

Welcome To NORTHWEST SECURITY

Welcome to the NORTHWEST SECURITY Employee Handbook and for those of you who are in the process of joining the Company, a warm welcome to NORTHWEST SECURITY.

The staff Handbook is a guide that covers a wide range of subjects designed to help answer some of the questions you may have regarding your employment with us. At NORTHWEST SECURITY we are keen that all our employees are treated fairly; a value which is reflected in our policies and procedures, many of which you will find included in this handbook.

At NORTHWEST SECURITY we recognize and value the contribution each of our employees make to our success. We look forward to working with you in the future and wish you every success in your career with NORTHWEST SECURITY.

With Kind Regards

Managing Director

Wednesday, October 12, 2011



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Northwest Security

Background,

NORTHWEST SECURITY will and is trying to establish itself as one of the leading providers of security, logistics and business support services in the country. The core services offered by the company are:-

- Security and cleaning logistics support services
- Integrated security solutions
- Front of house, reception and business support services
- Corporate security services
- Training and consultancy

Our services will be judged by the skills and commitment of our management team and the implementation of best working practices and robust processes. However, the most important measure of all; what will make NORTHWEST SECURITY an award winning company is the quality of our staff.

Our mission statement :

“To be recognized as the UK’s foremost supplier of security, business support and logistics support services”. How will NORTHWEST SECURITY achieve the Mission Statement?

1. Recognition through the introduction of best working practices.
2. Training and development of all employees.
3. Application of the best in new technologies.
4. At all times striving to exceed our customer’s expectations and to add genuine value to their business.
5. We encourage all our employees to work to the best of their ability.
6. By working with these core values in mind we believe that we create effective working relationships and a pleasant working environment

Commitment to Staff welfare and Development

We recognize that you have a very important part to play in the Company’s future and we encourage each individual employee to enjoy their time with NORTHWEST SECURITY and help in its success. In return will we strive to provide you with the career opportunities, training and support you need to progress and shape your personal development. This is demonstrated by our achievement and ongoing commitment to the Investors in People award; a programme which will support our business culture and recognize the efforts we make as a collective to build on the success of our business.

We also work hard to introduce new training and development initiatives that are tailored to the needs and working environments of our employees. These initiatives are designed to benefit you by providing you with the skills and opportunities to make the most of your career in NORTHWEST SECURITY.

Policies and procedures

Full policy details can be obtained via your supervisor or the Operations Director.

Employee Communications

It is important to our Company that all employees are kept informative of key events and issues relating to the business on a regular basis. There are several different methods by which the company achieves this.

Northwest Security News letter

Bs24 news is the quarterly staff magazine issued to all. It includes information about different aspects of the business and staff activities.

Equality and diversity

The company will ensure that there is equality of opportunity and treatment in employment and provision of services regardless of gender, ethnic or cultural background, and age, marital status, sexual orientation, and disability, religious or political persuasion.

Every employee has a responsibility to act within the law with regards to diversity and a contractual duty to comply with this policy statement as a whole and thereby ensure its consistent application on a day-to-day basis.

If an employee believes that they have been unfairly discriminated against they should follow the grievance procedure detailed in this handbook.

Stress management

NORTHWEST SECURITY is committed to protecting the health and well being of all its employees. NORTHWEST SECURITY believes that if demands and pressures become too great they can induce, in anyone, the potentially harmful mental and physical feelings and reactions commonly known as stress. In contrast to this, we understand that too little pressure or challenge can also lead to feelings of stress. It is important to remember that stress is a very individual reaction; what constitutes stress for one individual may well be a motivating challenge for another. There will be no discrimination against any employee suffering from stress.

Employees have a legal obligation to report any illness or injury that they feel may have been caused or exacerbated by work; this holds true for psychological injury. NORTHWEST SECURITY cannot respond to a stress situation unless it is aware that such a situation exists. If you feel like you are suffering from stress you must contact your line manager. If you do not feel comfortable discussing this with your supervisor please contact the operations Director on 01276 482925.

Harassment at work

The company deplores all forms of harassment and will ensure that the working environment is sympathetic to all its employees. Harassment means unwanted behaviour towards others. It refers to a behavior which fails to respect an individual's right to be treated with dignity and proper

consideration at all times. It is usually unsolicited and is often of a sexual or racial nature. It is conduct that is offensive to the recipient.

