the beginning or the end of the working day to ensure consistency with those individuals who do not smoke.

5. BREACHES OF THE POLICY:

Breaches of this policy by any employee will be dealt with under our Disciplinary Procedure and, in serious cases, may be treated as gross misconduct leading to summary dismissal. Smoking in smoke-free premises or vehicles is also a criminal offence and may result in a fixed penalty fine or prosecution, or both.

HEALTH AND SAFETY POLICY – OB9

1. STATEMENT OF INTENT:

**Health & Safety at Work Act 1974.
Health & Safety at Work Regulations 2006
Management of Health & Safety at Work Regulations 1999**

To comply with the Health & Safety at Work Act 1974 And other legislation/guidance Compc Fire Systems Limited (CFS) considers effective safety, health, and environmental management to be of prime importance to its business and are committed to continuous improvement in performance in all areas. The company will not compromise health and safety for any other objective.

CFS recognises its responsibilities as an employer to ensure the "Health, Safety and Welfare" of all employees whilst at work and the rights of other individuals not to be adversely affected by our work activities.

In recognising these responsibilities, we shall endeavour to ensure that matters of health and safety are an integral part of our activities during the provision of our goods and services and are committed to compliance with all aspects of the ISO 45001 Specification.

The policy of CFS seeks to provide, so far as is reasonably practicable, a safe and healthy environment and working conditions for its employees, and to ensure that any work undertaken by the Company does not adversely affect the health and safety of any other persons or the environment. The Company intends to pursue a continuous policy of improvement and development in Health & Safety and will ensure that adequate funding and resources will be available to facilitate this aim.

2. PERSONS WITH RESPONSIBILITY:

1. **Overall and Final Responsibility** - The Chief Executive Officer, is the responsible person for health, safety, and welfare at work and for ensuring all reasonable steps are taken to provide adequate resources to meet the organisations obligations outlined within this policy and to review and revise this policy as necessary at regular intervals.
2. **Day to Day Responsibility** - Day to day responsibility for running and administering the policy is delegated to the Safety Health & Environment Manager (SHE Manager).
3. **Additionally Responsible** – To ensure health and safety standards are maintained and development of the management system responsibility also rests with the senior management team of the organisation via the regular setting and reviewing of arrangements to ensure the provision of adequate resources which allows arrangements, aims and objectives to be achieved and displays our compliance with these commitments.
4. **Staff Responsibility and Voice** – All staff have a duty to cooperate with CFS by taking reasonable care of their own health and safety, cooperating with supervisors or managers in relation to health and safety and to report any concerns to the appropriate person as

soon as possible. CFS also recognises the importance of involving staff in the management processes and undertake to involve them in issues that affect their health and safety by informing, training and supervising them with regard to their responsibilities under current health and safety legislation.

To comply with "Health and Safety Consultation with Employees Regulations 1996" consultation and co- operation between employees and management on all aspects of health, safety and welfare systems and procedures is via effective communication with employees on health and safety matters allowing any views or concerns regarding health and safety to be passed to the supervisor and to the Safety Health and Environment Manager for consideration and action. Any non-urgent matters raised will be discussed by the SHEQ Committee.

5. **External Advisory Bodies** - CFS will consult with (as required) external advisory bodies and organisations to help maintain a safe and healthy working environment and safe systems of work for all employees and others.

3. ARRANGEMENTS FOR HEALTH AND SAFETY:

A full breakdown of arrangements for health and safety can be found in the CFS OHSAS Management System and related documents. However, a summary of those details are:

1. To promote and maintain the Companies' standards of health, safety, and welfare to meet our legal duties under the Health and Safety at Work Act 1974 section 2 (3), Management of Health and Safety at Work Regulations 1999 and other relevant legislation, Regulations or Approved Codes of Practice.
2. To protect employees and others (including members of the public, client and sub-contractor personnel) from foreseeable work and product hazards.
3. To provide safe plant, equipment, systems of work and relevant control measures to protect the health, safety and welfare of all our employees and other personnel who may be affected by our undertaking. All plant, equipment, systems of work and relevant control measures provided shall be maintained to the highest standards to ensure adequate protection to all.
4. To maintain a safe and healthy working environment, inclusive of wellbeing and mental health as well as provide a safe means of access to and from the workplace for employees and others. The Company shall ensure that all site personnel attend a site induction course where necessary and that the Main Contractor's arrangements for safe access and egress to and from site are adhered to.
5. To ensure that all employees and others receive any information, instructions and training necessary to ensure their health and safety at work and are fully aware of their responsibilities to themselves and others by their acts or omissions. It is the responsibility of the Company to ensure adequate supervision of the site installation staff by Managers and Supervisors and that Method Statements, Risk Assessments and Safe Working Practices are adhered to.
6. To ensure that an effective assessment of all possible risks to health and safety of employees and others is undertaken for potential hazards and that, where necessary, all reasonable steps are implemented to eliminate or reduce these risks to an acceptable level as defined by current regulations. All aspects of this policy are subject to regular management review and all related processes and procedures are subject to ongoing internal and external audits.

HOLIDAY POLICY – OB10

1. ABOUT THIS POLICY:

- 1.1 This policy outlines the statutory rights and responsibilities of employees with regards to taking holiday (also known as annual leave).

2. HOLIDAY RIGHTS:

- 2.1 All Holiday rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO HOLIDAY PROCESSES:

- 3.1 Our holiday year runs from 1 April to 31 March.
- 3.2 Holiday entitlement is set out in your employment contract. In addition to your holiday entitlement set out in your employment contract, you are entitled to take the Government released UK public holidays in the UK (currently 8 days) or days in lieu where we require you to work on a public holiday. The Company will observe UK public holiday dates and will also reserve the right to comply with extraordinary public holiday dates as they arise and will be at the discretion of management.

In the event that you are employed part-time, your holiday entitlement will be calculated on a pro rata basis on that of a full-time employee's entitlement. It will be calculated, accrued and booked in hours.

- 3.3 If you are a part-year worker your holiday may be calculated in days worked and accrue based on days worked as set out in your contract.
- 3.4 Additional holiday is given in the event an employee triggers the Company's Long Service milestones. These are awarded on your anniversary date.

5 years = 1 day

10 years = 1 day

15 years = 1 day

20 years = 2 days

25 years = 1 day

This results in a total of 6 additional days holiday for those that have completed a full 25 years continuous service with the Company.

4. TAKING HOLIDAY:

- 4.1 All holidays must be approved in advance by your Line Manager and is granted on a first come, first serve basis. Please give as much notice as possible and a minimum of two months' notice of any holiday requests of a week or more and at least one month's notice for all other holiday periods. You must not make travel bookings until approval has been given. We may also require you to take (or not to take) holiday on particular dates or during any period of notice or garden leave. Once approval for holiday has been given, it will not normally be withdrawn. However, the Company reserves the right to withdraw such approval should the circumstances warrant it. Where this has to be done because of the needs of the business, every effort will be made to minimise any inconvenience or hardship for the employee.
- 4.2 When wishing to book a half day holiday, take the total number of hours you are scheduled to work on that day, subtract your unpaid lunch break and divide the remaining hours by two. For example, an employee who work 8.00am – 4.30pm would be 8.5 hours, minus one hour lunch gives a total number of 7.5 hours work. This results in a half day holiday being 3.75 hours. This would result in finishing work at 11:45am or starting work at 12:45pm.
- 4.3 We operate a shutdown each year during the Christmas/New Year period each year. During the shutdown all employees are required to take three days holiday which will be taken from your annual holiday entitlement. If you do not have enough holiday entitlement remaining, you must inform your Line Manager as soon as possible as you may be required to take unpaid leave.
- 4.4 If for any reason you know that you will be late returning from your holiday, you must inform the HR Department and notify your late return as soon as possible. Failure to do so will render you liable to disciplinary action for unauthorised absence. Such disciplinary action may include dismissal.

5. CARRY-OVER: GENERAL:

- 5.1 Holiday entitlement must be used during the holiday year in which it accrues. You are encouraged to take your full holiday entitlement each holiday year.
- 5.2 With the exception of Government legislation, any holiday not taken by the end of the holiday year will be lost and you will not be entitled to any payment in lieu.

6. RECLAIMING HOLIDAY AFFECTED BY SICKNESS:

- 6.1 If you are sick or injured during a period of holiday, and would have been unfit for work, or you have been signed off work before starting a period of pre-arranged holiday, you may choose to reclaim the affected days of holiday and treat them as sick leave. The reclaimed days of holiday may then be taken at another time (Replacement Leave), subject to the following conditions which must be satisfied:

- (a) a doctor's certificate must be produced to cover the entire period of sickness;

- (b) the Replacement Leave must be taken within 2 months of your return to work after the initial period of absence;
- (c) your entitlement to take Replacement Leave will only apply to any statutory entitlement to holiday that you may have and shall not apply to sickness arising during any contractual entitlement to holiday over and above your statutory entitlement which, for the purpose of this clause, shall be deemed to have been taken first.

- 6.2 Company Sick Pay will only be paid if you comply with our Sickness Absence Policy, including notifying your Line Manager immediately of your incapacity and obtaining medical evidence, even if you are abroad. Dishonest claims or other abuse of this policy will be treated as misconduct.
- 6.3 Alternatively, you may continue to treat the affected days as holiday and receive holiday pay at your normal rate.

7. CARRY OVER BECAUSE OF SICK LEAVE:

- 7.1 If you are unable to take your accrued holiday before the end of the holiday year because of a period of sick leave, you may carry over unused holiday to the following leave year depending on Government legislation at that time.

8. CARRY-OVER BECAUSE OF FAMILY LEAVE:

- 8.1 If you are unable to take your accrued holiday before the end of the holiday year because of a period of family leave, you may carry over unused holiday to the following leave year depending on Government legislation at that time.
- 8.2 Where possible, if you are intending to take a period of family leave that is likely to last beyond the end of the holiday year, you should discuss your holiday plans with your Line Manager in good time before starting your family leave.
- 8.3 We may require you to take your carried-over holiday immediately before returning to work or within three months of returning to work. In any event it will be lost if not taken by the end of the holiday year.

9. ARRANGEMENTS ON TERMINATION:

- 9.1 On termination of employment, you may be required to use any remaining holiday entitlement during your notice period. Alternatively, you will be paid in lieu of any accrued but untaken holiday entitlement for the current holiday year to date, plus any holiday permitted to be carried over from previous years.

10. TIME OFF TO ATTEND MEDICAL APPOINTMENTS:

- 10.1 Employees may be required to take time off up to a maximum of 3 hours in order to attend appointments without it affecting their annual leave entitlement, provided that they 'make up' the time in advance. The following procedure must be followed.
- (a) Inform your Line Manager of the date and amount of time you need off by entering this onto the holiday management system.
 - (b) Your Manager will agree with you via the holiday management system the amount of time you need to work back and when this will be completed.
 - (c) The time needs to be worked back within the current pay period of your time off.
 - (d) Time cannot be worked back during lunch breaks as this would be contrary to the provisions of the Working Time Regulations.

SICKNESS ABSENCE POLICY – OB11

1. ABOUT THIS POLICY:

- 1.1 This policy outlines the statutory right and responsibilities of employees who undertake Sickness Absence.

2. SICKNESS ABSENCE RIGHTS:

- 2.1 All Sickness Absence rights and procedures will follow the Government guidelines that are in place at the time. Please see the Government website for further detail.

3. COMPCO SICKNESS ABSENCE PROCESSES:

3.1 REPORTING WHEN YOU ARE SICK:

- 3.2 If you cannot attend work because you are sick or injured, you must telephone your Line Manager or the HR Department as early as possible and no later than 9.00am on the first day of incapacity. You should try to give some indication of your expected return date and notify us as soon as possible if this date changes. Please note that emails and text messages are an unacceptable method of communication in this respect. When an employee calls in sick and is unable to attend work, this means that you are unfit for any form of work, including working from home. Being absent due to sickness is for the purpose of rest and recovery, not for the purposes of remote working or partial engagement.

- 3.3 Abuse of sickness absence, including failing to report absence or falsely claiming sick pay will be treated as misconduct under our Disciplinary Procedure.

4. EVIDENCE OF INCAPACITY:

- 4.1 You must complete a self-certification form for sickness absence of up to seven calendar days. This must be signed by your Line Manager and handed to the HR department.
- 4.2 For absence of more than a week you must provide a medical certificate stating that you are not fit for work and giving the reason. You must also complete a self-certification form to cover the first seven days. If absence continues beyond the expiry of a certificate, a further certificate must be provided.
- 4.3 If your eligible healthcare professional provides a certificate stating that you "may be fit for work" you must inform your Line Manager immediately. We will hold a discussion with you about how to facilitate your return to work, taking account of your healthcare professional's advice. If appropriate measures cannot be taken, you will remain on sick leave and we will set a date for review.

5. COMPANY SICK PAY:

- 5.1 After 12 months continuous employment, you will qualify for Company Sick Pay provided you comply with this policy and any further requirements set out in your contract. This does not affect any entitlement you may have to receive SSP for the same periods of sickness absence, although any sick pay you receive from the Company shall be inclusive of any SSP due to you.
- 5.2 Company Sick Pay is equal to your full basic salary for up to 10 days in any rolling 12-month period. Company Sick Pay will initially be paid in accordance with the Company's absence management threshold, which is 25 Bradford Factor points. In the event the threshold has been exceeded, any further single period of sickness absence will not be payable for the first 3 qualifying days.
- 5.3 Bradford Factor points are calculated based on the frequency and length of an employee's absence during a rolling 12 month period. The higher the Bradford Factor points score, the more significant impact on the Company. The Bradford Factor is based on the following formula;

$\text{Instances} \times \text{Instances} \times \text{Number of days absent}$

This means that the number of instances is multiplied by itself, with that number then multiplied by the total number of days a person was absent during that rolling period. Please see below a matrix.

		Instances									
		1	2	3	4	5	6	7	8	9	10
D a y s	1	1	4	9	16	25	36	49	64	81	100
	2	2	8	18	32	50	72	98	128	162	200
	3	3	12	27	48	75	108	147	192	243	300
	4	4	16	36	64	100	144	196	256	324	400
	5	5	20	45	80	125	180	245	320	405	500
	6	6	24	54	96	150	216	294	384	486	600
	7	7	28	63	112	175	252	343	448	567	700
	8	8	32	72	128	200	288	392	512	648	800
	9	9	36	81	144	225	324	441	576	729	900
	10	10	40	90	160	250	360	490	640	810	1000
	11	11	44	99	176	275	396	539	704	891	1100
	12	12	48	108	192	300	432	588	768	972	1200
	13	13	52	117	208	325	468	637	832	1053	1300
	14	14	56	126	224	350	504	686	896	1134	1400
	15	15	60	135	240	375	540	735	960	1215	1500
	16	16	64	144	256	400	576	784	1024	1296	1600
	17	17	68	153	272	425	612	833	1088	1377	1700
	18	18	72	162	288	450	648	882	1152	1458	1800
	19	19	76	171	304	475	684	931	1216	1539	1900
	20	20 <td>80</td> <td>180</td> <td>320</td> <td>500</td> <td>720</td> <td>980</td> <td>1280</td> <td>1620</td> <td>2000</td>	80	180	320	500	720	980	1280	1620	2000
	21	21 <td>84</td> <td>189</td> <td>336</td> <td>525</td> <td>756</td> <td>1029</td> <td>1344</td> <td>1701</td> <td>2100</td>	84	189	336	525	756	1029	1344	1701	2100
	22	22 <td>88</td> <td>198</td> <td>352</td> <td>550</td> <td>792</td> <td>1078</td> <td>1408</td> <td>1782</td> <td>2200</td>	88	198	352	550	792	1078	1408	1782	2200
	23	23 <td>92</td> <td>207</td> <td>368</td> <td>575</td> <td>828</td> <td>1127</td> <td>1472</td> <td>1863</td> <td>2300</td>	92	207	368	575	828	1127	1472	1863	2300
	24	24 <td>96</td> <td>216</td> <td>384</td> <td>600</td> <td>864</td> <td>1176</td> <td>1536</td> <td>1944</td> <td>2400</td>	96	216	384	600	864	1176	1536	1944	2400
	25	25 <td>100</td> <td>225</td> <td>400</td> <td>625</td> <td>900</td> <td>1225</td> <td>1600</td> <td>2025</td> <td>2500</td>	100	225	400	625	900	1225	1600	2025	2500
	26	26 <td>104</td> <td>234</td> <td>416</td> <td>650</td> <td>936</td> <td>1274</td> <td>1664</td> <td>2106</td> <td>2600</td>	104	234	416	650	936	1274	1664	2106	2600
	27	27 <td>108</td> <td>243</td> <td>432</td> <td>675</td> <td>972</td> <td>1323</td> <td>1728</td> <td>2187</td> <td>2700</td>	108	243	432	675	972	1323	1728	2187	2700
	28	28 <td>112</td> <td>252</td> <td>448</td> <td>700</td> <td>1008</td> <td>1372</td> <td>1792</td> <td>2268</td> <td>2800</td>	112	252	448	700	1008	1372	1792	2268	2800

To calculate this, you look at the date of the current absence and go back 12 months. It is that period that the score will be calculated on. Please see below an illustration;

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Instance 1 - Employee is off for the first time on 19th March 2024 for 5 days. The score would be $1 \times 1 \times 5 = 5$ points. This would qualify for 5 days CSP, leaving 5 days CSP remaining.

Instance 2 - 8th May 2024 for 1 day. The running score would be $2 \times 2 \times 6 = 25$ points. This would qualify for 1 days CSP, leaving 4 days CSP remaining.

Instance 3 - 16th December 2024 for 1 day. The running score would be $3 \times 3 \times 7 = 63$. As this score is over 25, then the 3 waiting days rule applies. As this absence is only for 1 day, then no CSP is payable.

Instance 4 - 15th January 2025 for 6 days. The running score would be $4 \times 4 \times 13 = 208$. As this score is over 25, then the 3 waiting days rule applies. As it is 6 days absence, these will be paid as the waiting days have been met. This would qualify for the remaining CSP balance which would be 4 days CSP.

Instance 5 - April 21st 2025 for 4 days. Instance 1 would no longer apply as it has expired. The score would only include Instances 2, 3, 4 and 5. The score would be $4 \times 4 \times 12 = 192$ points. As this score is over 25, then the 3 waiting days rule applies. As it is 4 days absence, this will have triggered a CSP payment, however, this employee has used their full 10 day entitlement already and therefore there is no CSP left to pay.

This process applies whether a medical note has, or has not, been submitted. Company Sick Pay is paid at our discretion and we may amend or withdraw the scheme at any time.

5.4 Company Sick Pay may be withheld in the following circumstances:

- (a) sickness that occurs the day before or day after a Bank Holiday;
- (b) holiday or annual leave periods;
- (c) not following company sickness procedure;
- (d) during the first 12 months of employment;
- (e) during a notice period that is being worked;
- (f) sickness that is related to sports injuries, dangerous sports or activities;
- (g) sickness that is related to secondary employment;
- (h) where sickness is not related to the employee i.e family member;
- (i) sickness absence that occurs when the disciplinary policy has been invoked

6. RETURN-TO-WORK INTERVIEWS:

6.1 After a period of sick leave your Line Manager may hold a return-to-work interview with you. The purposes may include:

- (a) ensuring you are fit for work and agreeing any actions necessary to facilitate your return;
- (b) confirming you have submitted the necessary certificates;

- (c) updating you on anything that may have happened during your absence; and
- (d) raising any other concerns regarding your absence record or your return to work.

7. MANAGING LONG-TERM OR PERSISTENT ABSENCE:

- 7.1 The following paragraphs set out our procedure for dealing with long-term absence or where your level or frequency of short-term absence has given us cause for concern. The purpose of the procedure is to investigate and discuss the reasons for your absence, whether it is likely to continue or recur, and whether there are any measures that could improve your health and/or attendance. We may decide that medical evidence, or further medical evidence, is required before deciding on a course of action.
- 7.2 You may bring a companion to any meeting or appeal meeting under this procedure. Your companion may be either a trade union representative or a colleague, who will be allowed reasonable paid time off from duties to act as your companion.
- 7.3 If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will try, within reason, to agree an alternative time.
- 7.4 If you have a disability, we will consider whether reasonable adjustments may need to be made to the sickness absence meetings procedure, or to your role or working arrangements.

8. MEDICAL EXAMINATIONS:

- 8.1 We may ask you to attend a medical examination by a doctor or Occupational Health professional or other specialist nominated by us (at our expense).
- 8.2 You will be asked to agree that any medical report produced may be disclosed to us and that we may discuss the contents of the report with the specialist and with our advisers. All medical reports will be kept confidential and held in accordance with our Data Protection Policy.

9. INITIAL SICKNESS ABSENCE MEETING:

- 9.1 The purposes of a sickness absence meeting or meetings will be to discuss the reasons for your absence, how long it is likely to continue, whether it is likely to recur, whether to obtain a medical report, and whether there are any measures that could improve your health and/or attendance.
- 9.2 In cases of long-term absence, we may seek to agree a return-to-work programme, possibly on a phased basis.
- 9.3 In cases of short-term, intermittent absence, we may set a target for improved attendance within a certain timescale.

10. IF MATTERS DO NOT IMPROVE:

- 10.1 If, after a reasonable time, you have not been able to return to work or if your attendance has not improved within the agreed timescale, we will hold a further meeting or meetings. We will seek to establish whether the situation is likely to change and may consider redeployment opportunities at that stage. If it is considered unlikely that you will return to work or that your attendance will improve within a short time, we may give you a written warning that you are at risk of dismissal. We may also set a further date for review.

11. FINAL SICKNESS ABSENCE MEETING:

- 11.1 Where you have been warned that you are at risk of dismissal, and the situation has not changed significantly, we will hold a meeting to consider the possible termination of your employment. Before we make a decision, we will consider any matters you wish to raise and whether there have been any changes since the last meeting.

12. APPEALS:

- 12.1 You may appeal against the outcome of any stage of this procedure. If you wish to appeal you should set out your appeal in writing to the person set out in the decision letter, stating your grounds of appeal, within five working days of the date the decision was sent or given to you. The date that any dismissal takes effect will not be delayed pending the outcome of an appeal.
- 12.2 If you are appealing against a decision to dismiss you, we will hold an appeal meeting, normally within two weeks of receiving the appeal. This will be dealt with impartially and, where possible, by a more senior Manager who has not previously been involved in the case.
- 12.3 We will confirm our final decision in writing, usually within one week of the appeal hearing. If the appeal is successful, the decision to dismiss will be revoked with no loss of continuity or pay. There is no further right of appeal.

DRESS CODE POLICY – OB12

ABOUT THIS CODE:

- The purpose of our dress code is to establish basic guidelines on appropriate clothing and appearance at our workplace, so that we:
- promote a positive and professional image;
- respect the needs of all employees from all cultures and religions;
- make any adjustments that may be needed because of disability;
- take account of Health and Safety requirements; and
- help staff and Managers decide what clothing it is appropriate to wear to work.

Failure to comply with this code may result in action under our Disciplinary Procedure.

1. RELAXED DRESS CODE POLICY (MONDAY – FRIDAY):

We are adopting a more relaxed dress code to enable greater comfort in the workplace. You are now permitted to wear clothing that reflects a smart casual and comfortable style. This includes items such as well-fitted jeans, chinos, casual trousers, skirts, dresses, blouses, polo shirts or shirts with a collar. However, ripped jeans, overly casual attire, football tops, t-shirts and polo shirts with substantial 'livery' on them, hoodies and clothing with offensive or inappropriate designs are not allowed. Smart trainers are permitted, this does not include fitness style trainers.

SUMMER MONTHS (JUNE – AUGUST):

During the summer months from June to August, tailored shorts will be permitted. However, it is important to note that safety and practicality must take precedence. When safety concerns arise, closed-toe shoes will be required to ensure appropriate protection and maintain a professional appearance. No flip flops, sliders or pool like attire.

PERSONAL HYGIENE AND GROOMING:

Maintaining proper personal hygiene and grooming standards remains crucial. All employees are expected to present themselves in a clean, well-groomed, and professional manner.

EXCEPTIONS:

It is important to note that certain situations or positions may require adherence to a stricter dress code. When meetings are scheduled with clients or external parties, office attire will still be expected to make a favourable impression. Additionally, for safety reasons, employees may be required to wear specific safety gear or uniforms in certain areas or job roles.

RELIGIOUS AND CULTURAL DRESS:

You may wear appropriate religious and cultural dress (including clerical collars, head scarves, skullcaps and turbans) unless it creates a health and safety risk to you or any other person or otherwise breaches this code.

Where necessary, HR can give further information and guidance on cultural and religious dress in the workplace.

Priority is at all times given to Health and Safety requirements. Where necessary, advice will be taken from the SHE Manager.

HOME WORKING POLICY – OB13

1. PURPOSE:

The purpose of this policy and procedure is to provide a framework of understanding about how home working operates at Compco Fire Systems Limited. It is based upon the principles outlined below, which also meet the requirements of all relevant employment legislation and support a new and modern way of working.

Compco Fire Systems Limited recognises that for mutual benefit, homeworking is an option for certain job roles within the company. We promote flexible working for all staff where possible and not to the detriment of productivity and the wider team. This policy defines what home working means for Compco, and what needs to be in place to ensure the wellbeing of employees.