All employees at every level of the company are responsible for eliminating any harassment or intimidation of which they are aware.

Religious Beliefs

We realize that amongst our employees there will be members of many different religious faiths. As part of these religious beliefs there may be different holidays and rituals that you would like to observe. We will do our best to accommodate these needs.

Please give your supervisor plenty of advance notice if you would like time off over religious holidays. Your line manager, in line with operational needs will try to accommodate your request. This time off may be taken as annual leave or if this has been exhausted it could be taken as unpaid leave.

Should there be set times of day that you would like to observe religious rituals or ceremonies, please liaise with your manager and, if possible, we can time your breaks to fit in with these needs.

Visas and immigration status

If you are not a British citizen or an EU citizen with the right to work in the United Kingdom you will require permission to work in the UK in the form of a visa. NORTHWEST SECURITY will require all employees with this status to have a valid working visa. NORTHWEST SECURITY is required to see the original visa and to take a copy for personal records. All visas have an expiry date, if the employee does not have or has not applied for an extended visa, then NORTHWEST SECURITY cannot continue to employ them past their visa expiry date. Therefore, the employee's contract of employment will be terminated.

Workers registration scheme

Swiss nationals or a national of a country in the European Economic Area (EEA) do not need permission to work in the UK. From the 1st May 2004 nationals from new member states will be able to work in the UK. Some nationals are required to apply to the home office under the new Workers' Registration Scheme". Please contact the General Manager for further clarification.

Disability

Disability is defined as a physical or mental impairment that has a substantial and long-term adverse effect on a person's ability to carry out their normal day-to-day activities. In accordance with the Disability Discrimination Act (1995) we will aim to make reasonable adjustments to the work place, work station or working environment in order to help any employee cope with their disability.

Trade union membership

The company, as a whole, does not formally recognize any Trade Unions. However, should you have Trade Union membership we are willing to work with that union where appropriate. It is worth noting that private local arrangements may be in place at some places.

Probation

All new employees are subject to a 12 week probation period. During this period you will be assisted for your suitability for the post to which you have been appointed. If you are deemed as suitable at the end of this period your employment will be confirmed in writing. Any sick days taken during the first 12 weeks will not be used to calculate the length of your probationary period. This allows the Company to ensure you receive appropriate on the job training for the duration of your probationary period. If your supervisor is not happy with your performance or your vetting is incomplete you will be issued with a performance notice and your probation period could be extended. If your performance does not improve and/or your vetting is still incomplete you may be dismissed from the Company.

Training and development

The company recognizes that the most important asset of any business is the people who work within it, and that training is fundamental to the company's continuing efficiency and profitable development. The company policy is to approach training systematically, recognizing that it is a continuous process.

We see training as a shared responsibility between you and the Company developing you and your skills to meet the day-to-day requirements of our business. Training and development can take many forms, from courses to workshops to coaching and self-study. It is a condition of employment that you attend training provided by the Company.

The company will support training and development that is necessary to fulfill our contractual requirements. Where necessary you may need to sit an exam as part of this training and development. The company will Endeavour to support you in achieving a good grade for such exams. However, should an employee fail their first exam we will issue an examination agreement which provides the opportunity to sit the exam a second time. If the second attempt is failed the examination agreement enables NORTHWEST SECURITY to recoup the cost of the second sitting. Unfortunately, if an employee fails a contractual course a second we may have no option but to remove the employee from site because that employee will not be fulfilling their contractual obligation.

Training may be scheduled outside your normal working hours or shift pattern. Many training courses are compulsory. Once you are booked onto a course you are liable to incur a financial penalty if you fail to attend. Attendance at a training course should be treated as you would treat attendance for a rostered shift. If you do not attend a training course, this will be treated as failure to attend for a rostered shift.

Further information

If you require more detailed information about training and development you should contact your supervisor who will have further information for you.

Performance review

Your work performance will be continually assessed by your supervisor to make sure the best is being made of your skills and potential, and to identify development needs. Approximately every twelve months a formal performance review interview will be conducted. This will be a two-way discussion with your supervisor about your performance and future development. Together you will agree a personal action plan to help you achieve the most from your work. The performance Review System is not a pay review, although your work performance will influence your pay level.