2. SCOPE:

The policy and procedure apply to all employees who have successfully completed their probation period. For the policy to be effective, it is essential that colleagues and those involved in the management of colleagues are aware of the policy and procedure and adhere to it. Ultimately it is the responsibility of the Senior Leadership Team in conjunction with Human Resources to ensure this is the case.

3. CORE PRINCIPLES:

Compco Fire Systems Limited will provide details of the appropriate process to those involved in the management of colleagues. Any colleague at a management level should satisfy themselves that they understand the requirements of this policy and related policies and procedures. Compco will promote best practice in the management of home working. We will regularly review its provisions to ensure that we are legally compliant and reflect best practice.

We will support home working, and this will be agreed by the Directors and the individual taking into consideration team and business needs. Individual needs for flexible working will not form part of this policy and should be formally requested through Human Resources for permanent changes, or Directors for individual occasions.

4. TYPES OF HOME WORKING:

There are two ways that home working may operate, ranging from rare occasions that arise and do not form a routine, to formal arrangements that are agreed in advance with both the Directors and Line Managers. Any paid work carried out is to be from the employee's permanent residence in the United Kingdom or the site office they are contracted to.

4.1 Occasional Home Working:

Taking work home occasionally, on an ad hoc basis, to concentrate on a particular project or task may be suitable in the following circumstances: Where a specific task needs dedicated and focused input and/or could be dealt with more efficiently at home e.g. saved travelling time and lack of interruptions; Where there is a short but unavoidable commitment at home.

4.2 Hybrid Working:

Working from home 20 to 60 percent of the time on a regular basis, the individual would come into the office for the balance of time. It should be noted that Compco Fire Systems Limited does not currently plan to permanently change employees' contracts or permanent place of work which will remain the relevant office.

5. JOB ROLES AND REQUIREMENTS:

Compco Fire Systems Limited believes that some roles lend themselves to homeworking more readily than others. The balance between office and home working will vary depending on the role and the person concerned, and the days which are office-based days, and which are home-based days will be agreed. There are roles within the business that cannot be performed from home.

In addition, the effect on other team members will be considered. For example, where the team contains trainees, it may be necessary to attend the office full-time to provide the necessary level of support.

The needs of the business or role may change over time and Compco reserve the right to cancel home working for an individual without notice. The decision of the Directors and Senior Management team is final.

6. HOME WORKING IN PRACTICE:

Your principal residence must be within the United Kingdom.

Home Working Environment:

Home Working will only be authorised if it is deemed that you have a dedicated suitable area within the home to work. This should replicate the office environment, for example with a computer desk and adjustable office chair. Particular attention should be taken to natural light, ergonomics, and must be a private space which is away from other distractions within the house whereby your equipment and documentation can be locked away securely. A risk assessment must be carried out and placed on file and photographic evidence will be required to demonstrate this set up before working from home can be started.

A suitable broadband connection must be provided in line with the requirements of the particular role. A minimum of 3Mbps upload and download is required however those that require access to drawings, databases and large files a minimum of 10 Mbps will be required. This needs to be a useable width for work purposes having taken into consideration other connected devices on the connection.

Photographic evidence of broadband speeds will be requested. Mobile phone signals must be stable within the house.

6.1 Insurance Cover:

Colleagues should ensure that all Compco Fire Systems Limited property is used appropriately and responsibly, and that all reasonable precautions are taken to prevent damage and theft. Any damage of Compco Fire Systems Limited property must be reported to the line manager immediately.

Colleagues working at home are covered by Compco's Employer's Liability Insurance providing the rules of these policies have been followed. You should also advise your mortgage company, landlord and your home insurer of your home working arrangement as you need to ensure that WFH is covered in their terms and conditions.

6.2 Communication and Contact:

Communication arrangements must be robust. Colleagues working from home should be readily contactable, normally by email, Teams, and by telephone, during normal working hours. Home Workers must let their Line Manager know in advance of any times they will be out, seeking permission where appropriate.

Should power or internet outages, or connectivity issues occur, this should be notified immediately to your line manager and IT help desk, where appropriate. Useful Guides are available here [P:\IT\How To\Remote Working Guides](#) for remote working.

6.3 Information Security:

All colleagues working from home must ensure that they adhere to Compco Fire Systems Limited policies, procedures, and guidance in relation to Information Security and Data Protection.

A recognised and up to date Anti -Virus software must be installed on the local internet connection and maintained at all times.

The home worker will have a direct responsibility for all Compco Fire Systems Limited information material held at their home (either digital or hard copy) and must ensure that it is not accessible to non-authorised people (e.g., other members of the household).

7. ATTENDANCE AND AVAILABILITY FOR WORK:

Colleagues must be available and able to work on their contracted days whether they are in the office or working from home unless absence is for an authorised form of leave. Any variation to this arrangement can only be made by prior agreement with the Directors.

Colleagues should remember that the needs of the customer, and the service we provide will always take priority.

The days agreed to work from home are not to be changed unless there is prior agreement with the Directors.

Colleagues should log in to the IT and telephone system to clearly indicate their availability status throughout the working day. This entails ensuring that Outlook calendars are kept open and accessible

to colleagues. All IT systems must be kept up to date at all times with the details being visible to others.

How to log onto these and use them are available on Microsoft Teams are available on the server here: [P:\IT\How To\Remote Working Guides\Outlook Calendars & Meeting](#)

Compco Fire Systems Limited reserve the right to monitor the status of employees and invoke disciplinary proceedings should it be found that contractual hours are not being kept, or productivity has reduced.

As a rule, colleagues are expected to work in the same way, whether they are in the office or working from home. For example, if they would usually be available to answer the telephone, respond to emails etc. during the office hours they will be expected to do this when working from home as per the following fixed working patterns;

Pattern A:

- Monday to Thursday: 7:30 am – 4:00 pm
- Friday: 7:30 am – 3:30 pm

Pattern B:

- Monday to Thursday: 8:00 am – 4:30 pm
- Friday: 8:00 am – 4:00 pm

Pattern C:

- Monday to Thursday: 8:30 am – 5:00 pm
- Friday: 8:30 am – 4:30 pm

Pattern D:

- Monday to Thursday: 9:00 am – 5:30 pm
- Friday: 9:00 am – 5:00 pm

Working from home does not constitute a flexible working pattern, and doctors' appointments, dentist appointments, or school runs (as examples) must be agreed with Line Managers in advance and recorded using the appropriate method.

8. PATTERNS OF WORK:

The days colleagues work from home will be organised, planned, and agreed in advance with their line manager.

The needs of the business will always take priority, however a collaborative approach between management and colleagues will be sought to achieve a mutually beneficial arrangement. Home workers must understand that these patterns are subject to change; there is no entitlement to work from home on a specific day of the week. Consequently, employees must be ready to alter their working pattern if required without prior notice and should be wary of making any commitments on home working days as these may need to change.

Working from home is not a substitute for caring for dependents. Colleagues are expected to have made alternative arrangements for the care of their dependents during the working day.

9. SICKNESS ABSENCE:

Where an employee is unable to work due to sickness, they must by 9.00am on their first day of absence, contact their Line Manager.

Working from home is not to be used as a substitute for a working in the office day, when an employee feels "under the weather" i.e. they feel unable to make the journey into the office but feel able to continue their normal work from home.

An employee who has reported in as sick and will have it recorded as such, is not expected to work either in the office or at home. All absence must be recorded using the appropriate method.

10. PERFORMANCE:

Working from home relies on outcome-based management. This means that staff are managed based upon their results. To achieve this staff are expected to deliver outcomes within their contractual hours. The arrangements for how hours are worked will be agreed in advance with line managers.

This approach will require a strong commitment by managers and employees to plan and ensure that regular 1-2-1 meetings take place and relevant targets are used to represent the outcomes required.

Working from home requires some changes in relationship between employees and their managers. As a result, there are different responsibilities for all staff.

All responsibilities are set out below:

1. Gain approval from the board.
2. Agree working arrangements with their Line Manager (and in consultation with other team members where appropriate).
3. Ensure that their Line Manager knows when and where they are working at all times.
4. Ensure their Outlook calendar, Microsoft Teams presence, and telephone presence is up-to-date, and their working status is known at all times.
5. Meet agreed work objectives, deadlines, and monitoring arrangements, with a focus on outcomes and achievement.
6. Take care of Compco equipment such as laptops, particularly when travelling or working from home. Any loss, damage or theft must be reported to the Line Manager and the police if appropriate.
7. Comply with the IT security and data protection requirements.
8. Have access to the appropriate technology to work effectively both in the office environment and from home.
9. Have access to appropriate training and support to work effectively in the new ways.
10. Take responsibility for creating a safe working environment when working from home.
11. Have access to appropriate support equipment to assist in the creation of a safe working environment when working from home.
12. Have their individual circumstances and requirements taken into account, including the needs of newly appointed colleagues, trainees and apprentices who may initially need to come into the office more often for support rather than working at home.
13. Have access to continuous performance review process which includes regular 1:1 conversations and/or supervision.

14. Ensure that information governance and Health and Safety requirements are adhered to at all times.
15. Employees will be measured against targets set by the Line Manager, and this will be reviewed to ensure that working from home does not compromise productivity. Should it prove that working from home is not productive, then the employee will be asked to return to their regular place of work.
16. Upon termination of any homeworking agreement, all Compco equipment including cables needs to be returned to the relevant office.

11. EXPENSES AND TRAVEL:

11.1 Travel Expenses:

Travel between an employee's home and a permanent workplace is not considered business travel and therefore expenses for such journeys cannot be claimed. An employee's permanent workplace is considered to be that which is stated in their contract of employment.

Where an employee has approval to work from home and their employment base remains unchanged, then travel expenses to and from their normal office base may not be claimed. Travel to any temporary workplace may be claimed.

11.2 Tax Guidance:

It is anticipated that, in the majority of cases, the costs of working from home will be offset by the savings in the cost and time of commuting to work, and the benefits of an improved work/life balance. Therefore, any costs incurred by working at home will not be met by the Compco Fire Systems Limited.

Colleagues should refer to HMRC for any Tax Guidance for Homeworkers.

ADVERSE WEATHER AND TRAVEL DISRUPTION POLICY – OB14

1. ABOUT THIS POLICY:

- 1.1 We recognise that adverse weather or travel disruption can require us to take a flexible approach to working arrangements in order to accommodate the difficulties employees face and to protect Health and Safety, while meeting business needs.
- 1.2 The purpose of this policy is to set out our approach to working arrangements where it becomes impossible or dangerous for employees to travel in to work because of:
 - (a) extreme adverse weather such as heavy snow;
 - (b) industrial action affecting transport networks; or
 - (c) major incidents affecting travel or public safety.

On these occasions, we recognise that a flexible approach to working arrangements may be necessary to accommodate the difficulties employees face and to protect Health and Safety, while still keeping the business running as effectively as possible.

2. TRAVELLING TO WORK:

- 2.1 Employees should make a genuine effort to report for work at their normal time. This may include leaving extra time for the journey or taking an alternative route. Travel on foot or by bicycle should be considered where appropriate and safe.
- 2.2 Employees who are unable to attend work on time or at all should telephone their Line Manager before their normal start time on each affected day.
- 2.3 Employees who are unable to attend work should check the situation throughout the day in case it improves. Information may be available from local radio stations, the police, transport providers or the internet. If conditions improve sufficiently, employees should report this to their Line Manager and attend work unless told otherwise.
- 2.4 Employees who do not make reasonable efforts to attend work or who fail to contact their Line Manager or the HR Department without good reason may be subject to disciplinary proceedings for misconduct. We will consider all the circumstances, including the distance they have to travel, local conditions in their area, the status of roads and public transport, and the efforts made by other employees in similar circumstances.

3. ALTERNATIVE WORKING ARRANGEMENTS:

- 3.1 Employees may be required to work, where possible from an alternative place of work, if available. Line Managers will advise of such a requirement. Such employees will receive their normal pay.

- 3.2 Employees who are able to work may sometimes be expected to carry out additional or varied duties during such periods. However, employees should not be required to do anything they cannot do competently or safely.

4. LATE STARTS AND EARLY FINISHES:

- 4.1 Employees who arrive at work late or who ask to leave early will usually be expected to make up any lost time. Line Managers have the discretion to waive this requirement in minor cases, or (in the case of lateness) where they are satisfied the employee has made a genuine attempt to arrive on time.
- 4.2 Line Managers have the discretion to allow staff to leave early and should have regard to the needs of the business and the employee's personal circumstances.
- 4.3 Where half the normal working day or more is lost this will be treated as absence and dealt with as set out below.

5. ABSENCE AND PAY:

- 5.1 Employees who are absent from work due to extreme weather or other travel disruptions are not entitled to be paid for the time lost.
- 5.2 Absence can be treated in a variety of ways. Employees should discuss their preference with their Line Manager, who retains overall discretion in the matter. A number of options are set out below:
- (a) Treating the absence as annual leave.
 - (b) Treating the absence as flexitime or time off in lieu.
 - (c) Making up the lost hours within a reasonable time.
 - (d) Treating the absence as special unpaid leave.
- 5.3 If, in exceptional circumstances, we decide to close the workplace, employees will be paid as if they had worked their normal hours.

6. SCHOOL CLOSURES AND OTHER CHILDCARE ISSUES:

Adverse weather sometimes leads to school or nursery closures or the unavailability of a nanny or childminder. Where childcare arrangements have been disrupted, employees may have a statutory right to reasonable time off without pay. For further information, see our Time off for Dependants Policy.

SOCIAL MEDIA POLICY – OB15

1. ABOUT THIS POLICY:

- 1.1 This policy is in place to minimise the risks to our business through use of social media.
- 1.2 This policy deals with the use of all forms of social media, including Facebook, LinkedIn, X (formerly Twitter), TikTok, Instagram, Snapchat, and all other social networking sites, internet postings and blogs. It applies to use of social media for business purposes as well as personal use that may affect our business in any way.

2. COMPLIANCE WITH RELATED POLICIES AND AGREEMENTS:

- 2.1 You should never use social media in a way that breaches any of our other policies. If an internet post would breach any of our policies in another forum, it would also breach them in an online forum. For example, you are prohibited from using social media to:
- (a) breach our IT related policies;
 - (b) breach any obligations we may have with respect to the rules of relevant regulatory bodies;
 - (c) breach any obligations contained in those policies relating to confidentiality;
 - (d) breach our Disciplinary Procedure;
 - (e) breach our Sexual Harassment Policy;
 - (f) breach our Anti-harassment and Bullying Policy;
 - (g) breach our Diversity, Equality and Inclusion Policy;
 - (h) breach our Data Protection Policy (for example, you should never disclose personal information about a colleague online); or
 - (i) breach any other laws or regulatory requirements.
- 2.2 You should never provide references for other individuals on social or professional networking sites. These references, positive and negative, can be attributed to the organisation and create legal liability for both the author of the reference and the organisation.
- 2.3 If you breach any of the above policies, you will be subject to disciplinary action up to and including termination of employment.

3. PERSONAL USE OF SOCIAL MEDIA:

Occasional personal use of social media during working hours is permitted so long as it does not involve unprofessional or inappropriate content, does not interfere with your employment responsibilities or productivity, and complies with this policy.

4. PROHIBITED USE:

- 4.1 You must avoid making any social media communications that could damage our business interests or reputation, even indirectly.
- 4.2 You must not use social media to:
- (a) defame or disparage us, our staff or any third party;
 - (b) harass, bully or unlawfully discriminate against staff or third parties;
 - (c) make false or misleading statements; or
 - (d) impersonate colleagues or third parties.
- 4.3 You must not express opinions on our behalf via social media, unless expressly authorised to do so by your Line Manager. You may be required to undergo training in order to obtain that authorisation.
- 4.4 You must not comment on social media about sensitive business-related topics, such as our performance, or do anything to jeopardise our trade secrets, confidential information and intellectual property. You must not include our logos or other trademarks in any social media posting or in your profile on any social media.
- 4.5 You are not permitted to add business contacts made during the course of your employment to personal social networking accounts.
- 4.6 Any misuse of social media should be reported to the HR Department.

5. BUSINESS USE OF SOCIAL MEDIA:

- 5.1 If your duties require you to speak on behalf of the organisation in a social media environment, you must still seek approval for that communication from the HR Department, who may require you to undergo training before you do so and impose certain requirements and restrictions with regard to your activities.
- 5.2 Likewise, if you are contacted for comments about the organisation for publication anywhere, including in any social media outlet, direct the enquiry to Matt Baker (CEO) and do not respond without written approval.

6. GUIDELINES FOR RESPONSIBLE USE OF SOCIAL MEDIA:

- 6.1 You should make it clear in social media postings, or on your personal profile, that you are speaking on your own behalf. Write in the first person and use a personal email address.
- 6.2 Be respectful to others when making any statement on social media and be aware that you are personally responsible for all communications that will be published on the internet for anyone to see.

- 6.3 If you disclose your affiliation with us on your profile or in any social media postings, you must state that your views do not represent those of your employer (unless you are authorised to speak on our behalf). You should also ensure that your profile and any content you post are consistent with the professional image you present to clients and colleagues.
- 6.4 If you are uncertain or concerned about the appropriateness of any statement or posting, refrain from posting it until you have discussed it with your Line Manager.
- 6.5 If you see social media content that disparages or reflects poorly on us, you should contact the HR Department.

7. MONITORING:

- 7.1 We reserve the right to monitor, intercept and review, without further notice, your activities using our IT resources and communications systems, including but not limited to social media postings and activities, for legitimate business purposes which include:
- (a) ascertaining and demonstrating that in using the systems you are meeting expected standards; and
 - (b) the detection and investigation of unauthorised use of the systems (including where this is necessary to prevent or detect crime).

8. BREACH OF THIS POLICY:

- 8.1 Breach of this policy may result in disciplinary action up to and including dismissal. Any member of staff suspected of committing a breach of this policy will be required to co-operate with our investigation.
- 8.2 You may be required to remove any social media content that we consider constitutes a breach of this policy. Failure to comply with such a request may in itself result in disciplinary action.

IT ACCEPTABLE USAGE POLICY – OB16

1. ABOUT THIS POLICY:

This policy sets out guidelines for acceptable use of Information Technology Services by employees of Compco Fire Systems and its subsidiary companies and others to whom this policy applies. This policy has been put in place to ensure that Information Technology Services are not abused in any way and that the best performance of these services is always available to the benefit of Compco Fire Systems.

- 1.1 Information Technology Services form an integral part of Compco's business. They assist in the operation and management of the business and allow it to perform transactions efficiently and with ease. Compco Fire Systems has invested heavily in Information Technology Services to maximise the efficiency of working practices and the productivity of employees, contractors, and others to whom this Policy applies. Use of Compco Fire Systems Information Technology services is granted subject to the following conditions, which form part of the terms and conditions of employment or engagement of all employees and contractors.
- 1.2 Compco Fire Systems reserves the right, at its discretion, to modify or remove portions of this policy at any time (for example, to take account of changes to systems, technologies and working practices). Any such alterations will be notified via the Employee Handbook or via email. It is the employee's responsibility to ensure that they read and comply with the latest version of this document.
- 1.3 This policy applies to all Users of Compco Fire Systems Information Technology Services.

2. DEFINITIONS:

- 2.1 Information Technology Services means all information technology services and resources provided by Compco Fire Systems, including, but not limited to:
 - Internet
 - Email & Outlook Web Access (OWA)
 - PC & Logon Account
 - Microsoft Teams
 - Mobile Phones/Tablets/SIM Cards
 - Laptops, Desktop Printers & Meeting Room VC Equipment
 - Removable Storage Devices
 - Remote Access (VPN & Web Access)
 - And any other services as may from time to time be provided to support Compco's specific business needs.

2.2 Users means:

- Employees & Directors
- Contractors, Subcontractors, and Outworkers
- Apprentices, Trainees, Students Gaining Work Experience, and Volunteers
- Representatives and agents of Compco who use Compco's Information Technology Services, whether working in a Compco office or remotely.

3. GENERAL:

- 3.1 All computer hardware and other equipment (including, but not limited to, desktop PCs, laptop PCs, tablets, mobile telephones, and telephone facilities) is provided for users' use to assist them in performing their duties during their employment or engagement with Compco Fire Systems.
- 3.2 Users may not procure any such hardware without the express permission of Compco Fire Systems IT Department (for example if they are working in remote locations where import from another office would be impractical).
- 3.3 Users must, if requested to do so, surrender any piece(s) of equipment to a member of the IT Department.
- 3.4 In any event, on the termination of a user's employment or engagement with Compco Fire Systems, the User must return to Compco Fire Systems all computer hardware or other equipment, that may be in their possession or under their control.
- 3.5 Compco Fire Systems accepts no responsibility for:
- Any loss or damage, or consequential loss or damage, which may arise from personal use of Compco Fire Systems Information Technology Services.
 - Any loss of, or damage to, data or interference with personal files which may arise from Compco Fire Systems efforts to maintain its Information Technology Services.

4. PC, LOGON ACCOUNT AND NETWORK USAGE:

- 4.1 Compco Fire Systems's computer systems and accounts are provided solely for business use.
- 4.2 Users must log on using the account allocated to them by the IT Department. Users are not permitted to use a PC whilst someone else is logged on.
- 4.3 Passwords must consist of Upper and Lower case, number or special character, 8 characters minimum in length (but suggest more than 12 characters is more secure). The 3 random words plus numbers and special characters is the preferred most secure method and must be unique to Compco, avoid using the same password for multiple accounts. If a User enters the wrong password 5 times, they will be locked out from their account for 15 minutes.

- 4.4 Users must not write their password down or disclose it to anyone else, other than members of the IT Department, who may require this in the course of their duties. If a User has reason to believe that someone may know their password, they must change it immediately (the IT Department can provide information on how to do this). This applies equally in circumstances where Users have disclosed their password for legitimate reasons to members of the IT Department; in this instance, Users must change their password as soon as the necessary work has been completed by the IT Department.
- 4.5 To preserve the security of workstations, prevent unauthorised use of Users' accounts by others and ensure the efficient use of software licenses across Compco, Users must, if they are not using their PC, close all programmes and lock their screen. To lock a screen, hold down the "Windows" key on the keyboard and press "L". You must lock your workstation every time you leave it unattended.
- 4.6 Users must shut down their PC at the end of the day. Compco reserves the right to automatically shut down PCs outside of core working hours for the purposes of security, energy saving or maintenance.
- 4.7 All business data must be stored on the network in the appropriate folders, and not on the local PC or "Removable Storage Devices". Users must not store any data on the C: drive of the PC or laptop. Most desktops will come with a D: drive and this is a local store but not backed-up; users are responsible for the data on the D: drive and should note that this cannot be recovered if a hardware failure occurs, or a machine is rebuilt. Microsoft One Drive, or the Z:\ drive is the preferred method for storing non-project-related material.
- 4.8 Users are not permitted to install any software or programmes (including games, screen savers etc). If a User requires specific non-standard software for justifiable business reasons, they should raise a request on the IT helpdesk.
- 4.9 Users are not permitted to run any .exe files or programmes which have not been installed on the PC by the IT Department.
- 4.10 Users are not permitted to interfere with software or hardware to change the operation of a computer.
- 4.11 Users are not permitted to introduce into Compco's systems any files or other data via removable media from an external source, without the explicit consent of a member of the IT Department. Before permission is granted, the User may be required to allow a member of the IT Department to review the data to check for viruses and/or to ensure that it complies with this policy.
- 4.12 Electronic storage of copyright music and videos is prohibited on Compco Fire Systems PCs, USB Media and networks. Users must not copy any copyrighted music or videos onto the hard drives of a PC, or onto a Compco Fire Systems network. Where there is a legitimate business need to store video files on the network (for instance in relation to a particular project) is acceptable.

- 4.13 Compco reserves the right to block or remove files of types for which storage is deemed to be inappropriate and alert relevant Compco management.
- 4.14 Users must refer to any Compco "Guides" which may be in place when producing formal business documents.
- 4.15 Users must log all requests for IT assistance with the IT helpdesk via Spiceworks or via the IT Support email address (it.support@compcofire.co.uk). If a User cannot gain access, they should ask a colleague or team member to do so. IT can only respond on a priority basis if all calls are logged.
- 4.16 Users must not allow non-Compco employees to use Compco-built laptops, tablets, or mobile phones outside of the business (this includes friends and family members). Compco laptops are for Compco business use only and are not a replacement for a "home PC".
- 4.17 If a virus is found on a Compco PC that cannot be effectively removed or quarantined, Compco reserves the right to remove the PC from the Company Network and rebuild / wipe the device and all data upon it. No attempt must be made by the User to copy data off to external storage as this may spread the virus.
- 4.18 Users may not during their employment or engagement with Compco or upon its termination, remove from Compco any documents or copies of documents, whether in hard copy or electronic format, without the specific written authorisation of Compco.

5. INTERNET USAGE:

- 5.1 Internet access is permitted for business use at any time.
- 5.2 Internet access for reasonable personal use may be permitted, provided that this does not interfere with the performance of a User's duties, hinder the work of others or damage Compco's reputation, business or interests. Internet access may also be permitted for participation in educational or professional development activities subject to relevant authorisation from the HR and IT department.
- 5.3 Examples of reasonable personal use include:
- Online Banking
 - Travel Bookings
 - Limited Browsing provided such use is limited and does not cause noticeable additional cost to Compco.
- 5.4 Compco Fire Systems operates a content filter to block access to inappropriate content. This list of blocked sites will change from time to time. Users may not bypass or attempt to bypass this system.

- 5.5 In the interest of maintaining network performance, Compco Fire Systems reserves the right to block access to streaming media.
- 5.6 All Internet access, including attempted access to blocked sites, is recorded, and monitored by Compco Fire Systems authorised staff.
- 5.7 When seeking or gaining access to any website, users should note that the following specific rules apply, to protect the security, reputation and position of Compco Fire Systems: -
- All internet usage carried out under an individual User's login will be attributed to that User. Therefore, Users must never allow anyone else to browse the internet under their login details.
 - Users must not visit or attempt to visit websites that contain inappropriate, offensive or illegal material. Examples include (but are not limited to) pornography, copyright infringement, obscenity, racism, violence, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, gambling, on- line chat rooms, soliciting for illegal pyramid schemes, and computer tampering (e.g. spreading computer viruses).
 - Any attempt to access sites of this nature will constitute gross misconduct under Compco's disciplinary policy(s) and may result in the termination of the User's employment or engagement with Compco.
 - Users may not set up or maintain a personal weblog (blog) using Compco facilities or during working hours.
 - Users may use social networking websites, outside of working hours, provided that use is acceptable as defined in this policy.
 - Users may use permitted professional networking websites, such as www.linkedin.com, when this is in the interests of Compco.
 - Users must not use Compco's systems to conduct job searches or to apply for jobs on the Internet.
 - Users must not download any programmes or .exe files, any material that is likely to affect the operation of Compco's computer systems, or any material that is subject to copyright.
 - Users must not use the internet to affect the operation of a remote site, system, computer, or network.
 - Users must not engage in internet activity that could result in a third-party gaining access to Compco's systems such as "remote control" systems unless under the guidance of the IT Department.

6. OUTLOOK AND WEB ACCESS:

- 6.1 Email:

Email is a valuable method of business communication. However, Users must exercise care in using email for business communications. Every communication by email, however casual the parties may regard it to be, could expose Compco Fire Systems to liability.

Users must therefore ensure that they approach the use of email in the same way as other written communications such as fax and ordinary post.

Users must adhere to the published IT Guidance Notes for email use Email Procedures Rev4

Compco Fire Systems email accounts will only be provided to Compco authorised Users.

Reasonable personal use of Compco Fire Systems email systems may be permitted where such use does not interfere with the performance of a User's duties, hinder the work of others or damage Compco Fire Systems reputation, business, or interests.

When sending personal emails, Users must show the same care as when sending work-related emails.

To avoid confusing official company business with personal communications, employees, contractors, and temporary staff with remote access privileges must never use non-company e-mail accounts (e.g., Hotmail, Yahoo, etc.) to conduct Compco Fire Systems business.

Employees should use the "Out of Office" to make it clear when they are absent, and to provide alternative contact details in the case of planned absences.

Access to each User's mailbox should be granted to management authority (or equivalent), local office administrator and individuals required to access your email while you are out of the office.

6.2 Calendar

Users are expected to use the calendar facility within Outlook to record details of all meetings or other appointments taking place during work hours, and to grant the minimum of view access to their calendar to all Users. This is to facilitate business activities (such as the setting-up of meetings and appointments), and to ensure that systems such as Microsoft Teams work to optimum effect. Personal or private appointments (details of which Users do not wish to share with others in Compco) may be marked as "private". This will enable other Users to view free / busy information, but not the details of the appointment itself.

6.3 Outlook Web Access

Employees are permitted to use Outlook Web Access (OWA) to gain access to email without the need for a VPN account.

Users should note that OWA content may be transmitted "unencrypted" and can potentially be intercepted and should therefore exercise particular care when gaining access via an open wireless hotspot. Users must not disclose sensitive information through OWA email.

7. MICROSOFT TEAMS:

7.1 Microsoft Teams is deployed to all Users to facilitate instant communication with colleagues across the business, and (in some locations) for use in place of a traditional telephone for the placing and receiving of calls, and for voicemail. This provides the facility to view colleagues' availability, send instant messages and make and receive Teams calls over the IT network.

This software is provided for business use only, and should not be used for personal, non-work-related communication and any business-critical communications should be sent via the company email.

Employees should be aware that their use of the Teams software may be monitored by Compco Fire Systems in accordance with its Security & Data Protection Policy, and that all instant messages are archived and may be searched to monitor compliance with this policy and/or if otherwise deemed necessary to meet a legitimate business need.

7.2 As noted above, Microsoft Teams software relies on "free / busy" information from Outlook calendars to provide accurate information about colleagues' availability, and it is therefore essential that all Users ensure that their Outlook calendars are kept up to date with information about their whereabouts.

7.3 Users must ensure (as a minimum) that their voicemail within the Teams system is set up with an appropriate pre-recorded greeting, letting callers know: -

- (a) Whose mailbox they have reached.
- (b) That they have the option to leave a message.
- (c) (If appropriate) other options available to the caller (for instance, the choice to be connected with a colleague or to the user's mobile phone).

7.4 Teams also provides the facility for users who wish to do so to set up rules for call management. Information regarding how to do this is available from the IT team.

MOBILE PHONES/TABLETS

8.1 Compco mobile phones (or SIM cards for use in employee-owned phones) are provided where there is business need for employees to remain in contact whilst away from the office for: -

- (a) Employee safety
- (b) Priority business calls
- (c) A reasonable number of "personal calls". Personal usage should be kept to a minimum and Compco reserves the right to request reimbursement in respect of personal calls which it considers unreasonable.

- 8.2 Users should avoid using Compco mobile phones (or SIM cards) to make outgoing calls when they are in the office, as calls from the landline are more cost-effective (especially international).
- 8.3 Tethering of mobile phones to laptops should be minimised to avoid excessive data charges; staff should use WiFi wherever possible. Tethering should never be used outside of your home data zone, i.e., when "roaming" data. Negligent use of data resulting in excessive charges may result in Compco seeking reimbursement from the user.
- 8.4 It is illegal to use a mobile phone whilst driving if the phone is held in hand during any part of the operation (includes Dialling, Texting, emailing, Sat Nav operation), even when in stationary traffic in queues or red lights (you must be safely parked to use a handheld device). A mobile device can be used in vehicles when in hands free mode (no input required to the device by hand). To use a mobile device as a sat nav the device must be safely secured via a mount to the windscreen or dashboard and in clear view but not obstructing the view of the driver. Mobile calls should be avoided when on hands free whenever possible to reduce distraction when driving.
- 8.5 Compco will not accept liability for any User who is involved in an accident or incident whilst on Compco business if the employee is not following the guidelines in 1.8.4
- 8.6 Where mobile telephones are deemed to be a taxable benefit, the tax liability rests with the employee.
- 8.7 If a Compco handset is lost or stolen, the User must report this immediately upon discovery to:
-Compco IT Service desk immediately so the device can be blocked.
- 8.8 If the User is unable to make a notification as outlined above or is in any doubt regarding to whom a notification must be made, they must notify the IT Department by logging a helpdesk call.
- 8.9 If a User fails to do so, you may be liable for the cost of any calls made.
- 8.10 To request a replacement SIM and handset Users should contact the IT Department.
- 8.11 Compco will not allow personal mobile phone numbers to be used on business cards or email footers.
- 8.12 Personal mobile phones should be switched to silent during working hours. Calls or messages should be handled during break times.
- 8.13 It is permitted to add Email exchange accounts and Teams app to a staff members personal mobile, this requires the acceptance of Compco's IT Policy – Mobile Devices. This is deemed as a 'nice to have' not a business requirement to perform your daily work duties.

- 8.14 Upon leaving their employment with Compco, Users must return any Compco-owned handset(s) and/or SIM cards to the IT Department. Users will not be permitted to “port” their number from a Compco account to a personal account unless agreed by a Director or CEO.

LAPTOPS

- 9.1 Portable computers offer staff the ability to be more productive while on the move.
- 9.2 They offer greater flexibility in where and when staff can work and access information, including information on Compco's network and are therefore subject to the same policies as standard desktop PCs as a minimum.
- 9.3 Network-enabled portable computers also pose an increased risk of data theft and unauthorised access to Compco's network. The following must therefore be adhered to: -
- Requests for portable computers must be authorised by a department manager, then signed off by the Department Director.
 - You may only request a device which is sanctioned by the IT Department.
 - The device must be purchased by the IT Department.
 - The device must be operated with a “Compco build”;
 - The user of the laptop is responsible for physical security of the laptop regardless of location.

REMOVABLE STORAGE DEVICES

- 10.1 This applies to portable USB or removable media-based memory devices.
- 10.2 This may include but is not limited to: portable media player-type devices such as iPods, PDAs, tablets, smart phones, digital cameras and removable media, such as rewritable DVDs, CDs, and USB Memory Sticks.
- 10.3 Users may only utilise sanctioned hardware and software with specific Manager/Director and IT approval.
- 10.4 Passwords and other confidential data are not to be stored on portable storage devices under any circumstances.
- 10.5 It is ultimately the User’s responsibility to ensure that the use of removable devices does not cause loss or theft of Compco information, virus outbreak or copyright violation.
- 10.6 Compco reserves the right, through policy enforcement and any other means it deems necessary, to limit the ability of employees to transfer data to and from specific resources on the Compco network. No USB mass storage device will per permitted for use unless provided by Compco IT and Bitlocker Encrypted. Any USB mass storage device that has been plugged into any other network than Compco (including Home PC’s), will be virus scanned by Compco IT before inserting into Compco Network. USB Mass Storage device use should be avoided whenever possible to reduce virus threats to Compco Networks.

REMOTE ACCESS

- 11.1 Remote access tools such as VPN offer Users the ability to be more productive whilst away from the office.
- 11.2 Only Compco built standard laptops will be available for VPN into Compco networks; pool laptops may be available should a User require to use one for a short period of time.
- 11.3 Loss or theft of equipment which has been used for remote access must be reported to Compco's IT Department immediately in order that the security impact may be assessed.
- 11.4 Compco reserves the right to deny remote access to systems which do not meet an appropriate security level in terms of system configuration, updates, firewall and antivirus solution.

FILTERING AND MONITORING

- 12.1 Compliance with the rules set out in this policy is essential to protect the integrity of Compco's IT systems and to avoid exposing Compco to unnecessary risk.
- 12.2 Compco reserves the right to monitor Users' usage of IT systems to ensure compliance with this policy. Users should therefore be aware that they enjoy no automatic right to privacy in their use of Compco's computer systems. Compco considers the following to be amongst the valid reasons for reviewing a User's email or other use of the IT systems. (Other reasons may also justify review and Compco reserves its rights in this regard):
 - If the User is absent for any reason and communications must be checked for the smooth running of the business to continue.
 - If Compco suspects that the User has been viewing or sending offensive or illegal material, such as material containing racist terminology or nudity (although Compco understands that it is possible for Users inadvertently to receive such material and they will have the opportunity to explain if this is the case).
 - If Compco suspects that a User has been making excessive use of Compco's IT systems (including mobile phone calls and/or data) for personal reasons.
 - If Compco suspects that a User's use of the email system is detrimental to the Company.
 - If Compco otherwise suspects that a User has breached the terms of this policy.
- 12.3 When monitoring e-mails, Compco will, where possible, confine itself to looking at the address and heading of the e-mails.
- 12.4 Compco reserves the right to retain indefinitely information that it has gathered on Users' use of e-mail.
- 12.5 Compco uses filtering and monitoring software to monitor Users' use of the Internet and Email, and any breach of this Acceptable Usage Policy identified through filtering and monitoring may be dealt with as a disciplinary matter.

12.6 If a User has any queries about any aspect of this policy, they should contact the IT Department in the first instance.

BREACH OF THIS POLICY

Any user who contravenes this Policy may be subject to disciplinary action up to and including sanctions, removal of access to (some or all) Compco Fire Systems Information Technology Services and termination of employment or engagement.

IT MOBILE DEVICES POLICY – OB17

PURPOSE OF POLICY

Compco has invested in IT infrastructure to support the use of corporate and personal mobile devices to maximise the efficiency of working practices and the productivity of employees, contract workers and others with access to the Company IT Systems (hereafter referred to as “authorised users” or “employees”).

Whilst the Company relies heavily on mutual trust and responsible behaviour by users in relation to the appropriate use of its systems, there are several risks associated with the provision of such systems. This policy sets out the obligations and responsibilities that the Company imposes in relation to the use of mobile device management and access to the systems.

Use of Compco’s corporate devices or employee personal devices is granted subject to the following conditions, which form part of the terms and conditions of employment of all employed members of staff, and to which contract workers are required to agree. Employees who fail to comply with these conditions may be subject to disciplinary action.

Compco reserves the right to make appropriate alternations to this policy (for example, to take account of changes to systems, technologies and working practices). Any such alternations will be notified via the Employee Handbook or via email. It is the employee's responsibility to ensure that they read and comply with the latest version of this document.

1. SCOPE OF POLICY

Our standard services:

- (a) Corporate Mobile Phones / Tablets (Apple and Android are the only supported versions)
- (b) Employee-owned Mobile Phones / Tablets that connect to any corporate system (Apple and Android are the only supported versions)

2. GENERAL

All Company owned mobile hardware and other equipment (including, laptop PCs, mobile telephones, tablets, and telephone facilities) is provided for your use to assist you in performing your duties during your employment or engagement with Compco.

Prior to purchasing company-owned hardware the specification is to be agreed with the Compco’s IT Department.

You must, if requested to do so by a manager or Director, surrender any piece(s) of equipment to a member of the IT Department.

In any event, on the termination of your employment or engagement with the Company, you must return to the Company all corporate computer hardware or other equipment, which may be in your possession or under your control. Corporate data will be wiped from any personal device or external storage media.. Corporate data will be wiped from any personal device or external storage media.

3. PRIVACY, SUPPORT AND USAGE

Corporate devices are managed and supported by Compco's IT. This corporate device should only be used for corporate data and not personal use. The following actions are set up for you and enforced by the IT Department (if possible), and can be performed on any of the corporate devices:

- (a) Enforced PIN
- (b) Encryption
- (c) Email setup
- (d) MS Teams setup (where required)
- (e) The ability to remote wipe the device if required
- (f) The ability to remote lock the device if required
- (g) Usage can be monitored as per the IT Acceptable Usage Policy

Personal devices that connect to corporate systems are also managed by Compco Fire Systems IT. By connecting your personal device to the Compco corporate infrastructure in any way you are agreeing to the following:

- (a) You are responsible for your own data (e.g., backup)
- (b) You will abide by the IT Acceptable Usage Policy when accessing corporate data
- (c) Your device is still your own and as such not supported by Compco IT for any issues other than initial connectivity setup assistance if required
- (d) You understand the following is enforced on your personal device once you connect to the Compco corporate network:
 - (e) Enforced PIN
 - (f) Encryption
 - (g) The ability to remote wipe the device if required.
 - (h) The ability to remote lock the device if required Usage of corporate systems can be monitored as per the IT Acceptable Usage Policy.

Data allowance per month is basis on the shared pool of corporate data. Be mindful of usage and ensure that data is used for business purposes only.

4. COSTS

Corporate device costs are covered by Compco if they meet the IT Acceptable Usage Policy. Any costs incurred on a personal device will not be covered by Compco Fire Systems.

5. THIRD PARTIES

Corporate devices are not for personal use and as such cannot be passed to a third party for use. The corporate device can only be used by the person the device has been assigned to.

Personal devices used by third parties must not be used to hold corporate data and accessible to them, security of Compco data on the devices is the responsibility of the employee whose account is used to connect to the corporate data.

6. WORKING HOURS

We encourage staff to maintain a sensible work / life balance whilst bearing in mind the needs of customers. Whilst employees may wish to monitor emails and/or accept telephone calls during periods of annual leave or other absence, this is their choice, and they are under no contractual obligation to do so. Senior staff who are provided with corporate devices to enable them to fulfil their duties and responsibilities and service clients' needs are expected to ensure that appropriate arrangements are in place to provide cover for client work during periods of absence.

7. COMPANY RESPONSIBILITY

Compco are responsible for managing and securing all corporate data and have to provide undertakings to our clients to this effect. Employees in turn are required under their contract of employment to similarly maintain confidentiality over our corporate data. Compco therefore reserve the rights to wipe all data on any device connected to the corporate systems if the need arises. Users are personally responsible for backing up and managing any personal data, and the Practice accepts no responsibility or liability in respect of personal data on devices connected to the corporate network.

8. LICENSING

Compco is responsible for licensing all software on corporate devices. Employees are responsible for licensing all software on personal devices except for the licenses of the specific corporate applications used on the devices, for example the corporate email system. Compco approved applications are as follows - MS Office 365 Apps, MS Teams, Zoom, RDS Client, MS Authenticator.

9. DEVICE DISPOSAL

Corporate devices must be returned to the IT department to be wiped as per the Mobile Phone Policy. Personal devices must have all corporate data wiped by the employee either when access is no longer required or before they leave the company if a contract is terminated for any reason. If data is not

wiped on a personal device when required, Compco reserve the right to wipe the device themselves or to lock the device until the data is wiped correctly.

10. LITIGATION

Please be aware that in the unlikely circumstances of Compco being caught up in any litigation, any device that holds corporate data may be seized by the courts, this includes corporate and personal devices.

11. REPORTING LOST OR STOLEN DEVICES

Corporate devices are covered in the IT Acceptable Usage Policy, and this must be adhered to. If a personal device is lost or stolen that either contains corporate data or has the ability to access corporate data, then this must be reported to the IT Department immediately.

12. SOFTWARE UPDATES

For both corporate and personal devices software updates may be applied once the IT department have confirmed they are supported. If any unsupported software update is applied to a device without prior consultation with the IT Department, then Compco reserve the right to disconnect the device and wipe if required. When such firmware or software updates are approved, users must apply these to their devices to comply with our security procedures.

13. NON-COMPLIANT DEVICES

Compco manage compliance of all corporate provided and personal devices. Non-compliant devices (such as Jailbroken or Beta OS versions) will be automatically blocked from accessing any corporate data.

OS that no longer have security updates applied by the vendor are not to be connected to the companies' network. If you are using a device that cannot be upgraded, it will stop working for Compco's Systems. Corporate owned devices will be upgraded by Compco. Personal devices will be the responsibility of the individual to upgrade.

14. SYSTEMS AVAILABLE

The following systems are available to connect to on corporate and personal devices:

- (a) Email
- (b) Microsoft Teams/Zoom
- (c) Office 365 Apps including One Drive
- (d) Microsoft Authenticator

No unauthorised applications should be installed on company equipment. If an application is required for Company purposes an email outlining the usage and need must be submitted to IT prior to installation.

15. INTERNATIONAL/ROAMING

Corporate devices will be covered via the Mobile Phone Policy and this policy must be adhered to when travelling.

Personal devices are the responsibility of the employee, and the employee is responsible for all costs. It is the employee's responsibility to manage data roaming settings in accordance with their personal preferences and requirements.

16. COMPCO SUPPLIED HANDSETS

Compcos supplied standard handsets will be varied in specification dependant on current market availability. As default, Samsung Android touchscreen mobiles will be provided for all staff. iPad's are by special request and will be authorised dependant on specific needs and market availability due to fluctuating costs. Staff are not permitted to 'upgrade' the base model by paying the difference. Staff may use an alternative compliant mobile phone with a Compcos supplied SIM, but full cost of this device will be covered by the staff member and not expansible.

AI TOOL USAGE POLICY – OB18

INTRODUCTION

Artificial Intelligence (AI) tools are transforming the way we work. They have the potential to automate tasks, improve decision-making, and provide valuable insights into our operations.

However, the use of AI tools also presents new challenges in terms of information security and data protection. This policy is a guide for employees on how to be safe and secure when using AI tools, especially when it involves the sharing of potentially sensitive company and customer information.

PURPOSE

The purpose of this policy is to ensure that all employees use AI tools in a secure, responsible and confidential manner. The policy outlines the requirements that employees must follow when using AI tools, including the evaluation of security risks and the protection of confidential data.

POLICY STATEMENT

Our organisation recognises that the use of AI tools can pose risks to our operations. Therefore, we are committed to protecting the confidentiality, integrity, and availability of all company data. This policy requires all employees to use AI tools in a manner consistent with our security best practices.

SECURITY BEST PRACTICES

All employees are expected to adhere to the following security best practices when using AI tools:

EVALUATION OF AI TOOLS:

Employees must evaluate the security of any AI tool before using it. This includes reviewing the tool's security features, terms of service, and privacy policy. Employees must also check the reputation of the tool developer, and any third-party services used by the tool.

PROTECTION OF CONFIDENTIAL DATA:

Employees must not upload or share any data that is confidential, proprietary, or protected by regulation without prior approval from the appropriate department. This includes data related to customers, employees, or partners.

ACCESS CONTROL:

Employees must not give access to AI tools outside the company without prior approval from the appropriate department or manager and subsequent processes as required to meet security compliance requirements. This includes sharing login credentials or other sensitive information with third parties.

USE OF REPUTABLE AI TOOLS:

Employees should use only reputable AI tools and be cautious when using tools developed by individuals or companies without established reputations. Any AI tool used by employees must meet our security and data protection standards.

COMPLIANCE WITH SECURITY POLICIES:

Employees must apply the same security best practices we use for all company and customer data. This includes using strong passwords, keeping software up-to-date, and following our data retention and disposal policies.

DATA PRIVACY:

Employees must exercise discretion when sharing information publicly. As a first step, employees must ask themselves the question, "Would I be comfortable sharing this information outside of the company? Would we be okay with this information being leaked publicly?" before uploading or sharing any data into AI tools. Second would be to follow b) above.

REVIEW AND REVISION

This policy will be reviewed and updated on a regular basis to ensure that it remains current and effective. Any revisions to the policy will be communicated to all employees.

CONCLUSION

Our organization is committed to ensuring that the use of AI tools is safe and secure for all employees and customers, as well as the organization itself. We believe that by following the guidelines outlined in this policy, we can maximize the benefits of AI tools while minimizing the potential risks associated with their use.

IT CCTV POLICY – OB19

OVERVIEW

Compco Fire Systems is securely monitored by a CCTV surveillance system to provide a safe and secure environment for employees and visitors, and to protect property. This policy sets out the accepted use and management of the CCTV system and images to ensure that Compco Fire Systems complies with UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA 2018) and associated legislation.

Signs are prominently placed at the entrance and exit points of the office to inform employees, and visitors that a CCTV is in use.

Compco Fire Systems will regularly review whether CCTV is still the best security solution.

2.0 LOCATION

The CCTV currently comprises of fixed position cameras (internal and external). Cameras are located at strategic points on the premises. No camera is hidden from view, and all will be prevented from focusing on areas of privacy such as toilets and rest areas. Compco Fire Systems reserves the right to amend the location and quantity of the cameras at any time to include temporary installations due to criminal activity. Any amendments will be communicated prior to installation.

3.0 PURPOSE OF THE SYSTEM

- (a) The system has been installed with the primary purpose of monitoring:
- (b) Damage to the building
- (c) Theft
- (d) Assist in the prevention and detection of crime
- (e) Helping ensure the safety of all employees, staff, and visitors, consistent with the respect for the individual's privacy. Deter those having criminal intent.

4.0 ACCESS AND AUTHORISATION

Viewing of the recorded images of CCTV will be restricted to the nominated people to include the IT Support, and to the Maintenance, and HR also to those 3rd parties that need to have access in accordance with the purpose of the system to include police and other law enforcement and prosecution agencies.

All footage will be secured by the nominated data controllers listed above, who will ensure that nobody else views the video data, without good reason to do so. Under the UK General Data Protection Regulation (UK GDPR), general access to images will be restricted to specifically authorised staff and in line with the purpose of the system and the GDPR and data privacy legislation.

All requests for access to a copy of CCTV material must be made in writing to it.support@compcofire.co.uk

All requests must be accompanied with sufficient information to identify the images requested to include:

- (a) The date and time the images were recorded.
- (b) Information to identify the individual, if necessary
- (c) The location of the CCTV camera.

5.0 COMPLAINTS

Complaints regarding the CCTV system and its operation must be made to hr@compcofire.co.uk

6.0 RETENTION AND DISPOSAL

Unless required for evidential purposes or the investigation of crime or otherwise required by law, recorded images will be retained for no longer than 60 days from the date of recording. Images are securely stored, and access is restricted to authorised personnel only.

BUSINESS CONTINUITY FRAMEWORK – OB20

1.1 OVERVIEW

This document is replicated to each of the CFS file servers ensuring availability of the most up-to-date version in the event of an incident.

Whilst the current Business Continuity Plan does not fully conform to ISO 22301, we will be working towards this standard with the aid of the revised IT infrastructure which has been implemented, as described below.

The IT infrastructure consolidate and centralise the existing distributed computing. This is based around network attached shared storage and Virtual Servers hosted on ESXi hypervisors using VMware. The primary site is in Worcester, and all primary data is held there.

Data is also held in three locations across the UK these being Worcester, Oldbury, and Swansea. The data at these sites are continually replicating to Worcester to ensure the data can be backed up.

Disk based backups have been implemented at Worcester to back up the data held, along with copies located across the Worcester site.

Compco Fire System also utilise cloud hosted document management sites such as A-Site, SharePoint and One-Drive to store company data, in particular drawings, in a secure cloud-based environment.