The performance review forms part of your General Resource record and is open to inspection by you in accordance with Company policy. The review process is not over until both parties sign their acceptance of the contents of the Review document.

Should any development points be identified as part of your performance appraisal, or at any other time of the year, we may set up more regular performance review meeting in order to ensure progress is being made.

Staff welfare and development program (SWDP)

All employees will engage in SWDP. This process is designed to identify and address the kind of issues, both general to NORTHWEST SECURITY and specific to the individual employee that can cause dissatisfaction or frustration and ultimately lead to an individual to consider leaving NORTHWEST SECURITY.

Promotions/Transfers/Demotions

Employees may apply for promotions or transfers within the company. In order to apply for a transfer or a promotion, an employee should have been with the Company for six months and must have passed their probationary period. Employees that are involved in disciplinary proceedings will normally not be considered for promotion or transfer until the disciplinary issue has been resolved. Positions will be advertised on notice boards internally and vacancy lists are available from your line manager.

Applications for transfer or promotion should be made in writing to your line manager. Applications will then be assessed in the normal manner.

There may be certain circumstances where as a part of disciplinary action, you will be demoted or transferred, with your salary and benefits reduced accordingly.

Due to ever changing customer requirements the occasion may arise where you have to be absent on account of a temporary stoppage of work. In the event that such circumstances arise because of a temporary reduction the Company's requirements for the work you are employed to do, or because of any occurrence affecting normal working, management has the right to lay you off work without pay during all or part of the period of temporary stoppage.

If you recommend a friend or relative to work for NORTHWEST SECURITY, you could receive a 'Finders Fee.' The person you have recommended must write your name on their application form. The Finders Fee is paid in 'Supercheque vouchers that can be redeemed in a number of

ways, including High Street outlets. The vouchers are paid in two part; £75,000 on completion of their probation period. Please ask your line manger for the flyer that you need to complete to recommend someone. The flyer contains full details of the scheme.

The Company is committed to providing a safe, healthy working environment for its employees and members of the public. Our aim is to 'continuously develop safe systems of work to ensure no one is placed at risk in our work places. Information with regards to Company policies, safe systems of works and current legislation is held in the site safety file which is controlled by site manager and is available for every employee to read. Our health and safety policy statement is detailed in Appendix 1.

You have a legal responsibility under the Health and Safety at Work act 1974 not to endanger yourself or other people (both employees and the public), to work safely at all times, to co-operate in all safety matter and flow all safety instruction and requests from NORTHWEST SECURITY supervisors, manger and the client. Failure to comply with safety instruction and failure to use health and safety equipment provided may result in disciplinary action.

In addition, you must report all safety defects, dangerous situations and all accidents, no matter how minor, to your Supervisors. It is imperative that you attend your site induction. Your site induction training will give you more information on safe working practices, fire and emergency procedures.

Further information

If you require further information about health and safety at work you should in the first instance contact your line manger. If this is to appropriate you can contact the Group Safety Advisor 01276 482925

Smoking at Work

The company aims to provide a healthy, safe and comfortable environment for employees. With this in mind employees should follow site/office specific regulations with regards to smoking. Disregarding regulations can lead to disciplinary action. All NORTHWEST SECURITY offices will operate a non-smoking policy.

Alcohol and Substance Abuse

The company regards drunkenness or disorderly conduct as a result of being under the influence of alcohol, unauthorized substance or misusing substance whilst at work a being gross misconduct. The company may require you to undergo a medical examination if it feels you may have a problem related to alcohol or substance abuse. If concern about the abuse of alcohol and drugs at work is significant the Company may exercise its right under the conditions of employment to undertake a security search, various sites as per the client's policy.

NORTHWEST SECURITY recognizes that staff members with alcohol and drugs related problems any need support to a colleague with regard to alcohol or substance abuse please speak

to your line manager, if you feel this would be appropriate please contact the General Resource on 01276 482925.

Data protection

It is a condition of employment that you agree to the Company recording keeping and using personal data in accordance with the provisions of the Data protection Act. You have a right, under the terms of that Act; to have access to data held that relates to you. The data Controller for this purpose is the Managing director. The company may charge a fee of £10.00 for access to the data

The Act also means that you have responsibility for safeguarding any information you have access to that relates to other people.