The following items have been reviewed and updated based on current date (January 2025)

1.2 PREPARATION FOR BUSINESS CONTINUITY INCIDENTS

Compco Fire Systems now operate from Head Office in Worcester and Branch Offices in Hammersmith, Hamilton, Oldbury, Swansea and London. Compco Fire Systems has continued to upgrade compute systems and communications circuits and hardware, and system resilience is always a priority consideration in any expansion or upgrade. See Appendix A – Current Systems and Appendix B – Backup Systems & Procedures.

The main server room is located at one end of the Worcester site, backups of all virtual servers, online (MS365) and local data are held there, while a copy of the backups are in another server room, in a separate building, at the opposite end of the Worcester site which are replicated daily.

The WAN connections installed include dual circuits (on different ISP) and dual routers with automatic failover at the Compco Fire Systems sites (Main hubs and branch sites). Compco Fire Systems have continued year on year investments to enhance high-speed communications links, the current supplier is ANS. If Worcester's circuits/routers are down Swansea will take over the role as the primary network hub until Worcester is up and running.

1.3 BUSINESS CONTINUITY REFERENCE DOCUMENT

It is acknowledged that although various staff members would know what to do in the event of a major incident, much of this is in people's heads and not yet documented and would therefore be more difficult to coordinate.

The Business Continuity Reference Document (Currently Appendix C) stands alone as a separate document that is being reviewed and developed. The document acts as a checklist to help CFS personnel deal an extremely stressful situation.

This document now includes a specification for the minimum number of PCs required to run business for initial 7 working days.

2. CURRENTLY DEFINED INCIDENT TYPES

At this point, we need to define the possible incidents which could affect Business Continuity. We then need to assess the practical impact on the running of the business.

This will depend mainly on how long it will take to restore normal operations at that office.

- (a) Major fire/incident – destruction of office “permanently”
- (b) Major fire/incident – partial destruction of office – non-usable
- (c) Access to premises denied – police, medical, gas, flood?
- (d) Local power outage – duration perhaps 1 – 3 days
- (e) Local communications outage – 1 day max
- (f) Local flooding problems preventing staff from getting to office
- (g) Fuel shortage preventing staff from getting to work
- (h) Staff unable to leave home or get to office due to weather conditions

3. FURTHER ACTIONS REQUIRED/PROPOSALS/FOR CONSIDERATION

6-monthly review of the Business Continuity contact folder with all required contact details. Electronic copy on each location's file server, multiple hard copies are to be kept off-site by staff from each office.

4. APPENDIX A: DESCRIPTION OF CURRENT SYSTEMS

Client PCs

Most of the users' PCs at all offices of CFS are non-exotic, mainstream “reasonable spec” PCs which can be sourced by purchase or rental reasonably quickly. Since 2010, Compco Fire Systems have been using high-end workstations for design staff. These PCs are still mainstream but might take a couple of days/weeks longer to procure/replace. Compco Fire Systems have several powerful “pool” laptop workstations which can be rapidly deployed to a temporary office if required.

Core Systems & Services

Three Offices currently has a main file/print server. These are identical at Oldbury and Swansea offices which are replicated to Worcester. Head Office servers are predominantly virtualised and utilise a SAN for shared storage, giving them much greater disk capacity and reliability. All servers are equipped with high volumes of spare disk space. All internal, direct-attached and SAN storage are RAID-enabled. This means that at any moment, each system can tolerate the failure of a disk and continue working uninterrupted and as normal until a replacement disk is installed (within approx. 8 hours). All servers are on a next-business day hardware replacement and the primary attached storage device on are Dell 4-hour mission-critical cover.

All servers have spare internal power supply units so they can continue running if one fails. All servers are protected by Uninterruptable Power Supplies (UPS). They stabilise or "condition" the power being supplied to the servers, protecting them from spikes which may be generated by storms for example. They protect the servers from minor power cuts – up to 60 mins and allow time for controlled shut down if the power outage is any longer. The communications links at each office are also protected by UPS at each location.

Head Office Specific

Head Office also hosts the Sage Accounts, CRM and Cash4Windows (Service Dept Management) and Sage Payroll virtual servers. A virtual Terminal Server is also running at HO to permit remote access to these systems from the Branches. These servers and server storage expansion units are all protected in the same ways as the "core" systems.

Secure Remote Access

CFS implemented a secure remote access system which is based at Worcester, with secondary access through Swansea.

A Site/SharePoint/One-Drive

This secure web-based system is used to store all information about current projects. This means that this information is still available via any internet connection even if all CFS locations were temporarily off-line

Microsoft 365

With the utilisation of Microsoft 365 into the business all Email and Tele-communication are hosted on Microsoft datacentres within the UK (West and South)

5. APPENDIX B: BACKUP SYSTEMS AND PROCEDURES

The disk-based backup at Worcester is an industry standard.

1. Description of Current Procedures

The disk-based backups at Worcester run 7/365 and storing the data for 1 - 4 weeks. Disk based archiving at both the Primary and secondary sites have been introduced.

We also backup all our Microsoft estate using SkyKick which is a cloud backup platform and is hosted in Azure datacentres in the UK.

2. Schedule of trial restores at each Compco Fire Systems office.

a. Test "local" restore from disk and cloud.

A test restore will be performed on a recent backup disk and cloud – according to separate schedule.

6. APPENDIX C: BUSINESS CONTINUITY REFERENCE DOCUMENT

A clear set of priorities helps split the actions up into different phases;

- (a) Safety (of staff & their families, visitors, public and emergency personnel)
- (b) Telephone Communications
- (c) Where will staff work? ("Immediately" – i.e., first 3 – 5 working days)
- (d) Where will staff work? ("Medium term" – i.e., after 1st week until new premises available)
- (e) Recovery of and access to business systems

Presumptions:

Standard evacuation procedure has already been followed.

Any necessary emergency services have already been alerted or attend.

Immediate Actions		
Communication (To other Offices and staff)	In the event of an incident, the designated Compco Fire Systems office should be advised immediately. This office should immediately inform the other office(s). Branch Office – advise Head Office Head Office – advise Oldbury/Hamilton Office	Define Hierarchy
Staff (Not arrived yet)	If it is not possible to be done locally by mobile phone, a member of staff at one of the other offices should try to phone all members of staff of the “closed office” to advise them to stay at home and await further instructions.	
Staff Arriving	If staff arrive at the office during the incident, they should: Find a safe place to park, a reasonable distance from the incident and phone their “fall-back” office for instructions. This will be safer and less disruptive than getting closer to the site and trying to find their manager. In the event of a major incident, staff should be encouraged to advise their families that they are safe.	
Communication (Phone Divert)	Contact BT to divert incoming calls to alternate CFS location or mobile. Consider diverting to a message service that announces, “This CFS office is currently closed due to a major incident, please redial nnnnn nnnnnn, repeat nnnnn nnnnnn. Faxes should be sent to nnnnn nnnnnn. We apologise for any inconvenience”.	Define person & deputies
Communication (TV, radio, press)	If it is a major incident, the media will attend. It is advisable to define a single spokesperson to avoid key staff being disturbed. Consider the official Company message, which is to be given out.	Management Team + Head Office if incident is at a branch

Bare minimum no of PCs req'd at each location for 1st 7 days after major incident		
Worcester	Design – 6, estimators – 4, Urban estimator to Hammersmith, Admin/Contracts 6	6 WS 10 PC
Hammersmith	Design – 2, estimator to HO, Urban estimator to HO, 2 admin/Con	2 WS 2PC
Hamilton	Service – 2, designers – 2, admin/contracts – 2	2 WS 2PC
Oldbury	Design – 1, Service – 1, Fabrication – 1, Admin/Contracts - 1	1 WS 3PC
Swansea	Design – 2 Contracts – 1 Service -1	2WS 2PC

Assessment of Situation and next steps		
Short-term Location of Staff (e.g., 1 st 3 days)	Staff should be instructed to re-group at a nearby location – e.g., coffee shop, so that they are safe, out of harm’s way but available if/when required. While there, it should be verified that HR or deputy have details of how to contact all members of staff (in case some are simply sent home). Draw up a list of staff who have home PCs and Internet access.	HR or Deputy
Initial Assessment of Premises	When permitted to do so, the Management team should assess the damage and what the next steps can be. i.e., a) Can any of the premises be used? b) Water, Heating, Toilets available? c) Server Room functional? d) Telephone System Operable? e) What PCs/Printers are still operational f) Open tape Fire Safe – assess condition of backup tapes This assessment will determine whether a full relocation is required or if a Portakabin solution is viable. It will also identify what equipment is still usable in-situ or can be relocated to temporary location.	

Conditional Actions – depending on assessment of situation		
If premises and systems are not likely to be accessible within 3 days	Source alternate temporary local premises. This only needs to be Serviced local rented accommodation with reasonable Internet access and telephones, or it could be dedicated Disaster Recovery centre premises. Consider if any staff can be requested to work from home of own PCs	
If HO Server room destroyed or is non-functional.	Rebuild using backups on servers located in separate building.	
If both server rooms at Worcester are destroyed or are non-functional	Procure replacement server & SAN equipment and obtain a copy of the data and virtual machines from backups to recover onto these systems.	
If significant number of PCs destroyed	Procure replacement PCs.	
If insufficient no of PC/Printers Equipment available	Procurement: PCs and printing equipment to replace any destroyed. If necessary, arrange short-term rental of minimum no of required PCs, Printers and Plotters.	

If insufficient no of PC/Printers Equipment available	Procurement: PCs and printing equipment to replace any destroyed. If necessary, arrange short-term rental of minimum no of required PCs, Printers and Plotters.	
If servers destroyed	Procurement: launch process to replace any destroyed servers and Local Area Networking equipment. HO – 3 ESXi hosts + SAN + Data Domain backup target + switches Swansea – basic print server Oldbury – basic print server	
If Telephone System destroyed	Telephone systems is not located on any CFS premises and is "cloud" based.	
Longer Term – Conditional Actions		
Premises	Rebuild/Relocation Project	

IT BACK UP POLICY – OB21

DOCUMENT OUTLINES

This document outlines the Compco's Backup Policy. The approval and authorisation of this and accompanying documents is the responsibility of Compco's IT Manager.

The technology used to facilitate data backup is vital to Compco's success. This backup policy outlines measures in place to secure this data from loss and ensure the ability to restore individual files and groups of servers in a variety of cases or all servers in scope.

Responsibilities

This policy and scope should be reviewed quarterly to determine any necessary revisions based on change to the infrastructure or business requirements. Any additional servers or types of data implemented should have backup plans designed and integrated during implementation.

Responsibilities for this policy:

- a) Compco's IT Manager for approval and authorisation.
- b) IT Manager and IT Support Teams is responsible for the maintenance and accuracy of the policy.
- c) Questions regarding this policy should be directed to the IT Manager.

Frequency

The frequency of data backup for each system is determined by considering the 'availability' and 'integrity' criteria for that system. Daily, weekly, and monthly backups of important business applications and critical data must be, where possible, stored in multiple locations e.g., Local copy, offsite copy, and air gap copy. Please refer to the policy scope for frequencies.

Retention

Backups of all data must be retained that all systems are fully recoverable. The retention period and any requirement for archive copies to be retained for longer periods (or permanently) must be formally determined for critical business information as well as based on any legal requirements. Please refer to the policy scope for data retention.

Testing & Monitoring

A check of the quality of the backup media/solution should take place quarterly and logged within the 'Backup Schedule (IssD) form'. After restoring a sample of the backups according to a formal schedule, all data must be safely erased from the test environment.

1.2 EXECUTIVE SUMMARY

All electronic information whether in the form of Project Documentation, learning and resource material or staff and Client information is vital to Compco's success. This document outlines measures in place to secure this data from loss and ensure the ability to restore individual files and groups of servers in a variety of cases.

Backup and recovery documentation must be reviewed and updated regularly to account for new technology, business changes, and migration of applications to alternative platforms. This policy scope outlines:

- a) Technologies of backups
- b) Methods of backups and storage
- c) Retention policies
- d) Offsite and air gapped data storage
- e) Site data replication
- f) Additional backup measures

1.3 BACK UP TECHNOLOGIES

Veeam Backup and Replication

All backups rely on Veeam Backup and Replication for local backup copies to disk and copy jobs to an additional storage appliance located in a separate building. There are standard settings for both the backup and copy jobs which are documented, and any variation by site should be documented.

Backup jobs run on selected servers to back data locally to disk at the Worcester site. Copy jobs run to transfer data to a separate site storage location daily.

Office 365 using Veeam 365 and SkyKick

Veeam365 Backup offers complete for Office 365 and is the most comprehensive cloud-to-site backup service for Office 365. It offers unlimited backups, lightning-fast search and one-click restore for Compco's Office 365 applications for Business. This application is used to backup SharePoint, OneDrive and Teams data. The retention period set for this is 10 years with item-level retention which is store on the local backup storage for quick and easily access to restore files.

We also use SkyKick a cloud-to-cloud backup solution for all our Exchange online data. This product was used due to the changes in Veeam365 not being able to backup Public Folders. The retention period is indefinite.

1.4 SCOPE

Compco is organised by various locations with many branch sites adopting the same standardised technologies, with some exceptions. Across all sites, critical data is backed up, except for some virtual servers. For the full list of servers and devices that are in scope at Compco please see the accompanying Compco Backup Scope document.

The technical scope areas are as follows:

- a) Office Locations: UK (London, Oldbury, Swansea, and Hamilton)

- b) Cloud: Office 365 (OneDrive, Exchange, Teams etc for Business using Veeam 365 and SkyKick)
- c) Infrastructure: VMware/Physical Veeam Backup and replication
- d) Additional Backups: DFS Replication (Files - Projects)

1.5 BACK UP PROCESS

Many of Compco's backups rely on Veeam Backup and Replication for local backup to disk and copy jobs to separate storage repository. There are standard settings for both the backup and copy jobs which are documented.

Compco is organised by various locations with many branch offices adopting the same standardised technologies, with some exceptions. Across all sites, critical data is backed up, except for some virtual/physical servers.

Offices - UK

Office servers are backed up using Veeam Backup and Replication with local backup jobs running at every day in incremental backup mode with an active full backup created on a Weekend. Backup Veeam Copy Jobs to a separate storage repository to run any time continuously.

1.6 SCHEDULE

Offices - UK

Branch office servers are backed up using Veeam Backup and Replication with local backup jobs running at 21:00 every day in incremental backup mode with an active full backup created on a weekend. Backup Veeam Copy Jobs to separate storage repository run any time continuously.

1.7 RETENTION

Offices - UK

Veeam Backup & Replication has 5 restore points of the data but may be different depending on the other requirements. Backup Veeam Copy Jobs runs to a repository has 21 restore points. This is for 3 full weekly backups on a weekend.

1.8 ADDITIONAL BACK UP UTILITIES

Exchange Email using SkyKick

SkyKick Backup offers complete for Office 365 and is the most comprehensive cloud-to-Cloud backup service for Office 365. It offers unlimited backups, lightning-fast search and one-click restore for Compco's Office 365 applications for Business. This product is also used to backup Exchange Online which includes user mailboxes, and public folders. The retention period set for this is 10 years with item-level retention which is store on the local backup storage for quick and easily access to restore files.

Microsoft DFS Replication

DFS Replication is configured at all branch office sites on their DFS file server. DFS Replicates the locally stored project data back to the main Worcester site. This was proposed to allow less data to traverse the WAN.

1.9 EXCLUSIONS

- a) Any data held on non Compco Equipment, such as that at client project site offices, unless specific arrangements have been made
- b) User Data that is not held in the Roaming Profile on a server or saved in the home folder or on OneDrive.
- c) Any data on removable media, other than that specifically used for backup storage. i.e., USB Flash Drives, External Hard Drives.
- d) Data Stored on NAS devices unless otherwise stated

IT SECURITY POLICY – OB22

EXECUTIVE SUMMARY

All electronic information whether in the form of project documentation, learning and resource material or staff and client information is vital to Compco's success and measures are in place to secure it from loss or corruption and unauthorised access.

This document outlines Compco Information Security Policies.

SCOPE

This document defines how Compco will secure all electronic information, including:

- a) Security of information held on Compco Computers and Servers
- b) Security of Compco Staff
- c) Security of External Users
- d) Security of Guest Users
- e) Actions in the event of a breach in policy
- f) Location of Compco Electronic information assets

SECURITY POLICY

Responsibility for approving this policy and authorising consequent actions lies with the IT Manager and the CEO/ Board of Directors.

SECURITY ORGANISATION

The IT Manager will review this policy annually and submit revisions to the Board for approval.

The IT Manager will report to the IT Director logging any security incident and decide if more urgent or further investigation or action is required.

Access rights for staff to secure areas will be managed and controlled by the IT Manager and IT Support team. For general access this will be controlled and managed by the IT Support Team, for security-controlled projects only senior members of the IT team and the project lead will manage access control lists.

All Compco staff, permanent and agency, have a right, subject to Compco regulations to use Compco IT systems and a duty to use IT responsibly. All users will comply with the Compco IT Acceptable Use Policy.

External users will be permitted access controlled by the IT Manager; level of access will be dependent on the services the external party will provide

Guest users may be permitted limited use of a Guest internet under supervision of a member of Compco Staff.

ASSET MANAGEMENT

Compco IT will maintain an inventory of assets in the following categories;

- a) Hardware – End User PC's & Equipment
- b) Hardware – Network Infrastructure
- c) Software
- d) Data

STAFF ISSUES

IT maintains the directory of staff authorised to use the Compco's IT and their appropriate access levels. Staff, External Users and Guests are subject to Compco conditions of use but have differing rights and responsibilities.

For this policy;

- a) Compco Staff are those people registered on the Compco Personnel and Payroll system as controlled by Compco HR department.
- b) External Users are other people permitted to use Compco IT systems outside Compco employment but contracted under Compco terms and conditions.
- c) Guests are users given temporary restricted use of Compco systems.

Staff Responsibilities

All Compco staff (Permanent and Agency) must agree to written terms and conditions covering the use of Compco's IT. This is covered in the Compco IT Acceptable Use Policy (CFS-IT-AUP) which will be signed and recorded by the HR department.

All staff will undergo an IT induction, the (CFS-IT-AUP) is referenced and given in this induction. The CFS-IT-AUP is available on the Public IT Folder (P:\IT), or via email upon request.

Any specific project or personnel related security requirements must be documented and included in the relevant job descriptions and appropriate screening of staff applied.

Access to Compco systems may be revoked at any time in the event of a deliberate or negligent breach of an IT policy.

External Users

External users including IT Support Partners, Software Support companies and Hardware support companies will be granted levels of access appropriate to their engagement. Records of External Users and access levels will be held by Compco IT services:

Examples of External Users are;

- a) IT Support Partner (Outsourced IT Infrastructure Support)
- b) Software Vendors (Technical Support)
- c) Network Infrastructure Monitoring (Management of Internet Networks)
- d) Hardware Technical Support (Dell, Fortinet etc)

Guest Users

Guest users are non Compco staff requiring temporary restricted access to areas of Compco Information. Access will be monitored and recorded by the Owner of the data. Accounts will be temporary and disabled after a set period.

Any guest or temporary staff who will access Compco Systems for more than 3 weeks will have a permanent account created.

PHYSICAL AND ENVIRONMENTAL

Access

Access to any Compco office must be controlled and restricted. For offices that have a Server Room this room must be secured and locked. Access to the Server Room containing Compco main Servers will be controlled by the IT Manger.

Servers holding corporate information will be held in a secure environment protected by:

- a) Physical Security and access control
- b) Fire detection system
- c) Temperature and Humidity control
- d) Low risk of water ingress
- e) Stable, conditioned electrical supply protected by UPS (Uninterruptible Power Supply)
- f) All data will be stored on Compco IT approved servers, no external cloud hosting unless prior approval is agreed.
- g) Key communications equipment will be protected by redundant power supplies

Compco IT must ensure all IT infrastructure equipment is covered by the appropriate level of hardware and software maintenance support.

All workstations must be secured by office secure access and is the responsibility of the Office Manager to ensure secure premises.

Backup Media will be kept for a period of 12 years and all Compco computers will be cleared securely of data on disposal by Compco IT Services or an authorised 3rd Party.

COMMUNICATIONS AND OPERATIONS MANAGEMENT

Reporting and Investigation Security Incidents

All Compco employees and owners of organisation information security assets are required to report, immediately after they are discovered information security weaknesses or incidents.

They must be reported to:

- a) Their Line Manager, who will contact IT Department
- b) Directly to IT Department or the IT Manager
- c) The IT Helpdesk

Users must not continue working on a system after identifying a possible information security weakness, or incident without approval as it may affect their work or compromise the assets they are using.

The employee who logs the incident must carry out the necessary procedure of logging, triaging, and escalating and conducting the core response as set out in the Compco Cyber Incident Response.

These incidents will be monitored by the IT Department team and appropriate action taken where necessary.

Within the provisions of the Law, Compco reserves the right at any time to intercept and monitor communications in accordance with current regulations and legislation subject to the approval of HR and Management Board.

Operational Procedures and Responsibilities for Information Systems

IT will maintain written procedures for the operation of all Compco Business Systems where risk and impact would be detrimental to the operation of the Business. Performance of these systems will be monitored to ensure stability and reliability. Disaster recovery and business continuity plans are to be reviewed annually as a minimum and immediately following any significant change to the infrastructure.

Protection Against Malicious Software and Hacking

All Compco systems will be protected by a multi-level approach involving Firewalls, Router Configuration, Email Scanning and Virus Protection on all computers connected to Compco Networks.

All Compco Computers will have anti-virus software with up-to-date virus definitions managed by a central enterprise server, anti-virus software will be locked down so users cannot remove or disable.

Network traffic will be monitored for unusual activity.

Back Up Procedures

System backups will be performed by Compco IT Services in accordance with documented procedures. Checks will be made to ensure backup media can be read and files restored.

Email will be stored via Veeam 365 for a period of 10 years.

Management of Network Configurations

The configuration of critical routers, firewall and other network security devices will be the responsibility of the Compco IT team with assistance from external specialists and an external IT Support Partner.

No IT equipment will be connected to Compco Networks without specific approval by the Compco IT Services team. Compco IT Services reserve the right to disconnect any unapproved device connected.

Information Exchange with Outside Organisations

Information may be exchanged with external organisations and the information owner will be responsible for approval of the exchange. Information may be exchange by email, encrypted removable media or online document management systems and in all cases must be recorded. Where sensitive data is exchanged suitable encryption must be applied as approved by the client. One-Drive for Business will be used for all transfer of client data unless the Client offers a secure alternative. All transfers will require receiving users to login with a secure password, minimum 8 characters, mixed case, alpha numeric, passwords along with MFA one-time code.

Internet and E-mail

Use of Compco internet and Email is governed by the Compco IT Acceptable Use Policy.

Social Media

Use of Social Media sites for sharing of Compco Information and Client Information is governed by the 'Compco Employee Handbook'.

Software Installation

All software must be approved by Compco IT Services and may not be installed by the user. Provision has been made to restrict installation of software on Compco Computers. Any deliberate attempt to bypass these provisions will be a breach of the IT Acceptable User Policy.

All software must be licensed for commercial use and placed under maintenance or support agreements where possible. Licensing will be managed by the Compco IT Services department.

ACCESS CONTROL

Username and Password

Access to all Compco systems is governed by a network username and password managed by Active Directory. IT maintain procedures for the creation and closure of network accounts. Restricted access resources are managed and approved by the resource owner and approval will be given to IT by the owner to user access.

User passwords are the responsibility of the user and not held by IT. Passwords must consist of Upper and Lower case, number, or special character, 8 characters minimum in length (but suggest more than 12 characters is more secure). The 3 random words plus numbers and special characters is the preferred most secure method and must be unique to Compco, avoid using the same password for multiple accounts.

Domain Service and Administration accounts will be issued to members of the IT Department and will be limited to those elements that they require to access only. System Administrator passwords will be controlled by the IT Manager and recorded securely.

Accounts will be locked upon 10 failed password attempts and will remain locked for a period of 5 minutes.

Passwords can be reset by IT and must be changed on first login by the user.

Account closures will be notified by the HR team via the IT HelpDesk, accounts will be disabled by the IT Department. Responsibility of electronic information held by the member of staff leaving lies with their Line Manager.

Mobile Computing

Compco have procedures in place to assist the security of information stored on portable devices (Laptops, Notebooks, Tablets and Phones).

New Laptops and Notebooks will be encrypted. Tablets and Mobile Phones will be encrypted in accordance with the Compco Mobile Device Policy.

Compcop Restricted Data

Access to restricted and confidential Compcop Data will be managed and controlled by the CEO or Director of each internal service. These will include Financial, HR, IT and any Legal. Access will be managed by restricted groups which will be administered by the IT Department or the Director/CEO of each service.

Client Restricted Data

All Client data will be treated as confidential and shared only as agreed with the Client. For Client projects with specific security requirements the Project Director will be responsible for ensuring that the correct level of Security procedures is applied. A security procedure will be written for each secure project.

Multi Factor Authentication - MFA

Multi-factor authentication - also called two-factor authentication (2FA) or two-step verification requires more than one verification method. This adds a critical second layer of security when users sign into services remotely ie. Office 365, Microsoft Teams, Webmail

Staff will be required to register a second approved device using the Microsoft Authenticator App with push notifications enabled on a mobile device. The MFA system will send a message to the device which the individual must use to authenticate. Upon successful completion of this 2-step authentication process, the individual will be able to access the system.