You will sometimes be entrusted with confidential information. Please respect your privileged position and do not disclose information that undermines reputation or commercial position.

Employees Records

When you start work with NORTHWEST SECURITY, we will create a personal record from the information you give us. It is important to make sure that these details remain accurate by advising us in writing of any changes in your personal details for example, name, address, and emergency contact and bank details

The company must also have an up-to date contact name and details in case of emergency. It is your responsibility to ensure that up-to-date information is provided.

Any personal information we hold is regarded as strictly confidential and will not be released to third party, unless we are legally required to provide information such as National Insurance or gas details, or if it is necessary to reveal it in an emergency where your health or safety is concerned.

Retirement

The employment Equality (Age) Regulations 2006 makes it unlawful to directly or indirectly discriminate against an employee on the ground of age.

The national default retirement age is 65, making compulsory retirement below 65 unlawful unless objectively justified. NORTHWEST SECURITY has a normal retirement age (NRA) of 65. Employees have the right to request to work beyond 65, please discuss this with your line manager.

Redundancy

In the event of a change of business needs or customer requirements which result in a need to reduce the size or skill mix of the workforce, NORTHWEST SECURITY will seek to inform and consult with the affected employees at the earliest possible stage. The company will Endeavour to redeploy all employees who are at risk of redundancy. The company may agree to re-train employees, if there is a skills gap. Where redundancy is unavoidable, employees will receive statutory redundancy pay

In the event that is necessary to redeploy you due to a site ban or redundancy, the company will do its utmost to redeploy all employees in suitable alternative position. This is a joint responsibility and you should ensure you contact the manager on 01276 482925. If your redeployment is due to a site ban you will be given a 2 week period to secure an alternative position within the company. If the redeployment is due to redundancy, you will be informed in writing of your redeployment period.

Pensions

NORTHWEST SECURITY does not operate pension schemes, which are available to those who wish to join a pension scheme; however there is no requirement to join any scheme. Please refer to your contract of employment for full details of the scheme you are eligible to join.

The contributions are calculated percentage of your basic salary. The rate at which you are required to contribute will have been notified to you in your contract of employment. Your contribution are deducted from your gross earnings i.e. before tax is applied, so you automatically receive full tax relief on your contribution on the maximum rate of income at that you pay. A full information pack is available from the General Manager on 01276 482925

Security Screening and Referencing

All employees are security screened to the requirements of the customer and the Company. If your circumstance change, your screening status may need to be reviewed. If you transfer position within the Company we may need to carry out additional screening or referencing.

If you are prosecuted for any offence, have been fined, sentenced to imprisonment, placed on probation, discharged on payment of costs or had authority or become bankrupt, make an arrangement with your creditors you must tell us immediately as this may affect your suitability to be employed on certain work assignments.

If it is found that you gave false information to gain employment, or have failed to notify us of any convictions received whilst in our employment you will be summarily dismissed.

Security Passes

All employees must carry their NORTHWEST SECURITY identification pass with them whilst on duty. All damaged and lost security passes should be reported immediately to the Communications Centre. The Communications Centre will then replace your security pass. There will be an administrative fee of £25 levied for the replacement of an identification pass. This money will be recovered by means of payroll deductions.

Upon leaving the Company you must return your NORTHWEST SECURITY identification pass and customers' security pass to the site on your last day of work. A deduction of £25 will be made from your final salary should you fail to return either pass.

Security Searches

It is a condition of your employment that you, your property or property in your possession, including vehicles, may be searched from time to time while on, entering or leaving Company or

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client premises. This is normal practice and does not mean you are under suspicion. All searches will be carried out discreetly and a colleague can accompany you. The person requesting to search you or your possessions will require your authorization to complete foil talk.

Security Licensing

All employees fulfilling a role involving licensable activities as defined by the Security Industry Authority will be required to obtain a Security License. If you are unable to obtain this license, you will not be able to undertake these may be dismissed from the Company.

Personal Property

You are responsible for your personal property at all times. The Company accepts no liability or responsibility for any loss or damage of any kind to the property of staff. Cars, motorcycles, bicycles etc., are parked in, on or around the Company and/or clients' premises at the owner and user's risk.

Secondary Employment

If you are a full-time employee your work with NORTHWEST SECURITY is regarded as your prime and only employment. You may take up any other form of employment, appointment or work with the express permission of the Company. If you engage in any regular voluntary activity that can be regarded as unpaid work you must also tell us. If you are a student attending further or higher education for more than six hours a week you must inform us. If you are a part-time employee or casual worker (0 hour contract) you must tell us of other work or study you undertake. If this is the case, please contact the General Manager on 01276 482925 and they will place you on a secondary employment register.

The reason for this requirement is that the Company is responsible for ensuring that the provisions of the Working Time Regulations are applied with respect to the total number of hours that you work, whether paid or unpaid.

Information Technology

NORTHWEST SECURITY provides computing, communications Manager and worldwide network access to its staff to enable them to carry out their administrative and management responsibilities. All staff sharing, the Managers also share the rights and responsibilities for their use.

NORTHWEST SECURITY assumes that all usage of these Manager/systems is for business purposes (excluding mobile telephones) unless authority has been given for private use and that the Company must have access to all parts of the system to ensure it is working properly. As a result staff cannot expect privacy in respect of e-mails sent or received their use of the Internet or telephone systems. This also applies even if they have permission to use the system for private use.

The Company is able to, and will from time to time, access, review, log, copy, delete, investigate or audit all systems access and messages, and may disclose this information to persons outside the Company if deemed appropriate.

When using the Internet or e-mail you must not access, display, store, generate or send to others any material, which may be, regarded as causing offence. What is offensive material is determined by its affect on the recipient, not how it is regarded by the sender. It includes pornographic, sexist, racist, abusive, harassing, threatening, or libelous material, whether in written or pictorial form.

Emails

E- Mail should not be used to transfer confidential data outside the Company where might be intercepted, lost or disclosed to individuals other than those intended to receive it.

Access our clients IT systems must not be assumed, if you are using clients; you must ensure that it has been agreed in writing, or that it is referred to in the Assignment Instructions. Attempting to gain unauthorized access to data held on IT systems will be viewed as gross misconduct.

Permission must always be sought from the Operations Director before installing additional software onto a Company owned computer and before attaching additional hardware to any Company owned computer.

Press and Other media

You are not authorized to speak to the media or any unauthorized person about matter relating to NORTHWEST SECURITY Limited, our business, our clients or older employees. This does not preclude any statutory or legal responsibility you have to provide information about, for example. Health & Safety matters. Any general enquiry or invitation to comment received from the media in writing, verbally or in person regarding normal operational issues, sites, events, personnel or Industry should be directed to the general manager or the operations director with designated responsibility of media handling on 01276 482925.

Employees should inform the enquirer that they are not authorized to deal with press enquiries, complete a media contact form and pass on these details without delay.

Gifts and Inducements

Employees should not accept gifts, favors or inducements from a client, potential client, supplier or potential supplier of goods or services to the Company. If it's felt that a refusal to accept any of the above would be detrimental to the Company you should discuss the situation with your line manager. Your supervisor should record what, if anything has been accepted.

Provision of References

All reference requests e.g. employer references, visa references, mortgage references and rent references must be answered through the General Manager. If you receive a reference request on behalf of an employee or ex-employee, please forward it to the General Manager (Fax number 01276 482930).

All references will be answered in a standard format.

We are unable to provide a general 'To Whom it may Concern' reference to someone leaving our employment or for any other instance. However, we will respond promptly to any company asking us for a reference for an ex-employee.

Public Interest Disclosure Policy and how to express concerns

If you have a concern about any aspect of your work, or our business, that you regard as so serious that you must tell someone, you should tell your line manager. If the matter concerns them, or any Manager or Director of the Company, a client, a supplier or contractor you can raise the concern, in confidence, with any Director. This process, commonly referred to as 'whistle blowing', is a valid way of raising serious concerns. You are protected by law from being victimized or discriminated against if you raise one of a defined series of concerns in the public interest in good faith and without malice.

Mobility

The Company reserves the right to require you to work at any of the Company's premises or, at the premises of its clients, within the same geographical area, whether temporarily or permanently.