2.0 SYSTEMS DEVELOPMENT AND MAINTENANCE

Change Control Procedures

Compcop undertakes system development and maintenance outside of Core working hours as much as possible. A change control procedure is in place to reduce risk of downtime for systems.

Remote access by 3rd party contractors to maintain and support Compcop systems will be subject to appropriate access control measures defined by Compcop IT Services.

Vulnerability Management

Compcop undertakes regular scanning and patching of all systems to ensure critical and security patches and updates are applied across the infrastructure within 14 days of release.

Where possible updates and patches are applied centrally via WSUS for Servers and Workstations. Deployment is configured for Windows 10 workstations to apply all updates within 14 days.

Vulnerability scans using a tool called FortiGate and detect vulnerabilities and threats at the firewall level. This ensures notifications of any new vulnerabilities and threats are shown.

2.1 BUSINESS CONTINUITY MANAGEMENT AND DISASTER RECOVER

Business Continuity

Business continuity is covered in the Compco Business Continuity Plan. Implementation of this plan will be managed by the IT Manager in conjunction with the relevant offices.

Disaster Recovery

These procedures are covered in the Compco Business Continuity Plan.

TRAINING AND DEVELOPMENT POLICY – OB23

ABOUT THIS POLICY:

- 1.1 The overall purpose of the policy is to set out guidelines and purpose for the training and development of employees that have a skills need or career path.
- 1.2 The policy emphasises the importance of maintaining a continuous learning programme to develop a core of well-trained individuals whose performance will enhance the Company's abilities to perform at a level that is consistent with growth and profitability objectives.
- 1.3 The policy of the Company is to ensure that all personnel are trained and become sufficiently experienced to the extent necessary to competently and effectively undertake their assigned activities and responsibilities. It is also the aim of the company to encourage its employees' to make the most of learning opportunities to realise their own personal potential and enjoyment of their job.
- 1.4 The company shall attempt to create a learning environment where employees' will be prepared to accept change, develop new skills and take responsibility for their own continuous learning, in partnership with their Immediate Manager and Directors, to ensure their effective contribution to the successful achievement of both business and personal goals.
- 1.5 The Company's success will depend on the professionalism, skill and commitment of all its employees.
- 1.6 The Company aims to ensure that:
 - There is always an active PDTP (Passport) in place at the start of your employment with us.
 - Sufficient funding is set-aside in the financial budget to cover planned training expenditure for the current / impending financial year.
 - Employees fully understand their job function and expected performance standards through having accurate job descriptions, PDTP's and Staff Reviews.
 - Each employee has the opportunity to learn and become more experienced in his primary job function.
 - Each employee has the opportunity to learn and become experienced in secondary skills.
 - Each employee is enabled and actively encouraged to develop his/her personal potential.

2. STAFF REVIEW SYSTEM:

- 2.1 The Company has a staff review system/PDTP for each specific job description, which provides the Line Managers with the opportunity to review each employee's performance. This will

provide a mutual opportunity for developing objectives and agreeing targets in order to enhance personal performance and create training and development plans.

- 2.2 The Line Managers will periodically review the success of any training and development plans according to the time frame agreed during a review meeting.

3. NEW EMPLOYEES:

- 3.1 All new employees will undergo a Company induction plan.
- 3.2 New starters will undergo an initial 6 months probationary period. During this time they must demonstrate a sufficient level of productivity and quality of workmanship. At the end of the probation period a formal review will take place involving the Employee, his/her immediate Manager.
- 3.3 A training needs assessment will be carried out and relevant action plans agreed and implemented.
- 3.4 Required training will be arranged, following Line Manager and Director's approval and funded by the company. You will be required to sign an agreement undertaking to repay any costs incurred during training courses if he/she leaves the company within 2 years of receiving the training as set out in the employee's contract. This cost will not be reclaimed by the company under such circumstances where the company has terminated the employee's contract of employment.

4. TRAINING FILE:

- 4.1 Human resources will be responsible for updating and maintaining the Training File.

5. EMPLOYEE TRAINING REQUISITION AND AGREEMENT FORM:

- 5.1 Prior to any training being booked or attended all employees must complete an Employee Training Requisition and Agreement Form, which is available from HR. The form must be signed and authorised by your Line Manager and a Director.

6. PERSONAL DEVELOPMENT AND TRAINING PLAN (PDTP) – EMPLOYEE'S GUIDE:

- 6.1 To be successful, we must all reach our full potential. The below notes have been designed in order to explain the Company's personal development and training plan (PDTP) which is a tool that is used by you as an employee and your line manager to assess and track your progression within your role at Compco.
- 6.2 The aim of the PDTP passport system is to regularly assess and track your performance within your role. It has been designed in order for both sides to regularly discuss your progression with

the business and provide a clear plan on what you can achieve within the role thus providing a clear plan on how you grow and progress within the business. The passport system is also an integral part of the staff performance review process conducted by your line manager.

7. PASSPORT ISSUE AND COMPLETION PROCESS:

7.1 During your induction with your line manager, you will be issued with your individual passport. Your passport will be set up by the HR during your induction and will be saved to the following folder with access give to the manager, employee and HR. This folder is private and confidential. Please note that we have standard job roles within the business and standard passport templates that will be saved across to your individual folder and your line manager will be responsible for ensuring that they bring across the relevant data from the master passport into your individual passport.

7.2 Your passport folder is set up to include folders for;

1) **Passport Folder** – this is your main passport, and this is the document that you and your line manager will complete and will stay in regular contact with each other. You will both work on this document during your employment with Compco, it is a live document that you will use on a daily, weekly and monthly basis.

2) **Evidence Folder** – this for you to upload your evidence to this folder and to hyperlink from the main passport – column I. Please note that it is your responsibility to ensure that you upload you own evidence to the appropriate folder and link it back to your main passport as this is how you will be signed off as competent to carry out your job role. This job will become part of your working day.

3) **Review Notes Folder**– this will be for your line manager and HR to save and upload your review notes to this folder. Please note that this is private and confidential and is locked down and secure so no one else other than mentioned above can get into your folder.

8. Any personal data is processed in accordance with the Company's Data Protection Policy.

9. When your performance review is booked in with your line manager, you are responsible for ensuring that your passport is up to date and the evidence folder is all ready to sit down and discuss with line manager before the formal review meeting can take place.

10. Please note that you don't have to wait for a formal performance review to upload evidence, the passport is designed to open up discussions throughout the year and for you as an employee to upload your evidence as part of daily life within your job role. Managers will also endorse your evidence as and when it is uploaded.

11. Your PDTP should become part of your job role and very much a live working document that you will take responsibility for as part of your job description.

- 12.** Full working instructions on the PDTP will be given to you when you join the business by your line manager and HR, both are whom are there to support and mentor you through your career with Compco Fire.



RELATIONS

AT COMPCO FIRE SYSTEMS

DISCIPLINARY AND CAPABILITY POLICY – RL1

DISCIPLINARY

ABOUT THIS POLICY:

- 1.1 This policy outlines the statutory rights and responsibilities of employees with regards to their attendance and conduct and to communicate the Company's standards and expectations. It does not apply to cases involving poor performance.

2. DISCIPLINARY RIGHTS:

- 2.1 All Disciplinary rights and processes will follow the Government and ACAS guidelines that are in place at that time. Please see the Government website and the ACAS Code of Practice for further detail.

3. COMPCO DISCIPLINARY PROCESSES:

- 3.1 Minor attendance or conduct issues can usually be resolved informally with your Line Manager. These discussions should be held in private and without undue delay whenever there is cause for concern. Where appropriate, a note of an informal discussion may be placed on your personnel file. In some cases, an informal warning may be given. This will not form part of your disciplinary records. This procedure sets out formal steps to be taken if the matter is more serious or cannot be resolved informally.

4. CONFIDENTIALITY:

- 4.1 Our aim is to deal with disciplinary matters sensitively and with due respect for the privacy of any individuals involved. All employees must treat as confidential any information communicated to them in connection with an investigation or disciplinary matter.
- 4.2 You, and anyone accompanying you (including witnesses), must not make electronic recordings of any meetings or hearings conducted under this procedure, whether these meetings or hearings are conducted in person, by telephone, or using remote working platforms or technologies.
- 4.3 You will normally be told the names of any witnesses whose evidence is relevant to disciplinary proceedings against you, unless the witness wishes to remain anonymous.

5. INVESTIGATIONS:

- 5.1 Before any hearing is held under this procedure, the matter will be investigated. Any meetings and discussions as part of an investigation are solely for the purpose of fact-finding and no disciplinary action will be taken without a hearing. The amount of investigation required will depend on the nature of the allegations and will vary from case to case. Investigation meetings

may take place in person or remotely, using remote working platforms or technologies as appropriate.

- 5.2 You must co-operate fully and promptly in any investigation. This will include, among other things, informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending investigation meetings if required.
- 5.3 In some cases of alleged misconduct, we may need to suspend you from work on full pay whilst we carry out the investigation or disciplinary procedure (or both). The suspension will be for no longer than is necessary to investigate any allegations of misconduct against you or so long as is otherwise reasonable while any disciplinary proceedings against you are outstanding. While suspended, you should not visit our premises or contact any of our clients, customers, suppliers, contractors or staff, unless authorised to do so. Suspension is not considered to be disciplinary action and does not imply that any decision has been made about the allegations.

6. CRIMINAL ALLEGATIONS:

- 6.1 Where your conduct is the subject of a criminal investigation, charge or conviction we will investigate the facts before deciding whether to take formal disciplinary action.
- 6.2 We will not usually wait for the outcome of any prosecution before deciding what action, if any, to take. Where you are unable or have been advised not to attend a disciplinary hearing or say anything about a pending criminal matter, we may have to take a decision based on the available evidence.
- 6.3 A criminal investigation, charge or conviction relating to conduct outside work may be treated as a disciplinary matter if we consider that it is relevant to your employment.

7. THE HEARING:

- 7.1 We will give you written notice of the date, time and place of the hearing, including sufficient information about the periods of unauthorised absence or the alleged misconduct, the basis for those allegations and its possible consequences if we decide after the hearing that the allegations are well founded, to enable you to prepare. You will normally be given copies of relevant documents, witness statements and other evidence. If there are reasons for conducting any hearing remotely (for example, by using remote working platforms or technologies), we will provide these reasons to you and notify you of the relevant arrangements and instructions for joining the hearing. If you have any questions regarding how to join the hearing remotely, you should let us know a minimum of 24 hours before the hearing date. We recognise that, in some cases, the use of remote working platforms or technologies may not be appropriate (for example, where an employee has a hearing condition or does not have access to relevant equipment or software). In these cases, the hearing will take place in person where possible.
- 7.2 You may be accompanied at the hearing by a trade union representative or a colleague, who will be allowed reasonable paid time off to attend the hearing as your companion. You must tell

the Manager chairing the hearing who your chosen companion is a minimum of 24 hours before the hearing.

- 7.3 If you or your companion cannot attend the hearing, you should inform us immediately and we will arrange an alternative time for the hearing to take place. You must make every effort to attend the hearing, and failure to attend without good reason may be treated as misconduct in itself. If you fail to attend without good reason or are persistently unable to do so (for example, for health reasons), we may have to take a decision based on the available evidence including any written representations you have made.
- 7.4 We may, at our discretion, allow you to bring a companion who is not a colleague or union representative (for example, a member of your family) if this will help to overcome any disability-related disadvantage, or if you have difficulty understanding English.
- 7.5 At the disciplinary hearing, we will go through the allegations against you and the evidence that has been gathered. You will be able to respond, ask questions and present any evidence of your own. Your companion may make representations to us and ask questions but should not answer questions on your behalf. You may confer privately with your companion at any time during the hearing.
- 7.6 We may adjourn the disciplinary hearing if we need to carry out any further investigations such as re-interviewing witnesses in the light of any new points you have raised at the hearing. You will be given a reasonable opportunity to consider any new information obtained before the hearing is reconvened.
- 7.7 We will inform you in writing of our decision, usually within one calendar week of the hearing.

8. DISCIPLINARY ACTION AND DISMISSAL:

- 8.1 The usual penalties for poor attendance or misconduct are set out below. No penalty should be imposed without a hearing. We aim to treat all employees fairly and consistently, and a penalty imposed on another employee for similar misconduct will usually be taken into account but should not be treated as a precedent. Each case will be assessed on its own merits:
- (a) **Stage 1: First written warning.** Where there are no other active written warnings on your disciplinary record, you will usually receive a first written warning. It will usually remain active for six months.
 - (b) **Stage 2: Final written warning.** In case of further misconduct where there is an active first written warning on your record, you will usually receive a final written warning. This may also be used without a first written warning for serious cases of misconduct. The warning will usually remain active for 12 months.
 - (c) **Stage 3: Dismissal.** You may be dismissed for further misconduct where there is an active final written warning on your record, or for any act of gross misconduct regardless of whether there are active warnings on your record. Gross misconduct will

usually result in immediate dismissal without notice or payment in lieu of notice (summary dismissal). Examples of gross misconduct are given below (paragraph 12). You may also be dismissed without a warning for any act of misconduct or unsatisfactory performance during your probationary period.

- 8.2 We may consider other sanctions short of dismissal, including but not limited to demotion or redeployment to another role (where permitted by your employment contract), and/or extension of a final written warning with a further review period.

9. APPEALS:

- 9.1 You may appeal in writing within five working days of being told of the decision.
- 9.2 If you are appealing against dismissal, the date on which dismissal takes effect will not be delayed pending the outcome of the appeal. However, if your appeal is successful, you will be reinstated with no loss of continuity or pay.
- 9.3 If you raise any new matters in your appeal, we may need to carry out further investigation. If any new information comes to light, we will provide you with a summary including, where appropriate, copies of additional relevant documents and witness statements. You will have a reasonable opportunity to consider this information before the hearing.
- 9.4 We will give you written notice of the date, time and place of the appeal hearing. As detailed in paragraph 7.1, there may be circumstances in which it is appropriate for a hearing to be conducted remotely.
- 9.5 The appeal hearing will, where possible, be held by someone other than the person who held the original hearing. You may bring a colleague or trade union representative with you to the appeal hearing. As detailed in paragraph 7.1, there may be circumstances in which it is appropriate for a hearing to be conducted remotely.
- 9.6 The appeal hearing may be a complete re-hearing of the matter, or it may be a review of the fairness of the original decision in the light of the procedure that was followed and any new information that may have come to light. This will be at our discretion depending on the circumstances of your case. In any event, the appeal will be dealt with as impartially as possible.
- 9.7 We may adjourn the appeal hearing if we need to carry out any further investigations in the light of any new points you have raised at the hearing. You will be given a reasonable opportunity to consider any new information obtained before the hearing is reconvened.
- 9.8 Following the appeal hearing we may:
- (a) confirm the original decision;
 - (b) revoke the original decision; or

- (c) substitute a different penalty.

9.9 We will inform you in writing of our final decision as soon as possible, usually within one calendar week of the appeal hearing. There is no further right of appeal.

10. MISCONDUCT:

10.1 The following are examples of matters that will normally be regarded as misconduct and be dealt with under our Disciplinary Procedure:

- (a) Minor breaches of our policies, procedures or Code of Conduct.
- (b) Minor breaches of your contract.
- (c) Damage to, or unauthorised use of, our property.
- (d) Poor timekeeping.
- (e) Time wasting, including but not limited to when working from home or as part of a hybrid working arrangement.
- (f) Unauthorised absence from work.
- (g) Working from home contrary to the terms of your employment contract and without the prior approval of your Line Manager.
- (h) Refusal to follow instructions.
- (i) Excessive use of our telephones or other information and communication systems for personal calls and messages.
- (j) Excessive personal email or internet usage.
- (k) Failure to provide completed time sheets or comply with other instructions, whether in writing or otherwise, or requirements to account for your working time and activities, including but not limited to in respect of time spent working from home or as part of a hybrid working arrangement.
- (l) Failure to attend the workplace or other reasonably accessible location for meetings, training courses or other events when you would otherwise be working from home.
- (m) Obscene language or other offensive behaviour.
- (n) Negligence in the performance of your duties.
- (o) Smoking in no-smoking areas.
- (p) Failure to comply with any reasonable instructions or measures that we implement in response to an emergency or other critical situation.
- (q) Carrying unauthorised goods or passengers in our commercial vehicles or the use of our vehicles for personal gain.
- (r) If your work involves driving, failure to report immediately any type of driving conviction or summons which may lead to your conviction.

- (s) Failure to report any incident whilst driving our vehicles, whether or not personal injury or vehicle damage occurs.
- (t) Failure to report immediately, any damage to property or premises caused by you.
- (u) Use of our vehicles without approval or the private use of our commercial vehicles without authorisation.

This list is intended as a guide and is not exhaustive.

11. SERIOUS MISCONDUCT:

- 11.1 Where one of the unsatisfactory conduct or misconduct rules has been broken and if, upon investigation, it is shown to be due to your extreme carelessness or has a serious or substantial effect upon our operation or reputation; you may be issued with a final written warning in the first instance. You may receive a final written warning as the first course of action if in an alleged gross misconduct disciplinary matter, upon investigation, it is shown to have some level of mitigation and is treated as an offence just short of dismissal.

12. GROSS MISCONDUCT:

- 12.1 Gross misconduct will usually result in dismissal without warning, with no notice or payment in lieu of notice (summary dismissal).
- 12.2 Gross misconduct is a serious breach of contract and includes misconduct which, in our opinion, is likely to prejudice our business or reputation or irreparably damage the working relationship and trust between us. This may include misconduct committed outside of work. The following are examples of matters that are normally regarded as gross misconduct:
- (a) Theft or unauthorised removal of our property or the property of a colleague, contractor, customer or member of the public.
 - (b) Fraud, forgery or other dishonesty, including fabrication of expense claims and time sheets.
 - (c) Actual or threatened violence, or behaviour which provokes violence, and bullying.
 - (d) Deliberate damage to our buildings, fittings, property or equipment, or the property of a colleague, contractor, customer or member of the public.
 - (e) Serious misuse of our property or name.
 - (f) Deliberately accessing internet sites containing pornographic, offensive or obscene material.
 - (g) Repeated or serious failure to obey instructions, or any other serious act of insubordination.
 - (h) Unlawful discrimination, harassment or victimisation.
 - (i) Bringing the organisation into serious disrepute.
 - (j) Being under the influence of alcohol, illegal drugs or other substances during working hours.
 - (k) Causing loss, damage or injury through serious negligence.
 - (l) Serious or repeated breach of Health and Safety rules or serious misuse of safety equipment.

- (m) Making covert recordings of discussions or meetings in the workplace.
- (n) Unauthorised use or disclosure of confidential information or failure to ensure that confidential information in your possession is kept secure.
- (o) Accepting or offering a bribe or other secret payment or other breach of our Anti-corruption and Bribery Policy.
- (p) Accepting a gift from a customer, supplier, contractor or other third party in connection with your employment in breach of the Anti-corruption and Bribery Policy in this Staff Handbook.
- (q) Conviction for a criminal offence that in our opinion may affect our reputation or our relationships with our staff, customers or the public, or otherwise affects your suitability to continue to work for us.
- (r) Possession, use, supply or attempted supply of illegal drugs.
- (s) Serious neglect of duties, or a serious or deliberate breach of your contract or our policies, procedures or Code of Conduct.
- (t) Repeatedly working from home contrary to the terms of your employment contract and without the prior approval of Line Manager/Supervisor.
- (u) Knowing breach of statutory rules affecting your work.
- (v) Unauthorised use, processing or disclosure of personal data contrary to our Data Protection Policy.
- (w) Harassment or victimisation of, or discrimination against, employees, workers, contractors, clients or members of the public, related to sex, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, disability, religion or belief or age contrary to our Diversity, Equality and Inclusion Policy, our Sexual Harassment Policy or Anti-harassment and Bullying Policy.
- (x) Refusal to disclose any of the information required by your employment or any other information that may have a bearing on the performance of your duties.
- (y) Giving false information as to qualifications or entitlement to work (including immigration status) in order to gain employment or other benefits.
- (z) Repeatedly or seriously failing to comply with any reasonable instructions or measures that we implement in response to an emergency or other critical situation.
- (aa) Failing to work your contractual hours while working from home or as part of a hybrid working arrangement or giving false or misleading information relating to your hours of work and activities while working from home.
- (bb) Knowingly taking parental, shared parental, paternity or Adoption Leave when not eligible to do so or for a purpose other than supporting a child.
- (cc) Making a disclosure of false or misleading information under our Whistleblowing Policy maliciously, for personal gain, or otherwise in bad faith.
- (dd) Making untrue allegations in bad faith against a colleague.
- (ee) Victimising a colleague who has raised concerns, made a complaint or given evidence or information under our Whistleblowing Policy, Anti-corruption and Bribery Policy, Sexual

Harassment Policy, Anti-harassment and Bullying Policy, Grievance Procedure, Disciplinary Procedure or otherwise.

- (ff) Serious misuse of our information technology systems.
- (gg) Undertaking unauthorised paid or unpaid work during your working hours with us or on Company premises without express permission.
- (hh) Unauthorised entry into an area of the premises to which access is prohibited.
- (ii) Working in competition with the Company.

12.3 This list is intended as a guide and is not exhaustive.

CAPABILITY - PERFORMANCE

- 1.1 This policy outlines the statutory rights and responsibilities of employees who are being taken through processes for under performance. This policy is intended to outline the process for dealing with under performance and to encourage improvement where necessary.
- 1.2 Minor performance issues can usually be resolved informally with your Line Manager. This procedure sets out formal steps to be taken if performance issues are more serious or cannot be resolved informally.

2. CAPABILITY - PERFORMANCE RIGHTS:

- 2.1 All Capability - Performance rights and processes will follow the Government and ACAS guidelines that are in place at that time. Please see the Government website and the ACAS Code of Practice for further detail.

3. COMPCO CAPABILITY - PERFORMANCE PROCESSES:

- 3.1 Minor attendance or conduct issues can usually be resolved informally with your Line Manager. These discussions should be held in private and without undue delay whenever there is cause for concern. Where appropriate, a note of an informal discussion may be placed on your personnel file.
- 3.2 Consideration will be given to whether poor performance may be related to a disability and, if so, whether there are reasonable adjustments that could be made to your working arrangements, for instance providing additional equipment or training.
- 3.3 If you wish to discuss any disability that may be affecting your performance at work or inform us of any medical condition you consider relevant, contact the HR Department.

4. CONFIDENTIALITY:

- 4.1 Our aim is to deal with performance matters sensitively and with respect for the privacy of any individuals involved. All employees must treat as confidential any information communicated to them in connection with a matter which is subject to this Capability procedure.
- 4.2 You, and anyone accompanying you (including witnesses), must not make electronic recordings of any meetings or hearings conducted under this procedure, whether these meetings or hearings are conducted in person, by telephone, or using remote working platforms or technologies.
- 4.3 You will normally be told the names of any witnesses whose evidence is relevant to your capability hearing, unless the witness wishes to remain anonymous.

5. PROCEDURE:

- 5.1 Before any hearing is held under this procedure, the matter will usually be handled informally between you and your Line Manager in order to ensure there is clarity with regards to the standards expected, identify any areas of concern, to understand if any training is required and to set targets for improvement and a timescale for review. Where appropriate, a note of any informal discussion held may be placed on your personnel file for reference. The note will be ignored for the purposes of any future Capability hearings. In the event that the matter cannot be resolved informally or is deemed too serious for an informal approach to be applied, the Company will proceed with a formal process.
- 5.2 Employees will not normally be dismissed for performance reasons without previous warnings. However, in serious cases of gross negligence, or in any case involving an employee who has not yet completed their probationary period, dismissal without previous warnings may be appropriate.
- 5.3 If we have concerns about your performance, we will undertake an assessment or investigation to decide if there are grounds for taking formal action under this procedure. The procedure involved will depend on the circumstances but may involve reviewing your personnel file (including any appraisal or other performance records), gathering any relevant documents or other evidence, monitoring your work and, if appropriate, interviewing you and/or other individuals confidentially regarding your work and performance.

6. THE HEARING:

- 6.1 If we consider that there are grounds for taking formal action over alleged poor performance, you will be required to attend a Capability hearing. We will notify you in writing of our concerns regarding your performance, the reasons for those concerns, and the likely outcome if we decide after the hearing that your performance has been unsatisfactory. We will also any relevant documentation and supporting evidence.
- 6.2 We will give you written notice of the date, time and place of the Capability hearing. You will be given a minimum of 48 hours notice in order to prepare your case based on the information we have given to you. If there are reasons for conducting any hearing remotely (for example, by using remote working platforms or technologies), we will provide these reasons to you and notify you of the relevant arrangements and instructions for joining the hearing. If you have any questions regarding how to join the hearing remotely, you should let us know a minimum of 24 hours before the hearing date. We recognise that, in some cases, the use of remote working platforms or technologies may not be appropriate (for example, where an employee has a hearing condition or does not have access to relevant equipment or software). In these cases, the hearing will take place in person where possible.
- 6.3 An appropriate Manager will conduct the meeting with HR in attendance as note taker.