Uniforms

1. All employees, irrespective of their role, are representatives of both BS24 Limited and the Assignment where they work. As they are dressed in clearly identifiable uniform, they must display the highest possible standards of appearance, behaviour and attitude.
2. It is the responsibility of the employee to ensure that they read the assignment instructions/method statements or risk assessment that is relevant to their specific duties.
3. Company uniform must be worn at all times on duty.
4. Employees should maintain their uniform in a smart and tidy condition.
5. When arriving for work uniform should be clean, correctly pressed and buttons should be in place.
6. Any damage to uniforms should be reported to your supervisor immediately. Non-issue items of clothing are not to be worn.
7. Employees are required to report for duty at shift start time in uniform/PPE and as such should allow sufficient time on arrival at site to change into their full and correct uniform/PPE.
8. Items of safety equipment may be supplied in addition to, or as part of the uniform. This is to be worn, used and maintained in accordance with this policy and the Health & Safety policy.
9. Footwear is to be clean at all times. If safety boots are required the Company will supply them. Socks must be of a dark colour, preferably black or navy blue. Other colour or patterns may not be worn.
10. Clip-on ties, regular ties or cravats provided as part of uniform are to be worn at all times with the top button of the shirt fastened.
11. Epaulettes, if issued, must be worn at all times.

12. When wearing a shirt as an outer garment, shirtsleeves are to be rolled down and fastened at the cuffs.
13. NORTHWEST SECURITY Identity Cards must be carried at all times whilst on duty.
14. Hair is to be clean, neat and tidy. All employees with longer hair should ensure that, for reasons of personal safety, the hair is securely fastened away from the face. Fingernails are to be clean and short and employees should pay attention to their own personal hygiene.
15. Employees are to be clean-shaven at all times while on duty.
16. Beards and moustaches are permitted provided they are of a moderate length and are neatly trimmed; any employee intending to change their appearance by growing or shaving a beard or moustache should discuss their intentions with their supervisors.
17. Uniform, Turnout and Responsibilities, Excessive rings, bracelets and jewelry are not permitted, and this requirement is for your personal safety and will be strictly applied.
18. For all employees that are not based on client sites, they will be expected to be neat, clean smart, well groomed and tidy in appearance and dressed in a manner suited to the job they carry out.
19. All Security personnel must wear their SIA license card at all times whilst on duty, If this is not displayed employee will be sent home without pay.

Please note that your uniform remains the property of NORTHWEST SECURITY at all times and must be returned to the Company at the end of your employment. Failure to return your uniform will result in £150 being deducted from your final salary.

Working Time Regulations

The Working Time Regulations came into force in October 1998, amended 2003. The Regulations provide limits on the maximum average weekly working time and regulate the way working time is organized. They provide for a maximum average weekly working time of 48 hours. From time to time you may wish to accept overtime hours available to you, and you may therefore work more than an average of 48 hours a week. To enable you to do this, we ask you, in your contract to complete and sign an 'opt out agreement'. You do not have to sign this and you may cancel the agreement at any time, by giving us three (3) months notice in writing.

Due to the requirements of the Working Time Regulations we have to record whether you have signed this opt-out. In addition we may ask you to keep records of your hours worked in order that we may comply with this legislation. You must co-operate in providing all relevant time sheets and/or comply with all or any clocking on or other time control procedures.

If you are, or are likely to be working at night (at least hours between 11pm and 6am), we will provide a Night Worker Health Assessment. This helps identify any aspects of your health and fitness that should be considered when you work at night. You should tell us if there is anything we should know about your health.

The Working Time Regulations are very detailed and make many more provisions that the Company endeavors to adhere to. Should you require more information, please don't hesitate to contact the General Manager

Disciplinary, Unsatisfactory Performance and Grievance

The aim of our disciplinary procedures is to safeguard and protect the interests of our employees and the Company. The aim of disciplinary action is not to punish but to improve performance and therefore improve the service we can give to our customers. These guidelines provide a framework for all employees to work within so that we are consistent and fair across the Company. Disciplinary action should only be taken when informal action (counseling) has failed or if the matter is too serious to be treated informally. The disciplinary procedure does not form part of the contract of employment.

As the employee you have a responsibility to be familiar with the Employee Handbook and with your individual terms of employment. Your supervisor has a responsibility to make clear to you your duties and responsibilities on site. These measures should help to avoid potential disciplinary issues.