- 6.4 You may be accompanied at the hearing by a trade union representative or a colleague, who will be allowed reasonable paid time off to attend the hearing as your companion. You must tell the Manager chairing the hearing who your chosen companion is a minimum of 24 hours before the hearing.
- 6.5 If you or your companion cannot attend the hearing, you should inform us immediately and we will usually arrange an alternative time for the hearing to take place. You must make every effort to attend the hearing, and failure to attend without good reason may be treated as misconduct. If you fail to attend without good reason, or are persistently unable to do so, we may have to take a decision based on the available evidence including any written representations you have made.
- 6.6 We may, at our discretion, allow you to bring a companion who is not a colleague or union representative (for example, a member of your family) where this will help to overcome any disability-related disadvantage, or where you have difficulty understanding English.
- 6.7 A Capability hearing will usually cover the following:
- (a) Setting out the required standards that we believe you may have failed to meet and going through any relevant evidence that we have gathered.
 - (b) Allowing you to ask questions, present evidence, call witnesses, respond to evidence and make representations.
 - (c) Establishing the likely causes of your poor performance, including any reasons why any measures taken so far have not led to the required improvement.
 - (d) Identifying whether there are further measures, such as additional training or supervision, which may improve your performance.
 - (e) Where appropriate, discussing targets for improvement and a timescale for review.
 - (f) If dismissal is a possibility, establishing whether there is any likelihood of a significant improvement being made within a reasonable timeframe and whether there is any practical alternative to dismissal (such as redeployment).
- 6.8 A hearing may be adjourned if we need to gather any additional information or further consider matters discussed at the hearing. You will be given a reasonable opportunity to consider any new information obtained before the hearing is reconvened.
- 6.9 We will inform you in writing of our decision and our reasons for it, as soon as possible after the Capability hearing.

7. STAGE 1 HEARING: FIRST CAPABILITY IMPROVEMENT NOTICE:

- 7.1 Following a Stage 1 Capability hearing, if we decide that your performance is unsatisfactory, we will give you a First Capability Improvement Notice, setting out:

- (a) The areas in which you have not met the required performance standards.

- (b) Targets for improvement.
- (c) Any measures, such as additional training or supervision, which will be taken with a view to improving your performance.
- (d) A period for review.
- (e) The consequences of failing to improve within the review period, or of further unsatisfactory performance.

7.2 The First Capability Improvement Notice will normally remain active for 12 months. After the active period, the warning will remain permanently on your personnel file but will be disregarded in deciding the outcome of any future Capability proceedings.

7.3 Your performance will be monitored during the review period. The following are potential outcomes after a Stage 1 Capability hearing:

- (a) if your Line Manager is satisfied with your performance, no further action will be taken;
- (b) if your Line Manager is not satisfied, the matter may be progressed to a Stage 2 capability hearing; or
- (c) if your Line Manager feels that there has been a substantial but insufficient improvement, the review period may be extended.

8. STAGE 2 HEARING: FINAL CAPABILITY IMPROVEMENT NOTICE:

8.1 If your performance does not improve within the review period set out in a First Capability Improvement Notice, or if there is further evidence of poor performance while your First Capability Improvement Notice is still active, we may decide to hold a Stage 2 Capability hearing.

8.2 Following a Stage 2 Capability hearing, if we decide that your performance is unsatisfactory, we will give you a Final Capability Improvement Notice setting out:

- (a) the areas in which you have not met the required performance standards;
- (b) targets for improvement;
- (c) any measures, such as additional training or supervision, which will be taken with a view to improving your performance;
- (d) a period for review; and
- (e) the consequences of failing to improve within the review period, or of further unsatisfactory performance.

8.3 A Final Capability Improvement Notice will normally remain active for 12 months. After the active period, the warning will remain permanently on your personnel file but will be disregarded in deciding the outcome of future Capability proceedings.

- 8.4 Your performance will be monitored during the review period, and we will write to inform you of the outcome. The following are potential outcomes after a Stage 2 Capability hearing:
- (a) if your Line Manager is satisfied with your performance, no further action will be taken;
 - (b) if your Line Manager is not satisfied, the matter may be progressed to a Stage 3 capability hearing; or
 - (c) if your Line Manager feels that there has been a substantial but insufficient improvement, the review period may be extended.

9. STAGE 3 HEARING: DISMISSAL OR REDEPLOYMENT:

- 9.1 We may decide to hold a Stage 3 Capability hearing if we have reason to believe:
- (a) your performance has not improved sufficiently within the review period set out in a Final Capability Improvement Notice;
 - (b) your performance is unsatisfactory while a Final Capability Improvement Notice is still active; or
 - (c) your performance has been grossly negligent such as to warrant dismissal without the need for a Final Capability Improvement Notice.
- 9.2 Following the hearing, if we find that your performance is unsatisfactory, we may consider a range of options including:
- (a) dismissing you;
 - (b) redeploying you into another suitable job at the same or (if your employment contract permits) a lower grade including a transfer;
 - (c) extending an active Final Capability Improvement Notice and setting a further review period (in exceptional cases where we believe a substantial improvement is likely within the review period); or
 - (d) giving a Final Capability Improvement Notice (where no final written warning is currently active).
- 9.3 Dismissal will normally be with full notice or payment in lieu of notice, unless your performance has been so negligent as to amount to gross misconduct, in which case we may dismiss you without notice or any pay in lieu.

10. APPEALS AGAINST ACTION FOR POOR PERFORMANCE:

- 10.1 Where you are dissatisfied with any decision made under this procedure, you have the right to appeal and this should be submitted in writing to the HR department within 5 working days of the decision setting out the reasons for the appeal.
- 10.2 If you are appealing against dismissal, the date on which dismissal takes effect will not be delayed pending the outcome of the appeal. However, if your appeal is successful, you will be reinstated with no loss of continuity or pay.

- 10.3 If you raise any new matters in your appeal, we may need to carry out further investigation. If any new information comes to light, we will provide you with a summary including, where appropriate, copies of additional relevant documents and witness statements. You will have a reasonable opportunity to consider this information before the appeal hearing.
- 10.4 We will give you written notice of the date, time and place of the appeal hearing. As detailed in paragraph 6.2, there may be circumstances in which it is appropriate for a hearing to be conducted remotely.
- 10.5 Where practicable, an appeal meeting will be held by a Manager more senior in the organisation than the Manager who carried out the dismissal.
- 10.6 We will give you written notice of the date, time and place of the appeal meeting.
- 10.7 The appeal hearing may be a complete re-hearing of the matter or it may be a review of the fairness of the original decision in the light of the procedure that was followed and any new information that may have come to light. This will be at our discretion depending on the circumstances of your case. In any event, the appeal will be dealt with as impartially as possible.
- 10.8 The appropriate Manager will conduct the meeting with HR in attendance as note taker. The employee is entitled to be accompanied at the meeting by a trade union representative or colleague. This meeting will take place no more than a week after the appeal has been received which may be held after the dismissal decision has taken effect. In the event you fail to attend without good reason or repeatedly do not attend the meeting, a decision may be taken in your absence based on the available evidence including any written representations you have made.
- 10.9 A hearing may be adjourned if we need to gather any additional information or further consider matters discussed at the hearing. You will be given a reasonable opportunity to consider any new information obtained before the hearing is reconvened.
- 10.10 Following the appeal hearing we may:
- (a) confirm the original decision;
 - (b) revoke the original decision; or
 - (c) substitute a different penalty.
- 10.11 The outcome of the appeal will be given in writing within one week following the meeting. The decision is final and there will be no further right of appeal.
- 10.12 In the event the employee can continue to work within the agreed conditions, then the formal Capability process will be considered concluded and the employee's performance will be monitored as per Company standard.

CAPABILITY - LONG TERM SICKNESS:

- 1.1 This policy outlines the statutory rights and responsibilities of employees who are being taken through processes for long term sickness due to ill health.

2 CAPABILITY – LONG TERM SICKNESS RIGHTS:

- 2.1 All Capability – Long Term Sickness rights and processes will follow the Government and ACAS guidelines that are in place at that time. Please see the Government website and the ACAS Code of Practice for further detail.

3 COMPCO CAPABILITY – LONG TERM SICKNESS PROCESSES:

- 3.1 In the event an employee has been on long term sickness (4 working weeks), informal discussions will be held between the Line Manager and HR in order to identify solutions to reintroduce the employee back into the workplace. This may include the employee being referred to Occupational Health to obtain a medical report, where appropriate.
- 3.2 If based on ongoing findings there are grounds for the matter to be dealt with on a formal basis, then a Capability Hearing will be arranged in order to discuss their likelihood of returning to work. The employee will be given written notice of the hearing as well as all supporting evidence. The appropriate Manager will conduct the hearing with HR in attendance as note taker. The employee is entitled to be accompanied at the hearing by a colleague or trade union representative.
- 3.3 We may, at our discretion, allow you to bring a companion who is not a colleague or union representative (for example, a member of your family) where this will help to overcome any disability-related disadvantage, or where you have difficulty understanding English.
- 3.4 In the event the employee fails to attend without good reason or repeatedly does not attend the hearing, a decision may be taken in their absence based on the available evidence including any written representations they have made. The hearing will cover the length of the absence and how long it is likely to last, the reasons for it and the Occupational Health report. The contracted duties, any reasonable adjustments for example a phased return, plus alternative vacancies will all be discussed. If the illness causes a disability that affects the return to work, the Company will make every effort to make reasonable adjustments, however, this will be subject to what is medically required by the employee.
- 3.5 Depending on matters discussed at the first stage of this procedure, a further meeting will be held. The employee will be given written notice of the hearing as well as all supporting evidence. The appropriate Manager will conduct the hearing with HR in attendance as note taker. The employee is entitled to be accompanied at the hearing by a colleague or trade union representative.

- 3.6 We may, at our discretion, allow you to bring a companion who is not a colleague or union representative (for example, a member of your family) where this will help to overcome any disability-related disadvantage, or where you have difficulty understanding English.
- 3.7 In the event the employee fails to attend without good reason or repeatedly does not attend the hearing, a decision may be taken in their absence based on the available evidence including any written representations they have made. The hearing will further cover the points raised in the previous hearing and request for updates to the condition, if applicable, or medical appointments. Discussions will be held regarding any solutions either party could find in order for the employee to return to the workplace safely.
- 3.8 Depending on matters discussed at the first and second stage of this procedure, a further meeting will be held. This hearing is anticipated to be the final hearing. The employee will be given written notice of the hearing as well as all supporting evidence. The appropriate Manager will conduct the hearing with HR in attendance as note taker. The employee is entitled to be accompanied at the hearing by a colleague or trade union representative.
- 3.9 We may, at our discretion, allow you to bring a companion who is not a colleague or union representative (for example, a member of your family) where this will help to overcome any disability-related disadvantage, or where you have difficulty understanding English.
- 3.10 In the event the employee fails to attend without good reason or repeatedly does not attend the hearing, a decision may be taken in their absence based on the available evidence including any written representations they have made. The hearing will further cover the points raised in the previous hearing and to have one final opportunity to conclude if the employee is capable to return to their contracted role. The hearing will consider whether there have been any changes since the last meeting under stage two of the procedure, either as regards to the employee's possible return to work or opportunities for return, or alternatively, to consider the possible termination of the employee's employment. An adjournment will follow this meeting whereby the Line Manager will make their decision.
- 3.11 After all other avenues have been explored and there is no likelihood of returning to the workplace in the near future either in their contracted role or through any appropriate reasonable adjustments, then the Manager may decide to dismiss the employee on the grounds of Capability – ill health. The employee will be informed of the reason for the dismissal, the effective date and the right to appeal. This content will be confirmed in writing. Termination will normally be with full notice or payment in lieu of notice.
- 3.12 Where the employee is dissatisfied with the decision, they have the right to appeal and this should be submitted in writing to the HR department within 5 working days of the decision setting out the reasons for the appeal. An appeal meeting will be held by a more senior Manager in the organisation than the Manager who carried out the dismissal. The employee will be given written notice of the meeting. The appropriate Manager will conduct the meeting with HR in attendance as note taker. The employee is entitled to be accompanied at the meeting by a colleague or trade union representative. Depending on the circumstances, an appeal meeting

may be a complete rehearing of the matter or a review of the original decision. This meeting will take place no more than a week after the appeal has been received which may be held after the dismissal decision has taken effect. The date that any dismissal takes effect will not be delayed pending the outcome of an appeal. However, if the appeal is successful, the decision to dismiss will be revoked with no loss of continuity or pay. In the event the employee fails to attend without good reason or repeatedly does not attend the meeting, a decision may be taken in their absence based on the available evidence including any written representations they have made. The outcome of the appeal will be given in writing within one week following the meeting. The decision is final.

- 3.13 In the event the employee can return to work within agreed conditions, then the formal Capability process will be considered concluded and the employee's health and performance will be monitored as per Company standard.

GRIEVANCE POLICY – RL2

1. ABOUT THIS POLICY:

- 1.1 This policy outlines the legal rights and responsibilities in the event a Grievance is raised by an employee. Most Grievances can be resolved quickly and informally through discussion with your Line Manager. If this does not resolve the problem, you should initiate the formal procedure set out below.

2. GRIEVANCE RIGHTS:

- 2.1 All Grievance rights and procedures will follow the Government and ACAS guidelines that are in place at that time. Please see the Government website and the ACAS Code of Practice for further detail.

3. COMPCO GRIEVANCE PROCESSES:

3.1 NOTIFICATION:

- 3.2 You should put your Grievance in writing and submit it to the person specified in your contract of employment. If your Grievance concerns the person specified in your contract of employment, you may submit it to the HR department.
- 3.3 The written Grievance should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved so that we can investigate it.

4. MEETING:

- 4.1 We will arrange a Grievance meeting, normally within one week of receiving your written Grievance. You should make every effort to attend.
- 4.2 You may bring a companion to the Grievance meeting if you make a reasonable request in advance and tell us the name of your chosen companion. The companion may be either a trade union representative or a colleague, who will be allowed to act as your companion in the meeting on full pay.
- 4.3 If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will try, within reason, to agree an alternative time.
- 4.4 We may reconvene the meeting if necessary following further investigations.
- 4.5 We will write to you, usually within ten working days of the last Grievance meeting, to confirm our decision and notify you of any further action that we intend to take to resolve the Grievance. We will also advise you of your right of appeal.

5. APPEALS:

- 5.1 If the Grievance has not been resolved to your satisfaction you may appeal in writing to the person named in the decision letter, stating your full grounds of appeal, within five working days of the date on which the decision was sent or given to you.
- 5.2 We will hold an Appeal meeting, normally within two weeks of receiving the appeal. This will be dealt with impartially by a more senior Manager who has not previously been involved in the case. You will have a right to bring a companion.
- 5.3 We will confirm our final decision in writing, usually within ten working days of the Appeal hearing. There is no further right of appeal.

PERSONAL RELATIONSHIPS AT WORK POLICY – RL3

1. ABOUT THIS POLICY:

- 1.1 We understand that many people meet their partners at work and that personal relationships between staff are inevitable. The purpose of this policy is to govern personal relationships in the workplace while respecting the right of all our staff to a private life. This policy does not prohibit staff from having a personal relationship with a work colleague but instead sets out guidelines for conduct within the workplace and provides a framework for Managers to deal with personal relationships which may affect the business.

2. DEFINITION OF PERSONAL RELATIONSHIP:

- 2.1 When we use the phrase "personal relationship" in this policy we mean any emotional or romantic relationship which goes beyond the normally accepted boundaries of the professional sphere between colleagues. This will include formal, family relationships (for example, where people are married or living together). It will also include less formal situations (for example, where the parties consider that they are "seeing each other" or "going out together").
- 2.2 This definition is not intended to be exhaustive. Given the sensitive nature of personal relationships, all staff are required to use common sense in assessing whether or not this policy is relevant to them. If any person is unsure whether this policy applies to their circumstances, they should speak to the HR Department in confidence about their situation.
- 2.3 This definition includes all personal relationships between any member of staff, regardless of whether those involved work in the same team, department, division or office, or at the same site. It also includes relationships with a client, customer, supplier, agency worker or contractor.

3. PURPOSE OF THIS POLICY:

- 3.1 In many cases a personal relationship between staff will not interfere with work. However, sometimes a personal relationship will be or become problematic because it adversely impacts on other colleagues or negatively affects business efficiency. Personal relationships can be particularly problematic where they involve members of the same team or are between a supervisor or Manager and subordinate.
- 3.2 This means that personal relationships are potentially a legitimate management concern. In issuing this policy, we seek to address the following, non-exhaustive, issues which may arise where there is a personal relationship:
- Lack of transparency in relation to workplace matters.
 - Risks to the confidentiality of business information.
 - Legal risks regarding discrimination and harassment.

- Potential conflicts of interest of those involved in personal relationships.
- Actual or perceived bias regarding recruitment, promotion, rostering, annual leave allocation, appraisals, discipline and grievance and other operational matters where staff in a personal relationship are also in a direct reporting or subordinate relationship.
- Potential for negative effect on general public perception of fairness, objectivity and impartiality.
- Embarrassment of other staff.
- Fear of favouritism by other colleagues.
- General adverse impact on team dynamics and reduction in team morale.
- Outputs may be disrupted in the event of relationship breakdown.
- Impact on the HR Department or Management resources and increased legal risks in the event of relationship breakdown.

4. MANAGEMENT GUIDELINES:

- 4.1 Where a Manager becomes aware that a member of their team is in a personal relationship with a colleague, they are required to treat this sensitively and, as far as possible, in confidence.
- 4.2 Most personal relationships should not have a significant impact on the workplace or efficiency of work. However, Managers need to recognise their responsibility to all team members and to the needs of the business.
- 4.3 No action should be taken simply because a staff member is in a personal relationship with a colleague. Only if there is an issue or risk as outlined above should action be considered.
- 4.4 Managers will know that they must not discriminate against staff on various protected grounds. They should particularly consider the characteristics of sex, sexual orientation and age before taking any action as a result of a personal relationship. For example, it should not be assumed that the more junior person in a couple will be transferred out of a team, as this could be indirectly discriminatory.
- 4.5 Managers should be aware that conduct directed towards a colleague for personal reasons may be unwanted and that, in some circumstances, this could amount to unlawful harassment for which the employer could be liable. We will take any Grievances (formal or informal) very seriously and investigate these without delay. Managers should escalate any complaints of this nature to the HR Department as soon as possible.
- 4.6 Any information regarding personal relationships is confidential and likely to be protected under data protection laws. Managers are reminded about their data protection obligations under the law and our Data Protection Policy, including ensuring the security of such information.

- 4.7 Managers are also reminded that we have a duty to protect the Health and Safety of our staff and that this includes mental health. If a Manager has concerns regarding the health impact of a personal relationship on a member of staff they should bring this to the attention of the HR Department without delay.
- 4.8 Given the highly sensitive nature of personal relationships, Managers should seek the assistance of the HR Department before dealing with any issues which may arise. They should also ensure that a formal note is taken of any meetings to discuss personal relationships.

5. CONDUCT OF THOSE IN PERSONAL RELATIONSHIPS:

- 5.1 Any members of staff who are in a personal relationship are expected to conduct themselves in a professional manner at work at all times in respect of such relationship. This means being considerate of the feelings of their other colleagues in their day-to-day dealings and being discreet in any discussions regarding their private life within the workplace. Public displays of affection are inappropriate in the work sphere.
- 5.2 Our equipment and resources are provided for work purposes only. Any inappropriate use in furtherance of a personal relationship will be treated as a disciplinary matter.
- 5.3 Our confidentiality rules continue to apply regardless of any personal relationship. Staff must ensure that they protect all confidential and commercially sensitive information from unauthorised disclosure.
- 5.4 Where the personal relationship involves those in a direct or indirect reporting line or in Manager/subordinate roles, both parties are required to disclose this by informing the HR Department, in confidence, as soon as reasonably practicable. While there is no formal requirement for staff who are not also in a Manager/subordinate relationship to disclose any personal relationship, they should consider whether it may be appropriate to inform their Line Manager in any event or whether, having regard to their general duties of good faith towards their employer, they do so in relevant circumstances. For example, if there is a risk of a conflict of interest or perceived conflict of interest arising.
- 5.5 As a matter of policy, colleagues who are in a personal relationship should not also be in Manager/subordinate roles in the workplace. Where such a personal relationship arises, both parties are required to inform the HR Department, in confidence, as soon as reasonably practicable. We will then liaise with those involved to agree a plan to minimise the impact of the personal relationship on the business. This is likely to involve transferring one or both of the partners from their current role. This will only be done with the agreement of those affected. If this is not possible for operational reasons, then we will consider putting in place appropriate safeguards to ensure transparency and fairness.
- 5.6 Failure to disclose a personal relationship as required by this policy or if you are found to be having or have had a relationship at work and you are found to have afforded more or less favourably treatment to the other employee because of this relationship, or you have

exercised undue influence over a client, customer, supplier or contractor, will be treated as a disciplinary matter and, subject to investigation, could result in disciplinary action, up to and including dismissal.

6. DISCRIMINATION, HARASSMENT AND OTHER POLICIES:

- 6.1 All staff are reminded that they are subject to our policies on equality and diversity, discrimination and harassment, confidentiality and data protection and that breach of these policies may result in disciplinary action, up to and including dismissal.
- 6.2 We are committed to providing a workplace which is fair and equal. Nobody will be disadvantaged, discriminated against or otherwise subjected to a detriment because they are in a personal relationship. Any member of staff who has concerns about their treatment should raise this informally with their Line Manager in the first instance (if appropriate), or otherwise use the formal Grievance procedure.
- 6.3 We will not tolerate any form of harassment of our staff and will take any allegations extremely seriously. Staff are reminded to consider their legal obligations towards colleagues. These may be especially pertinent at the beginning or end of a relationship, when professionalism and discretion will be particularly important.

COMPANY EVENTS POLICY – RL4

1. ABOUT THIS POLICY:

- 1.1 Compco Fire Systems acknowledges that employees will be invited to attend work related events from time to time.
- 1.2 Formal Company events may be organised by the Company and include the annual Christmas party, business trips, training courses, business lunches or any event where you are representing the Company. Informal Company events are arranged informally by employees such as drinks after work. Both types of events can constitute an extension of the workplace.
- 1.3 The purpose of this policy is to ensure that staff are aware of the minimum standards of behaviour that are required of them when attending any such event.
- 1.4 This policy does not form part of any employee's contract of employment and we may amend it at any time.
- 1.5 If you are attending a Company event, whether arranged by the Company or otherwise, you must comply with the following:
 - 1.5.1 Whilst the Company appreciates that alcohol may be served at formal Company event, you are expected to drink within moderation and behave responsibly. Any agreement by the Company to provide alcohol at an event is not an invitation to drink excessively or behave inappropriately.
 - 1.5.2 You must not say or do anything which could in any way bring the Company into disrepute.
 - 1.5.3 You must not do anything that breaches the Company's Anti-Bullying and Harassment Policy, Sexual Harassment Policy, Diversity, Equality and Inclusion Policy, Alcohol & Drugs Policy or Anti-Corruption and Bribery Policy.
 - 1.5.4 You must not put the health, welfare and safety of other employees at risk as a result of your behaviour under the influence of alcohol or illegal drugs.
 - 1.5.5 You must not use, sell or distribute illegal drugs or substances.
 - 1.5.6 You must not drink and drive or drive under the influence of illegal drugs.
 - 1.5.7 Complaints about staff conduct brought to the Company's attention either by other employees or by anyone to whom this policy applies, or by the owners or managers of any venue where the Company event was held, will be fully investigated and may result in disciplinary action.

1.5.8 You are expected to attend work in a fit state to perform your role on the day after the Company event (if this is a normal workday) unless this has been previously approved by your Line Manager. Any unauthorised absence will be investigated and may result in disciplinary action.

1.5.9 Compco Fire and our Clients reserve the right to use any photographs taken either during these events or in the working environment, for the purposes of advertising and promoting Compco Fire and its business. Employees that do not wish to comply with this policy must notify our Content Creator within 5 days of the event. All photographs are copywritten and remain the property of Compco Fire.

2. INFORMAL EVENTS ORGANISED BY EMPLOYEES:

2.1 In addition to the rules set out in clause 2, the following rules apply to informal events after work, which may also be classed as work related functions, Examples include after-work drinks, team dinners, birthday celebrations and similar gatherings.

2.2 Although informal events are not Company sponsored, employees are reminded that they are representatives of the Company and should maintain professional behaviour at all times.

2.3 If alcohol is consumed, employees are encouraged to drink responsibly.

2.4 Staff are encouraged to prioritise their safety and that of their colleagues

2.5 You are reminded that you should be as inclusive as possible in extending invitations to colleagues. Excluding colleagues on grounds of age, sex, race, disability, religion or belief, gender reassignment, marital or civil partner status, pregnancy or maternity or sexual orientation may be discriminatory. Complaints by employees about exclusion from after work events will be investigated and may result in disciplinary action.

3. HOW TO RAISE CONCERNS:

3.1 If you experience or witness any behaviour which breaches this policy, you should speak to your Line Manager or the HR Department.

3.2 If informal steps are not appropriate, or have not been successful, you should raise the matter formally under our Grievance Procedure. We will investigate complaints in a timely and confidential manner.

4. PROTECTION AND SUPPORT FOR THOSE INVOLVED:

4.1 Staff who make complaints, report that they have witnessed wrongdoing or any behaviour in breach of this policy, or who participate in good faith in any investigation must not suffer any form of retaliation or victimisation as a result. Anyone found to have retaliated against or

victimised someone in this way will be subject to disciplinary action under our Disciplinary Procedure.