In normal circumstances, the disciplinary procedure should be followed as below.

Counseling meetings

For first minor breaches of discipline, informal action should be taken in the form of a constructive conversation between supervisor and employee. This is referred to as a counseling meeting and is designed to assist you and the supervisor in achieving the required standard, following an informal route.

If the informal counseling route is not improving the employee's performance, there may be a need to formalize the counseling meetings. Therefore, employees will be invited to the meeting in writing and notes and actions will be recorded. Disciplinary action may be taken if the employee's performance does not improve.

At each stage the employee will be advised of the shortfall in performance or nature of misconduct, the improvement required the time scale of the improvement and the consequences if this is not achieved.

If the nature of the problem is serious enough i.e. misconduct, the disciplinary procedure may be invoked at a higher level. Gross misconduct may result in summary dismissal.

Investigative Guidelines

Prior to disciplinary action being taken an investigation will be carried out as soon after the incident or performance shortfall has occurred. Depending on the nature of the incident or performance shortfall, you may be suspended on full pay whilst the investigation takes place. However, there may be certain circumstances whereby suspension will not be paid. Once the investigation has occurred you will be asked to attend an investigative meeting to discuss the situation.

Should sufficient evidence be found in a preliminary investigation, there may be no need for an investigative meeting to take place, instead the process will move straight to a disciplinary hearing.

You have a right to be accompanied to this meeting, by a fellow employee or Trade Union Official.

Statutory Disciplinary Procedure

If an employee has been in the Company's employment for less than 10 months under the dispute resolutions regulations the statutory disciplinary procedure (SDP) must still be followed. The SDP consists of three stages:

A statement in writing of what the employee has alleged to have done.

A meeting to discuss the situation.

The right of appeal.

Disciplinary Hearing

You will be informed of the outcome of this meeting as soon as reasonably possible, after the meeting has taken place. If this meeting brings up further queries, it may be necessary to adjourn and reconvene.

Disciplinary action takes the following levels of severity.

Verbal Warning

In the case of minor offences a verbal warning could be issued and will be held on file for six months. If there is no improvement in performance or conduct within the time scale specified this can lead to a first written warning.

Written Warning

In the case of a more serious offence a written warning will be issued, this may be in the form of a first written warning or a final written warning depending on the seriousness of the offence. A written warning will be held on file for twelve months. If there is no improvement in performance or conduct or there is an additional issue within the time scale specified this can lead to a final written warning or termination of employment.

Dismissal

Procedural Dismissal (dismissal with notice)

If, after a final written warning, your conduct or performance is still not reaching the standards required, you will normally be dismissed with notice. This procedure may also apply on grounds of capability or some other substantial reason.

Summarily Dismissal (dismissal without notice)

If it is alleged that you have committed an act of gross misconduct you may be suspended from work on full pay, normally for no longer than ten working days, while we investigate the matter.

If, after a disciplinary hearing, we believe that gross misconduct has occurred, you will be summarily dismissed, and forfeit your rights to notice.

Examples of...Serious Misconduct

1. Persistent lateness or absenteeism.
2. Recurring work errors.
3. Failure to carry out lawful, reasonable and safe instructions.
4. Failure to respond adequately to previous warnings.
5. Rudeness to customers and clients (which in many situations will be regarded as gross misconduct).
6. Misuse of the client's or BS24 ' telephone for personal use.
7. Smoking in unauthorized areas.
8. Persistent refusal to wear uniform or take reasonable care of appearance.
9. Disregard of Company rules.

Gross Misconduct

1. Leaving an Assignment without permission.
2. Being convicted of committing a criminal offence and/or failing to report to the Company if charged by the Police with a criminal offence.
3. Dishonesty in completing your Application Form.
4. Drinking alcohol or taking non-prescription drugs or using narcotic substances at work.
5. Acts of dishonesty, including theft, fraud such as deliberate falsification of records, or unauthorized possession of Company, client or fellow employees' property.
6. Deliberate disregard of safety precautions or of Company rules.
7. Security license revoked and not renewed for any offence.
8. Failure to comply with any rules imposed by the Health & Safety at Work Act 1974 or any other relevant act.
9. Willful or malicious acts resulting in damage or loss to Company or clients' property or injury to any person.
10. Gross negligence.
11. Violent or abusive physical or verbal behaviour.
12. Bullying or harassment of an individual.
13. Malicious or deliberate discrimination against any individual or group on the grounds of race, gender, colour, disability, creed, or sexual orientation.
14. Abusing your authority.
15. Willful, unauthorized entry into the Company or clients' computer systems.