5. BREACH OF THIS POLICY:

- 5.1 Any employee who breaches this policy will face disciplinary action, which could result in dismissal for gross misconduct. Any non-employee who breaches this policy may have their contract terminated with immediate effect.

6. RECORD-KEEPING:

- 6.1 Information about a complaint by or about an employee may be placed on the employee's personnel file, along with a record of the outcome and of any notes or other documents compiled during the process. These will be processed in accordance with our Data Protection Policy.

STRESS AND MENTAL WELLBEING AT WORK POLICY – RL5

1. ABOUT THIS POLICY:

- 1.1 The policy outlines the statutory rights and responsibilities for all employees with regards to the protection of their mental wellbeing. We are committed to protecting the health, safety and wellbeing of our staff. We recognise the importance of identifying and tackling the causes of work-related stress. We also recognise that personal stress, while unrelated to the workplace, can adversely affect the wellbeing of staff at work.
- 1.2 Any information you provide to us about your health will be processed in accordance with our Data Protection Policy. We recognise that such data is sensitive and will handle it in a confidential manner.

2. STRESS AND MENTAL WELLBEING AT WORK RIGHTS:

- 2.1 All Stress and Mental Wellbeing at Work rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO STRESS AND MENTAL WELLBEING AT WORK PROCESSES:

- 3.1 Stress is the adverse reaction people have to excessive pressures or demands placed on them. Stress is not an illness but, sustained over a period of time, it can lead to mental and/or physical illness.
- 3.2 Mental health is a term to describe our emotional, psychological and social wellbeing; it affects how we think, feel and act and how we cope with the normal pressures of everyday life. Positive mental health is rarely an absolute state since factors inside and outside work affect mental health, meaning that we move on a spectrum that ranges from being in good to poor mental health.
- 3.3 There is an important distinction between working under pressure and experiencing stress. Certain levels of pressure are acceptable and normal in every job. They can improve performance, enable individuals to meet their full potential and provide a sense of achievement and job satisfaction. However, when pressure becomes excessive it produces stress and undermines mental health.
- 3.4 Pressures outside the workplace, whether the result of unexpected or traumatic events such as accidents, illness, bereavement, family breakdown or financial worries, can result in stress and poor mental health. They can also compound normal workplace pressures.
- 3.5 We recognise that individuals react to similar situations in different ways and that what triggers stress and poor mental health varies from person to person.

4. OUR APPROACH TO MENTAL WELLBEING IN THE WORKPLACE:

- 4.1 We will:
- (a) Promote a culture of open communication
 - (b) Ensure that in any workplace reorganisation or change management processes are designed to minimise uncertainty and stress as much as possible.
 - (c) Provide support services such as Occupational Health, an Employee Assistance Programme and Mental Health First Aiders for staff affected by or absent by reason of stress.

5. SUPPORTING THE IMPLEMENTATION OF THIS POLICY:

- 5.1 All staff should ensure that they are familiar with the Government guidelines and act in accordance with its aims and objectives. Staff should plan and organise their work to meet personal and organisational objectives and co-operate with support, advice and guidance that may be offered by Line Managers or the HR Department. Anyone who experiences, or is aware of a situation that may result in work-related stress or undermine mental wellbeing at work, should speak to a Manager or a Mental Health First Aider.
- 5.2 We have appointed a number of mental health first aiders who can be contacted by any member of staff experiencing a mental health issue or emotional distress. Mental health first-aiders can discuss your concerns and provide details of available support. Details of mental health first aiders are available on Company notice boards.
- 5.3 Help and information can also be obtained from Mind or the Samaritans.
- 5.4 If any member of staff is considered by their Line Manager or colleagues to be at serious risk of self-harm, or of harming others, action must be taken straight away. The matter should be referred to the HR Department who will seek medical advice from Occupational Health if that is reasonably practicable. Every effort will be made to contact any person nominated by the member of staff as an emergency contact. Where necessary the emergency services will be called. The wellbeing of the member of staff and those around them will always be our first concern.

6. ADDRESSING WORK-RELATED STRESS:

- 6.1 If you believe you are suffering from work-related stress you should discuss this with your Line Manager in the first instance. If you feel unable to do so you should contact a Mental Health First Aider or the HR Department. You should also access all available support services.

7. ABSENCE DUE TO STRESS OR MENTAL ILL HEALTH:

- 7.1 If you are absent due to work-related stress or mental ill health, you should follow the Sickness Absence Reporting Procedure contained in your Terms and Conditions.

8. CONFIDENTIALITY:

- 8.1 Information about stress, mental health and mental wellbeing is highly sensitive. Every member of staff is responsible for observing the high level of confidentiality that is required when dealing with information about stress or mental health whether they are supporting a colleague or because they are otherwise involved in the operation of a workplace policy or procedure.
- 8.2 Breach of confidentiality may give rise to disciplinary action.
- 8.3 However, there are occasions when information about stress or mental wellbeing needs to be shared with third parties. For example:
- (a) Where medical advice is required on how to support a member of staff, address issues raised by work-related stress or address issues raised by mental ill health.
 - (b) Where allegations of harassment, bullying or other misconduct require a disciplinary investigation or proceedings to take place.
 - (c) Where a member of staff presents an immediate danger to themselves or others.

MENOPAUSE POLICY – RL6

1. ABOUT THIS POLICY:

- 1.1 We are committed to supporting staff affected by the menopause. We recognise that many members of staff will experience the menopause and that, for some, menopause will have an adverse impact on their working lives.
- 1.2 The purpose of this policy is to:
 - (a) raise awareness of menopause and its impact in the workplace;
 - (b) encourage open conversations between Line Managers and staff; and
 - (c) direct staff to relevant advice and assistance.
- 1.3 Any information you provide to us about your health will be processed in accordance with our Data Protection Policy. We recognise that this data is sensitive and will handle it in a confidential manner.

2. WHAT IS MENOPAUSE:

- 2.1 According to the NHS, menopause occurs when periods have stopped for over 12 months due to lower hormone levels.
- 2.2 Most women will experience menopause at some point during their life. Menopause can also impact people who may not identify as female, such as trans and non-binary people.
- 2.3 Most of those who experience menopause will do so between the ages of 45 and 55. However, some start experiencing symptoms much earlier. Often, symptoms last between four to eight years, but they can continue for longer.
- 2.4 Symptoms can be psychological (such as anxiety, mood swings and problems with memory and concentration) or physical (such as hot flushes, sleep disturbance and headaches).
- 2.5 The majority of those going through menopause will experience some symptoms, although everyone is different and symptoms can fluctuate. Symptoms can vary and, in some cases, may be very severe. Different people may experience symptoms in different combinations which can change with time.
- 2.6 Menopause is preceded by perimenopause, during which periods continue but the body prepares itself for menopause. Perimenopause can also last several years and can involve similar symptoms to menopause itself. For the purpose of this policy, any reference to menopause includes perimenopause.

3. OPEN CONVERSATIONS:

- 3.1 Menopause is not just an issue for women. All staff should be aware of menopause so that they can support those experiencing it or otherwise affected by it.
- 3.2 We encourage an environment in which colleagues can have open conversations about menopause. We expect all staff to be supportive of colleagues who may be affected by menopause in the workplace.
- 3.3 Anyone affected by menopause should feel confident to talk to the HR department about their symptoms and the support they may need to reduce the difficulties menopause can cause them at work.
- 3.4 Line Managers and the HR Department should be ready to have open conversations with staff about menopause and what support is available. These conversations should be treated sensitively and any information provided should be handled confidentially and in accordance with our Data Protection Policy.

4. RISK ASSESSMENTS:

- 4.1 We are committed to ensuring the Health and Safety of all our staff and will consider any aspects of the working environment that may worsen menopausal symptoms. This may include identifying and addressing specific risks to the health and well-being of those experiencing menopause.

5. SUPPORT AND ADJUSTMENTS:

- 5.1 While many who experience menopause are able to carry on their working lives as normal, we recognise that others may benefit from adjustments to their working conditions to mitigate the impact of menopause symptoms on their work.
- 5.2 If you believe that you would benefit from adjustments or other support, you should speak to your Line Manager in the first instance. If you feel unable to do so, you should contact the HR Department.
- 5.3 Physical adjustments could include temperature control, provision of electric fans or access to rest facilities. Depending on individual and business needs, adjustments such as flexible working may be considered. We may also consider more frequent rest breaks or changes to work allocation. These are examples only and not an exhaustive list.
- 5.4 We may refer you to either or both our Occupational Health Department or a doctor nominated by us or seek medical advice from your GP to better understand any adjustments and other support that may help alleviate symptoms affecting you at work.

SEXUAL HARASSMENT POLICY – RL7

1. POLICY STATEMENT:

- 1.1 This policy outlines the statutory rights and responsibilities of employees who are a victim of sexual harassment. We are committed to providing a working environment free from sexual harassment and ensuring all staff are treated, and treat others, with dignity and respect. We recognise that sexual harassment can occur both in and outside the workplace, such as on business trips, or at work-related events or social functions, or on social media.
- 1.2 Sexual harassment or victimisation of any member of staff, or anyone they come into contact with during the course of their work, will not be tolerated. We will take active steps to help prevent the sexual harassment and victimisation of all staff. Anyone who is a victim of, or witness to, sexual harassment is encouraged to report it in accordance with this policy. This will enable us to take appropriate action and provide support.

2. SEXUAL HARASSMENT RIGHTS:

- 2.1 All Sexual Harassment rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

This policy should be read alongside our Diversity, Equality and Inclusion Policy, Sexual Harassment Policy and Anti-harassment and Bullying Policy.

3. COMPCO SEXUAL HARASSMENT PROCESSES:

- 3.1 Sexual harassment includes unwanted physical, verbal or non-verbal conduct of a sexual nature that has the purpose or effect of violating a person's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.
- 3.2 It also includes treating someone less favourably because they have submitted or refused to submit to unwanted conduct of a sexual nature, or that is related to gender reassignment or sex, in the past.
- 3.3 Sexual harassment and victimisation will not be tolerated. They may lead to disciplinary action up to and including dismissal if they are committed:
- (a) In a work situation.
 - (b) During any situation related to work, such as at a social event with colleagues.
 - (c) Against a colleague or other person connected to us outside of a work situation, including on social media.
 - (d) Against anyone outside of a work situation where the incident is relevant to your suitability to carry out your role.

- 3.4 We will take into account any aggravating factors, such as abuse of power over a more junior colleague, when deciding the appropriate disciplinary action to take.
- 3.5 If any sexual harassment or victimisation of staff occurs, we will take steps to remedy any complaints and to prevent it happening again.
- 3.6 Third-party harassment occurs where a person is harassed or sexually harassed by someone who does not work for, and who is not an agent of, the same employer, but with whom they have come into contact during the course of their employment. Third-party harassment could include, for example, unwelcome sexual advances from a client, customer or supplier visiting the employer's premises, or where a person is visiting a client, customer or supplier's premises or other location in the course of their employment.
- 3.7 Third-party sexual harassment will not be tolerated. All staff are encouraged to report any third-party harassment they are a victim of, or witness, in accordance with this policy.
- 3.8 Any sexual harassment by a member of staff against a third party may lead to disciplinary action up to and including dismissal.
- 3.9 If any third-party harassment of staff occurs, we will take steps to remedy any complaints and to prevent it happening again. These may include warning the harasser about their behaviour, banning them from our premises, reporting any criminal acts to the police, and sharing information with other branches of the business.

4. IF YOU ARE BEING SEXUALLY HARASSED: INFORMAL STEPS:

- 4.1 If you are being sexually harassed, consider whether you feel able to raise the problem informally with the person responsible. You should explain clearly to them that their behaviour is not welcome or makes you uncomfortable. If this is too difficult, you should speak to your Line Manager or the HR Department, who can provide confidential advice and assistance in resolving the issue formally or informally. If you feel unable to speak to your Line Manager because the complaint concerns them, you should speak informally to the HR Department. If this does not resolve the issue, you should follow the formal procedure below.
- 4.2 If you are not certain whether an incident or series of incidents amounts to sexual harassment, you should initially contact your Line Manager or the HR Department informally for confidential advice.
- 4.3 If informal steps are not appropriate, or have been unsuccessful, you should follow the formal procedure set out below or refer to our Grievance Procedure.

5. RAISING A FORMAL COMPLAINT:

- 5.1 If you wish to make a formal complaint about sexual harassment, you should submit it in writing to a Director or the HR Department.

- 5.2 Your written complaint should set out full details of the conduct in question, including the name of the harasser, the nature of the sexual harassment, the date(s) and time(s) at which it occurred, the names of any witnesses and any action that has been taken so far to attempt to stop it from occurring.
- 5.3 If you wish to make a formal complaint about victimisation, you should submit it in writing to a Director or the HR Department.
- 5.4 Your written complaint should set out full details of the conduct in question, including the name of the person or persons you believe have victimised you, the reason you believe you have been victimised, the nature of the victimisation, the date(s) and time(s) at which it occurred, the names of any witnesses and any action that has been taken so far to attempt to stop it from occurring.
- 5.5 As a general principle, the decision whether to progress a complaint is up to you. However, we have a duty to protect all staff and may pursue the matter independently if, in all the circumstances, we consider it appropriate to do so.

6. IF YOU WITNESS SEXUAL HARASSMENT OR VICTIMISATION:

- 6.1 Staff who witness sexual harassment or victimisation are encouraged to take appropriate steps to address it. Depending on the circumstances, this could include:
- (a) Intervening where you feel able to do so.
 - (b) Supporting the victim to report it or reporting it on their behalf.
 - (c) Reporting the incident where you feel there may be a continuing risk if you do not report it.
 - (d) Co-operating in any investigation into the incident.
- 6.2 All witnesses will be provided with appropriate support and will be protected from victimisation.

7. FORMAL INVESTIGATIONS:

- 7.1 We will investigate complaints in a timely, respectful and confidential manner. Individuals not involved in the complaint or the investigation should not be told about it.
- 7.2 We will arrange a meeting with you, usually within one week of receiving your complaint, so that you can give your account of events. You have the right to be accompanied by a colleague or a trade union representative of your choice, who must respect the confidentiality of the investigation.
- 7.3 We may, at our discretion, allow you to bring a companion who is not a colleague or union representative (for example, a member of your family) if this will help to overcome any disability-related disadvantage, or if you have difficulty understanding English.

- 7.4 Where your complaint is about an employee, we may consider suspending them on full pay or making other temporary changes to working arrangements pending the outcome of the investigation, if circumstances require. The investigator will also meet with the alleged harasser to hear their account of events. They have a right to be told the details of the allegations against them, so that they can respond.
- 7.5 Where your complaint is about someone other than an employee, such as a customer, supplier or visitor, we will consider what action may be appropriate to protect you and anyone involved pending the outcome of the investigation, bearing in mind the reasonable needs of the business and the rights of that person. Where appropriate, we will attempt to discuss the matter with the third party.
- 7.6 It may be necessary to interview witnesses to any of the incidents mentioned in your complaint. If so, the importance of confidentiality will be emphasised to them.
- 7.7 At the end of the investigation, the investigator will submit a report to a Manager.

8. ACTION FOLLOWING THE INVESTIGATION:

- 8.1 If the Manager considers that there is a case to answer and the harasser is an employee, the matter will be dealt with as a case of possible misconduct or gross misconduct under our Disciplinary Procedure. Our investigation into your complaint may be put on hold pending the outcome of the Disciplinary Procedure. Where the disciplinary outcome is that sexual harassment occurred, prompt action will be taken to address it. If the harasser is a third party, such as a customer or other visitor, we will consider what action would be appropriate to deal with the problem.
- 8.2 Whether or not your complaint is upheld, we will consider how best to manage the ongoing working relationship between you and the person concerned.
- 8.3 Any staff member who deliberately provides false information in bad faith, or who otherwise acts in bad faith as part of an investigation, may be subject to action under our Disciplinary Procedure. However, you will not be disciplined or treated detrimentally because your complaint has not been upheld.

9. APPEALS:

- 9.1 If you are not satisfied with the outcome you may appeal in writing to the person set out in the letter, stating your full grounds of appeal, within five working days of the date the report was sent or given to you.
- 9.2 We will hold an appeal meeting, normally within one week of receiving your written appeal. Where practicable, the appeal hearing will be conducted by a Senior Manager who has not been previously involved in the case. They may ask anyone previously involved to be present. You have the right to bring a colleague or trade union representative to the meeting.

- 9.3 We may, at our discretion, allow you to bring a companion who is not a colleague or union representative (for example, a member of your family) if this will help to overcome any disability-related disadvantage, or if you have difficulty understanding English.
- 9.4 We will confirm our final decision in writing, usually within one week of the appeal hearing. This is the end of the procedure and there is no further appeal.

10. PROTECTION AND SUPPORT FOR THOSE INVOLVED:

- 10.1 Staff who make complaints, report that they have witnessed wrongdoing, or who participate in good faith in any investigation must not suffer any form of retaliation or victimisation as a result. Anyone found to have retaliated against or victimised someone in this way will be subject to disciplinary action under our Disciplinary Procedure.
- 10.2 If you believe you have suffered any such treatment you should inform the HR Department. If the matter is not remedied, you should raise it formally using our Grievance Procedure or this procedure if appropriate.
- 10.3 Support and guidance can also be obtained from the following external services:
- (a) The Equality Advisory and Support Service
 - (b) Protect
 - (c) Victim support
 - (d) Rape crisis

11. REPORTING OUTCOMES, CONFIDENTIALITY AND RECORD-KEEPING:

- 11.1 Confidentiality is an important part of the procedures provided under this policy. Details of the investigation and the names of the person making the complaint and the person accused must only be disclosed on a "need to know" basis. Breach of confidentiality may give rise to disciplinary action under our Disciplinary Procedure.
- 11.2 When appropriate and possible, where a complaint is upheld, we will advise the complainant of the action that has been taken to address their specific complaint and any measures put in place to prevent a similar event happening again.
- 11.3 Information about a complaint by or about a staff member may be placed on their personnel file, along with a record of the outcome and of any notes or other documents compiled during the process. These will be processed in accordance with our Data Protection Policy.

COMPASSIONATE LEAVE POLICY – RL8

1. ABOUT THIS POLICY:

- 1.1 This policy outlines the circumstances in which we will help you deal with traumatic personal circumstances such as the death of a close relative.

2. WHEN COMPASSIONATE LEAVE MAY BE AVAILABLE:

- 2.1 You may take paid Compassionate Leave of up to 3 days where a close relative has died.
- 2.2 **Close relative** means a spouse or partner, child, or parent.
- 2.3 In the event of the death of a child under 18, please see our Parental Bereavement Leave Policy which applies instead of this policy.
- 2.4 We will consider requests for Compassionate Leave due to other traumatic events or difficult personal circumstances on a case-by-case basis.
- 2.5 If you are unable to return to work following Compassionate Leave, you should contact the HR Department. We may at our discretion grant you further unpaid Compassionate Leave in those circumstances. Alternatively, you may be able to take a period of annual leave, subject to the HR Department's approval.
- 2.6 If you need longer term changes to your working arrangements, please talk with the HR Department in the first instance and consider making a request under our Flexible Working Policy.

3. REQUESTING COMPASSIONATE LEAVE:

- 3.1 We recognise that it may not always be possible to request Compassionate Leave in advance. However, where it is possible, you should make a request to the HR Department. You should tell them the reasons for your request and the number of days leave you would like to take.
- 3.2 Where it is not possible to request leave in advance, you should contact the HR Department as soon as possible to tell them the reason for your absence and the number of days you expect to be absent. Someone can do this on your behalf if necessary.
4. All requests will require written approval from the HR Department.

TIME OFF FOR PUBLIC DUTIES POLICY – RL9

1. ABOUT THIS POLICY:

- 1.1 This policy outlines the circumstances in which we will permit employees time off to undertake certain public duties. No one who requests time off under this policy will be subjected to any detriment or lose any career opportunities as a result.

2. TIME OFF FOR PUBLIC DUTIES RIGHTS:

- 2.1 All Time off for Public Duties rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO TIME OFF FOR PUBLIC DUTIES PROCESSES:

- 3.1 If you are unsure whether a public service that you perform is covered, you should speak to the HR Department.
- 3.2 As soon as you are aware that you will require time off for performance of a public service you should notify the HR Department in writing, providing full details of the time off that is being requested and the reasons for your request. In order that arrangements can be made to cover your duties in your absence, you should make your request in good time.
- 3.3 Each request for time off will be considered on its merits, taking account of all the circumstances, including how much time is required for the activity, how much time you have already taken and how your absence will affect the business.
- 3.4 If you are summoned for Jury service and the demands on that business at that time are too substantial, we may request that you apply to be excused from, or defer, it.
- 3.5 Unless it is specified otherwise by the Government, all Time off for Public Duties is unpaid.

4. RESERVE FORCES DUTIES:

- 4.1 We are aware that employees who are members of the Reserve Forces (the Army Reserve, Royal Naval Reserve, Royal Marines Reserve or Royal Auxiliary Air Force) may be called-up at any time to be deployed on full-time operations and are expected to attend regular training.
- 4.2 We are under no obligation to offer leave (either paid or unpaid) for reservists to undertake training and you should use existing holiday entitlement to meet training commitments.
- 4.3 If we receive notice that you have been called-up for active service, we may apply to an adjudication officer for the notice to be deferred or revoked if your absence would cause serious harm to our business (which could not be prevented by the grant of financial assistance).

- 4.4 Once your military service has ended you may submit a written application for reinstatement to your employment. This should be made by the third Monday following the end of your military service and you should notify us of the date on which you will be available to restart work.
- 4.5 If it is not reasonable and practicable to reinstate you into your former employment, we will offer you the most favourable alternative on the most favourable terms and conditions which are reasonable and practicable.
- 4.6 When calculating the length of your continuous employment with us, the period of absence on military service will not be counted. The period of employment before your mobilisation and the period after your reinstatement will be treated as continuous.

GENDER IDENTITY POLICY – RL10

1. ABOUT THIS POLICY:

- 1.1 This policy outlines our approach to gender identity, the prohibition of discrimination at work because of gender identity and the support that we provide to those who transition at work. We recognise that some people hold beliefs which may conflict with this policy. This policy is not intended to stifle those beliefs. However, there are baseline behaviours, as set out in this policy, with which everyone is required to comply.

This policy should be read alongside our Diversity, Equality and Inclusion Policy, Sexual Harassment Policy and Anti-harassment and Bullying Policy.

2. GENDER IDENTITY RIGHTS:

- 2.1 All Gender Identity rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO GENDER IDENTITY PROCESSES:

- 3.1 We do not tolerate exclusion inside the workplace, outside the workplace (when dealing with customers, suppliers or other work-related contacts, or when wearing any work uniform) and on work-related trips or events including social events.
- 3.2 To make our workplace inclusive, all staff are expected to:
- (a) Respect a person's gender identity, including using their name and pronouns when communicating.
 - (b) Avoid making assumptions about a person's gender, for example, based on appearance.
- 3.3 Failure to comply with the above is treated as a disciplinary matter in accordance with our Disciplinary Procedure. It may result in disciplinary action being taken against the perpetrator. Serious cases of deliberate misconduct may amount to gross misconduct resulting in dismissal.

4. RAISING CONCERNS:

- 4.1 We encourage you to speak out to the HR Department if you are subject to or witness conduct prohibited by this policy so that we can deal with this appropriately.

5. DRESS CODE:

- 5.1 Our dress code is outlined in our Dress Code Policy.

6. TRANSITIONING AT WORK:

- 6.1 We support staff who transition at work. We recognise the challenges, both physical and emotional, of transitioning at work and the impact this may have. We also appreciate that no two situations are identical. We therefore encourage you to discuss the support you need with the HR Department.
- 6.2 Appointments or procedures related to your transition are treated in the same way as other medical appointments. Where possible, you should arrange them outside normal working hours. However, we recognise that this is not always practicable.
- 6.3 If you are seeking to take time off for appointments or procedures related to your transition, we may ask you to provide evidence of these. Suitable evidence may include a letter, email or appointment card from the treatment provider.
- 6.4 Any time off you need to take for procedures or treatment you may receive during your transition is treated as sickness absence in accordance with our Sickness Absence Policy.
- 6.5 Absence related to your transition is recorded separately from other sickness absence and is disregarded in any future employment-related decisions such as redundancy or promotion.

We appreciate that you may want to limit the number of persons who know about any medical treatment you are receiving as part of your transition. If you choose to discuss your transition with the HR Department, we encourage you to speak with them about how you would like any related absences from work to be communicated to colleagues where necessary. The HR Department should deal with the related issues sensitively and ensure confidentiality is maintained as far as possible.

IVF AND ASSISTED CONCEPTION POLICY – RL11

1. ABOUT THIS POLICY:

This policy outlines the statutory rights and responsibilities of employees who are undergoing, or who are the companions to individuals undergoing, IVF and assisted conception treatment. We recognise the stresses, physical, emotional and financial, of undergoing assisted conception treatment and the impact this may have on employees. This policy has been prepared with those stresses in mind and to provide time off in relation to assisted conception treatment, as well as highlighting other available support.

2. IVF AND ASSISTED CONCEPTION RIGHTS:

All IVF and Assisted Conception rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO IVF AND ASSISTED CONCEPTION PROCESSES:

- a. Where possible, appointments for the investigation and testing of fertility issues should be arranged outside normal working hours. However, we recognise that this will not always be practicable (for example, because tests need to take place at a certain point in your cycle).
- b. If you are unwell because of taking fertility-related medicines (such as Clomifene, Tamoxifen or Metformin) or as a result of surgical procedures to manage infertility (such as fallopian tube repair, laparoscopic surgery to attempt to remove endometriosis or fibroids, or surgery to correct sperm blockage), time off should be taken in accordance with our Sickness Absence Policy.
- c. If you are seeking to take time off or pay (or both) in accordance with this policy, we may ask you to provide evidence of any appointment. Suitable evidence may be a letter, email or appointment card from the hospital or clinic providing treatment.

4. TIME OFF TO ATTEND MEDICAL APPOINTMENTS:

- a. Employees may be required to take time off up to a maximum of 3 hours in order to attend appointments without it affecting their annual leave entitlement, provided that they 'make up' the time in advance. The following procedure must be followed.

Inform your Line Manager of the date and amount of time you need off by entering this onto the holiday management system.

Your Line Manager will agree with you via the holiday management system the amount of time you need to work back and when this will be completed.

The time needs to be worked back within the current pay period of your time off.

Time cannot be worked back during lunch breaks as this would be contrary to the provisions of the Working time Regulations.

5. TIME OFF FOR ACCOMPANYING A PERSON TO ASSISTED CONCEPTION APPOINTMENTS AND ATTENDING MEDICAL APPOINTMENTS:

- a. Employees may be required to take time off up to a maximum of 3 hours in order to accompany a person to assisted conception appointments without it affecting their annual leave entitlement, provided that they 'make up' the time in advance. The following procedure must be followed.

Inform your Line Manager of the date and amount of time you need off by entering this onto the holiday management system.

Your Line Manager will agree with you via the holiday management system the amount of time you need to work back and when this will be completed.

The time needs to be worked back within the current pay period of your time off.

Time cannot be worked back during lunch breaks as this would be contrary to the provisions of the Working time Regulations.

6. SUPPORT IN THE WORKPLACE:

- a. If there are workplace measures we can implement to help you while you are undergoing assisted conception treatment, such as the provision of a fridge for storing medication, a quiet space to inject or the flexibility to take last-minute calls from your clinic confidentially, please speak with your Line Manager or the HR Department.
- b. We recognise that the support needed may vary from employee to employee. Please make your Line Manager or a member of our HR Department aware of any measures that may help you. Any suggestions will be considered on a case-by-case basis.

7. SICKNESS RESULTING FROM ASSISTED CONCEPTION TREATMENT:

- a. If you need to take time off due to sickness caused by the side effects of assisted conception treatment, this time off will be treated as sickness absence in accordance with our Sickness Absence Policy.
- b. If you are required to attend a medical appointment for fertility investigations or tests, we will treat this time off in the same way as other medical appointments.
- c. Please give us as much notice of any medical appointment as possible and try to arrange appointments outside normal working hours. However, we recognise that this may not always be possible.

8. CONFIDENTIALITY:

- a. We appreciate that you may want to limit the number of individuals who know about any fertility investigations or tests, or assisted conception treatment, you are undergoing. If you

choose to discuss any fertility issues with your Line Manager, we encourage you to speak with them about how you would like any related absences from work to be communicated to colleagues. If you would prefer to do so, you may speak with a member of our HR Department in the first instance. Whether you speak with your Line Manager or a HR member, they should deal with the related issues sensitively and ensure confidentiality is maintained as far as possible.

MATERNITY LEAVE POLICY – RL12

1. ABOUT THIS POLICY:

- 1.1 This policy outlines the statutory rights and responsibilities of employees who are pregnant or have recently given birth and sets out the arrangements for Health and Safety, Maternity Leave and Maternity Pay.

2. MATERNITY LEAVE RIGHTS:

- 2.1 All Maternity rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO MATERNITY LEAVE PROCESSES:

3.1 NOTIFICATION:

Please inform us as soon as possible in writing that you are pregnant. This is important as there may be Health and Safety considerations.

3.2 HEALTH AND SAFETY:

Once you have notified us of your pregnancy, we will carry out a risk assessment and identify any preventive and protective measures that we consider we need to take. We will take such steps as necessary to avoid any risks identified affecting your Health and Safety as a new or expectant mother or that of your baby.

3.3 STARTING MATERNITY LEAVE:

Please inform the HR Department of your Paternity Leave dates as soon as possible in order to ensure timely processing and that the Government deadlines are met.

Shortly before your Maternity Leave is due to start, we will discuss with you the arrangements for covering your work and the opportunities for you to remain in contact, should you wish to do so, during your leave.

3.4 MATERNITY PAY:

You will qualify for Enhanced Maternity Pay as set out below, subject to your average weekly earnings being not less than the lower earnings limit set by the government each tax year and provided that SMP and Enhanced Maternity Pay, combined are not greater than your normal gross weekly pay. Payment of Enhanced Maternity Pay includes any SMP that may be due for that period:

LESS THAN TWO YEARS' SERVICE	STATUTORY MATERNITY PAY ONLY (SMP)
TWO TO LESS THAN FOUR YEARS' SERVICE	<p>SMP for duration of government SMP period. In addition, Compco will pay you enhanced Maternity payments of;</p> <ul style="list-style-type: none"> • 40% of your basic weekly pay for a 2 week period. • 10% of your basic weekly pay for 31 weeks.
FOUR TO LESS THAN FIVE YEARS' SERVICE	<p>SMP for duration of government SMP period. In addition, Compco will pay you enhanced Maternity payments of;</p> <ul style="list-style-type: none"> • 40% of your basic weekly pay for a 2 week period. • 15% of your basic weekly pay for 31 weeks.
FIVE TO LESS THAN TEN YEARS' SERVICE	<p>SMP for duration of government SMP period. In addition, Compco will pay you enhanced Maternity payments of;</p> <ul style="list-style-type: none"> • 65% of your basic weekly pay for a 2 week period. • 20% of your basic weekly pay for 31 weeks.
TEN YEARS' SERVICE OR MORE	<p>SMP for duration of government SMP period. In addition, Compco will pay you enhanced Maternity payments of;</p> <ul style="list-style-type: none"> • 65% of your basic weekly pay for a 2 week period. • 25% of your basic weekly pay 31 weeks.

Payment of Enhanced Maternity Pay is conditional on you confirming in writing, before starting Maternity Leave, that you intend to return to work for at least 6 months. If you later decide not to return to work for this minimum period, you must repay any Enhanced Maternity Pay (but not SMP).

3.5 DURING MATERNITY LEAVE:

In the event you return to work from Maternity Leave with an outstanding holiday balance, payment may be considered based on current business requirements.

If you are a member of the pension scheme, we shall make employer pension contributions during OML and any period of paid AML, based on your normal salary, in accordance with the pension scheme rules. Any employee contributions you make will be based on the amount of any Maternity Pay you are receiving, unless you inform the HR Department that you wish to make up any shortfall.

3.6 KEEPING IN TOUCH:

We may make reasonable contact with you from time to time during your Maternity Leave, although we will keep this to a minimum. This may include contacting you to discuss arrangements for your return to work.

3.7 RETURNING TO WORK:

You must return to work on the Expected Return Date unless you tell us otherwise. If you wish to return to work earlier than the Expected Return Date, you must give us eight weeks' prior notice of the date in writing. You may be able to return later than the Expected Return Date if you request annual leave or Parental Leave, which will be at our discretion.

If you want to change your hours or other working arrangements on return from Maternity Leave, you should make a request under our Flexible Working Policy. It is helpful if such requests are made as early as possible.

If you decide you do not want to return to work, you should give notice of resignation in accordance with your contract.

TIME OFF FOR ANTENATAL APPOINTMENTS POLICY – RL13

1. ABOUT THIS POLICY

- 1.1 The purpose of this policy is to outline the statutory right to take time off to attend antenatal appointments.

2. TIME OFF FOR ANTENATAL APPOINTMENTS RIGHTS:

- 2.1 All time off for antenatal appointments entitlements and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO TIME OFF FOR ANTENATAL APPOINTMENTS PROCESSES:

3.1 NOTIFICATION:

Please give us in writing as much notice of the appointment as possible to the HR Department. You must provide us with documentation from the NHS or private medical body supporting the time and date and time of the appointment.

4. TIME OFF FOR ACCOMPANYING A PREGNANT WOMAN: AMOUNT OF TIME

- 4.1 You may take time off to accompany a pregnant woman to up to two antenatal appointments in relation to each pregnancy.
- 4.2 You must not take more than six and a half hours off for each appointment, including travel and waiting time.
- 4.3 Time off to attend these appointments is unpaid.
- 4.4 If you wish to take time off to attend further antenatal appointments, you should request annual leave or take it as unpaid leave.

PATERNITY LEAVE POLICY – RL14

1. ABOUT THIS POLICY:

This policy outlines when an employee may be entitled to Paternity Leave and Paternity Pay and sets out the arrangements for taking it.

2. PATERNITY LEAVE RIGHTS:

All Paternity rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO PATERNITY LEAVE PROCESSES:

3.1 NOTIFICATION:

Please inform us in writing as soon as possible of the pregnancy.

3.2 STARTING PATERNITY LEAVE:

Please inform the HR Department of your Paternity Leave dates as soon as possible in order to ensure timely processing and that the Government deadlines are met.

Shortly before your Paternity Leave is due to start, we will discuss with you the arrangements for covering your work and the opportunities for you to remain in contact, should you wish to do so, during your leave.

3.3 PATERNITY PAY:

3.4 You will qualify for Enhanced Paternity Pay as set out below, subject to your average weekly earnings being not less than the lower earnings limit set by the government each tax year and provided that SPP and Enhanced Paternity Pay, combined are not greater than your normal gross weekly pay. Payment of Enhanced Paternity Pay includes any SPP that may be due for that period:

LESS THAN TWO YEARS' SERVICE

SPP ONLY

TWO TO LESS THAN FIVE YEARS' SERVICE	2 weeks at SPP rate plus 40% of basic pay
FIVE YEARS' SERVICE OR MORE	2 weeks at SPP rate plus 65% of basic pay

3.5 Payment of Enhanced Paternity Pay is conditional on you confirming in writing, before starting Paternity Leave, that you intend to return to work for at least 6 months. If you later decide not to return to work for this minimum period, you must repay any Enhanced Paternity Pay (but not SPP).

3.6 DURING PATERNITY LEAVE:

3.7 If you are a member of our pension scheme, we will make employer pension contributions during Paternity Leave, based on your normal salary, in accordance with the scheme rules. Any employee contributions you make will be based on the amount of any paternity pay you are receiving, unless you inform the HR Department that you wish to make up any shortfall.

ADOPTION LEAVE POLICY – RL15

1. ABOUT THIS POLICY:

1.1 This policy sets out the arrangements for Adoption Leave and pay for employees who meet the Government guidelines.

2. ADOPTION LEAVE RIGHTS:

2.1 All Adoption rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO ADOPTION LEAVE PROCESSES:

3.1 NOTIFICATION:

Please inform the HR Department in writing of your Adoption position as soon as possible. You must also give us the minimum amount of notice required by the Government regarding your leave dates.

3.2 STARTING ADOPTION LEAVE:

Please inform the HR Department of your Adoption Leave dates as soon as possible in order to ensure timely processing and that the Government deadlines are met.

Shortly before your Adoption Leave is due to start, we will discuss with you the arrangements for covering your work.

3.3 ADOPTION PAY:

You will qualify for Enhanced Adoption Pay as set out below, subject to your average weekly earnings being not less than the lower earnings limit set by the government each tax year and provided that SAP and enhanced adoption pay, combined are not greater than your normal gross weekly pay.

LESS THAN TWO YEARS' SERVICE

SAP ONLY

<p>TWO TO LESS THAN FOUR YEARS' SERVICE</p>	<p>SAP for duration of government SAP period. In addition, CompcO will pay you enhanced Adoption payments of;</p> <ul style="list-style-type: none"> • 40% of your basic weekly pay for a 2 week period. • 10% of your basic weekly pay for 31 weeks.
	<p>SAP for duration of government SAP period.</p>

<p>FOUR TO LESS THAN FIVE YEARS' SERVICE</p>	<p>In addition, Compco will pay you enhanced Adoption payments of;</p> <ul style="list-style-type: none"> • 40% of your basic weekly pay for a 2 week period. • 15% of your basic weekly pay for 31 weeks.
<p>FIVE TO LESS THAN TEN YEARS' SERVICE</p>	<p>SAP for duration of government SAP period. In addition, Compco will pay you enhanced Adoption payments of;</p> <ul style="list-style-type: none"> • 65% of your basic weekly pay for a 2 week period. • 20% of your basic weekly pay for 31 weeks.
<p>TEN YEARS' SERVICE OR MORE</p>	<p>SAP for duration of government SAP period. In addition, Compco will pay you enhanced Adoption payments of;</p> <ul style="list-style-type: none"> • 65% of your basic weekly pay for a 2 week period. • 25% of your basic weekly pay 31 weeks.

Payment of Enhanced Adoption Pay is conditional on you confirming in writing, before starting adoption leave, that you intend to return to work for at least 6 months. If you later decide not to return to work for this minimum period, you must repay any Enhanced Adoption Pay (but not SAP).

3.4 DURING ADOPTION LEAVE:

In the event you return to work from Adoption Leave with an outstanding holiday balance, payment may be considered based on current business requirements.

If you are a member of the pension scheme, we shall make employer pension contributions during OAL and any further period of paid Adoption Leave based on your normal salary, in accordance with the pension scheme rules. Any employee contributions you make will be based on the amount of any Adoption Pay you are receiving, unless you inform the HR Department that you wish to make up any shortfall.

3.5 KEEPING IN TOUCH:

- 3.6 We may make reasonable contact with you from time to time during your Adoption Leave, although we will keep this to a minimum. This may include contacting you to discuss arrangements for your return to work.

3.7 RETURNING TO WORK:

- 3.8 You must return to work on the Expected Return Date unless you tell us otherwise. If you wish to return to work earlier than the Expected Return Date, you must give us eight weeks' prior notice of the date in writing. You may be able to return later than the Expected Return Date if you request annual leave or Parental Leave, which will be at our discretion.
- 3.9 If you want to change your hours or other working arrangements on return from Adoption Leave, you should make a request under our Flexible Working Policy. It is helpful if such requests are made as early as possible.
4. If you decide you do not want to return to work, you should give notice of resignation in accordance with your contract.

TIME OFF FOR ADOPTION APPOINTMENTS POLICY – RL16**1. ABOUT THIS POLICY:**

- 1.1 The purpose of this policy is to outline the statutory right to take time off to attend adoption appointments.

2. TIME OFF FOR ADOPTION APPOINTMENTS RIGHTS:

- 2.1 All time off for Adoption appointments rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO TIME OFF FOR ANTENATAL APPOINTMENTS PROCESSES:**3.1 NOTIFICATION:**

Please give us in writing as much notice of the appointment as possible to the HR Department. You must provide us with documentation from the NHS or private medical body supporting the time and date and time of the appointment.

SHARED PARENTAL LEAVE (BIRTH) POLICY – RL17

1. ABOUT THIS POLICY:

- 1.1 This policy outlines the statutory rights for Shared Parental Leave (SPL) and pay in relation to the birth of a child. If you are adopting a child, please see the Shared Parental Leave (Adoption and Surrogacy) Policy instead.

2. SHARED PARENTAL LEAVE (BIRTH) RIGHTS:

- 2.1 All Shared Parental Leave (Birth) rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO SHARED PARENTAL LEAVE (BIRTH) PROCESSES:

3.1 NOTIFICATION:

Please inform us in writing as soon as possible of the pregnancy. You must also give us the minimum amount of notice required by the Government regarding your leave dates.

3.2 STARTING SHARED PARENTAL LEAVE:

Please inform the HR Department of your Shared Parental Leave dates as soon as possible in order to ensure timely processing and that the Government deadlines are met.

Shortly before your Shared Parental Leave is due to start, we will discuss with you the arrangements for covering your work and the opportunities for you to remain in contact, should you wish to do so, during your leave.

3.3 DURING SHARED PARENTAL LEAVE:

In the event you return to work from Shared Parental Leave with an outstanding holiday balance, payment may be considered based on current business requirements.

If you are a member of the pension scheme, we shall make employer pension contributions during any period of paid Shared Parental Leave, based on your normal salary, in accordance with the pension scheme rules. Any employee contributions you make will be based on the amount of any Shared Parental Pay you are receiving, unless you inform the HR Department that you wish to make up any shortfall.

3.4 KEEPING IN TOUCH:

We may make reasonable contact with you from time to time during your Shared Parental Leave, although we will keep this to a minimum. This may include contacting you to discuss arrangements for your return to work.

3.5 **RETURNING TO WORK:**

You must return to work on the Expected Return Date unless you tell us otherwise. If you wish to return to work earlier than the Expected Return Date, you must give us eight weeks' prior notice of the date in writing. You may be able to return later than the Expected Return Date if you request annual leave or Parental Leave, which will be at our discretion.

If you want to change your hours or other working arrangements on return from Shared Parental Leave, you should make a request under our Flexible Working Policy. It is helpful if such requests are made as early as possible.

If you decide you do not want to return to work, you should give notice of resignation in accordance with your contract.

SHARED PARENTAL LEAVE (ADOPTION AND SURROGACY) POLICY – RL18

1. ABOUT THIS POLICY:

This policy outlines the statutory rights and responsibilities for employees who wish to take Shared Parental Leave (Adoption and Surrogacy).

2. SHARED PARENTAL LEAVE (ADOPTION AND SURROGACY) RIGHTS:

2.1 All Shared Parental Leave (Adoption and Surrogacy) rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3 COMPCO SHARED PARENTAL LEAVE (ADOPTION AND SURROGACY) PROCESSES:

3.1 NOTIFICATION:

Please inform us in writing as soon as possible of the pregnancy. You must also give us the minimum amount of notice required by the Government regarding your leave dates.

3.2 STARTING SHARED PARENTAL LEAVE:

Please inform the HR Department of your Shared Parental Leave dates as soon as possible in order to ensure timely processing and that the Government deadlines are met.

Shortly before your Shared Parental Leave is due to start, we will discuss with you the arrangements for covering your work and the opportunities for you to remain in contact, should you wish to do so, during your leave.

3.3 DURING SHARED PARENTAL LEAVE:

In the event you return to work from Shared Parental Leave with an outstanding holiday balance, payment may be considered based on current business requirements.

If you are a member of the pension scheme, we shall make employer pension contributions during any period of paid Shared Parental Leave, based on your normal salary, in accordance with the pension scheme rules. Any employee contributions you make will be based on the amount of any Shared Parental Pay you are receiving, unless you inform the HR Department that you wish to make up any shortfall.

3.4 KEEPING IN TOUCH:

We may make reasonable contact with you from time to time during your Shared Parental Leave, although we will keep this to a minimum. This may include contacting you to discuss arrangements for your return to work.

3.5 **RETURNING TO WORK:**

You must return to work on the Expected Return Date unless you tell us otherwise. If you wish to return to work earlier than the Expected Return Date, you must give us eight weeks' prior notice of the date in writing. You may be able to return later than the Expected Return Date if you request annual leave or Parental Leave, which will be at our discretion.

If you want to change your hours or other working arrangements on return from Shared Parental Leave, you should make a request under our Flexible Working Policy. It is helpful if such requests are made as early as possible.

If you decide you do not want to return to work, you should give notice of resignation in accordance with your contract.

PARENTAL LEAVE POLICY – RL19

1. ABOUT THIS POLICY:

- 1.1 This policy summarises the statutory rights and responsibilities of employees who wish to take Parental Leave.

2. PARENTAL LEAVE RIGHTS:

- 2.1 All Parental Leave rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO PARENTAL LEAVE PROCESSES:

3.1 NOTIFICATION:

All requests need to be submitted in writing and will require written approval from the HR Department. Your notification should include the start and end dates of the requested period of leave. You must also give us the minimum amount of notice required by the Government regarding your leave dates.

4. EVIDENCE OF ENTITLEMENT:

- 4.1 You will be required to provide evidence of:
- (a) your responsibility or expected responsibility for the child, such as:
 - (i) a birth certificate;
 - (ii) an adoption or matching certificate;
 - (iii) a parental responsibility agreement; or
 - (iv) a court order;
 - (b) the child's date of birth or date of adoption placement.

5. DECISION:

- 5.1 We will inform you in writing of our decision as to whether it is approved or declined as soon as possible.

PARENTAL BEREAVEMENT LEAVE POLICY – RL20

1. ABOUT THIS POLICY:

- 1.1 This policy outlines the statutory arrangements for Parental Bereavement Leave, which is a type of Compassionate Leave intended to help employees deal with the death of a child.

2. PARENTAL BEREAVEMENT LEAVE RIGHTS:

- 2.1 All Parental Bereavement rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO PARENTAL BEREAVEMENT PROCESSES:

4. NOTIFICATION:

- 4.1 Please notify the HR Department as soon as you can on the day you want your leave to start, preferably before the time you would normally start work, where possible. Someone can do this on your behalf if necessary.
- 4.2 If you have already started work, then your Parental Bereavement Leave period can start on the following day. We would usually allow you to take the rest of the day off as Compassionate Leave.
- 4.3 You can cancel any planned Parental Bereavement Leave by telling us at any time before the leave starts, and no later than the time you would normally start work on the first day of the leave period. You cannot cancel leave once it has started.

5. TAKING LEAVE:

- 5.1 We will ask you to confirm the following information in writing within 28 days of starting any period of Parental Bereavement Leave:
- (a) your name;
 - (b) the date the child died or was stillborn;
 - (c) the dates of paid or unpaid parental bereavement leave taken; and
 - (d) your relationship to the child.

6. SUPPORT:

- 6.1 If you need longer term changes to your working arrangements, please talk with the HR Department in the first instance and consider making a request under our Flexible Working Policy.

CARERS LEAVE POLICY – RL21

1. ABOUT THIS POLICY:

- 1.1 The purpose of this policy is to set out the circumstances in which we will give employees unpaid time off work to deal with situations relating to providing or arranging care for a dependent with a long-term care need. For time off for dependants to deal with unexpected events, please see our Time off for Dependants Policy.

2. CARERS LEAVE RIGHTS:

- 2.1 All Carers Leave rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO CARERS LEAVE PROCESSES:

All requests need to be submitted in writing and will require written approval from the HR Department. You must also give us the minimum amount of notice required by the Government regarding your leave dates.

- 3.1 If you fail to notify us of your request in writing, you may be subject to disciplinary proceedings under our Disciplinary Procedure for taking unauthorised time off.
- 3.2 We may in some cases ask you to provide evidence for your reasons for taking the time off, either in advance or on your return to work. Suspected abuse of this policy will be dealt with as a disciplinary issue under our Disciplinary Procedure.
- 3.3 If you want to change your hours or other working arrangements on return from Carers Leave, you should make a request under our Flexible Working Policy. It is helpful if such requests are made as early as possible.

TIME OFF FOR DEPENDENTS POLICY – RL22**1. ABOUT THIS POLICY:**

- 1.1 This policy outlines the circumstances in which we will give employees unpaid time off work to deal with unexpected events involving one of their dependants.

2. TIME OFF FOR DEPENDANTS RIGHTS:

- 2.1 All Time off for Dependants rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO TIME OFF FOR DEPENDANTS PROCESSES:

- 3.1 You will only be entitled to a maximum of two days time off under this policy if, as soon as the time off is required, you tell your Line Manager in writing:
- (a) the reason for your absence; and
 - (b) how long you expect to be away from work.
- 3.2 If you fail to notify us as set out above, you may be subject to disciplinary proceedings under our Disciplinary Procedure for taking unauthorised time off.
- 3.3 We may in some cases ask you to provide evidence for your reasons for taking the time off, either in advance or on your return to work. Suspected abuse of this policy will be dealt with as a disciplinary issue under our Disciplinary Procedure.

FLEXIBLE WORKING POLICY – RL23

1. ABOUT THIS POLICY:

This policy outlines the statutory right to request a change to their working pattern.

2. FLEXIBLE WORKING RIGHTS:

2.1 All Flexible Working rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO FLEXIBLE WORKING PROCESSES:

3.1 NOTIFICATION:

Please inform the HR Department as soon as possible in writing of your request explaining the reason for your request and when you wish for it to commence.

3.2 MEETING:

We will arrange a meeting at a convenient time and place to discuss your request. However, it may be deemed that we can grant your request in full without a meeting.

3.3 DECISION:

We will inform you in writing of our decision as to whether it is approved or declined as soon as possible. An outcome may include undertaking an initial trial period. All Flexible Working changes are for a temporary period and will be reviewed annually unless decided otherwise.

REDUNDANCY POLICY – RL24

1. ABOUT THIS POLICY:

- 1.1 This policy outlines the statutory rights and responsibilities of employees who are facing redundancy processed.

2. REDUNDANCY RIGHTS:

- 2.1 All Redundancy rights and procedures will follow the Government guidelines that are in place at that time. Please see the Government website for further detail.

3. COMPCO REDUNDANCY PROCESSES:

- 3.1 We will always try to avoid the need for compulsory redundancies but sometimes these may be necessary. The pattern or volume of our business or methods of working may change and requirements for employees may reduce.

EMPLOYEE HANDBOOK

ANY QUESTIONS, PLEASE CONTACT HR@COMPCOFIRE.CO.UK