Disciplinary Hearing (cont)

Discussion of the Company, its clients or assignments with any unauthorized person.
 Conduct on Company or clients premises or business that violates common decency, or engaging in behaviour that would bring our name into disrepute.
 The deliberate refusal to carry out a Supervisor's lawful, reasonable and safe instruction.
 Sleeping or appearing to be asleep whilst on duty.

While these examples may seem extensive, they are given to illustrate the types of behaviour that may lead to action being taken. They are not exhaustive or exclusive and do not form part of the Contract of Employment.

Appeals

You may appeal at any stage of the disciplinary procedure. You should put your appeal in writing. The appeal letter should specify the grounds for your appeal and should be addressed to the manager of the person named in the disciplinary letter.

All appeals must be made within five working days of the decision taking place. Any decision taken following an appeal is final.

Further information

If you would like more information about the disciplinary procedure you can contact the General Manager on 01276 482925, either to discuss or to request a more comprehensive booklet.

Grievance Procedure

Preliminary Stage

The grievance procedure provides a mechanism for resolving problems or concerns about work that you feel cannot be resolved informally. The procedure should allow for issues to be settled fairly and quickly. If you feel that you need to use the procedure, we will endeavour to conduct it in confidence with no adverse affects to you. The grievance procedure does not form part of your contract of employment.

If you feel that you have grounds for a grievance about your work, duties or conditions of employment, you should talk to your immediate supervisor to see if the problem can be resolved informally.

It is emphasized that if the nature of the grievance makes it difficult for you to approach your immediate supervisor, then you may go direct either to the manager or you can refer the matter to the director.

Formal Procedure

There are two potential stages to the Company's Grievance Procedure.

Stage 1: Grievance Hearing

Your written grievance should be sent to your manager or a director.

The manager will then arrange for a meeting to be held, at which the grievance can be fully discussed. The manager will, where reasonably practicable arrange the meeting within a period of 10 working days from receipt of your written grievance.

The Company accepts that there will be occasions, where you and/or your representative cannot attend on the first date fixed. Where the reason is the unavailability of your representative or yourself another date will be made, within five working days of the initial date.

The manager will carefully consider the grievance and any statement or other information given to them and may undertake their own investigation/enquiries if this is required.

A decision will be confirmed in writing to you within 7 working days of completion by the manager of his/her investigation following the grievance hearing.

If you remain dissatisfied with the outcome of stage one of the Formal Procedure then you may appeal against the outcome by proceeding to stage two of the Formal Procedure.

Stage 2: Appeal

Within five days of receiving the written decision in respect of the grievance hearing you must give notice in writing to the senior manager stated in your grievance outcome letter setting out why you remain dissatisfied with the position.

An appeal meeting will then be arranged as soon as possible with the nominated senior manager who will have responsibility for considering the grievance. They will usually hold a meeting if deemed necessary. The senior manager will, wherever possible, conclude their consideration of the grievance appeal within 10 working days of receipt of your appeal.

You will be informed of the senior manager's decision as soon as possible after the meeting either by further attendance or in writing. Any decision given orally to you will be confirmed in writing within 10 working days

This is the final stage of the Formal Procedure and the managing director's decision is final.

Bank Details

Any change to your bank or building society account must be notified promptly on a Bank Details Form. You can get a Bank Details Form from your manager. Changes cannot be accepted verbally.

Change of Address

Any change to address details must be notified promptly on a Change of Address Status Form. You can get a form from your manager. Changes cannot be accepted verbally.

Employee Reference Number (ERN)

The EN that you find on your pay slip should be quoted whenever you contact the manager, whether verbally or in writing. This allows us to locate your record quickly and accurately.

Expenses

Please obtain receipts for expenditure that is incurred in relation to Company business and in connection with your current work location. These receipts can then be used to claim the expense back. Your manager will be able to advise you of the nature of goods for which the expense

system may be used. You must have prior agreement from your supervisor before incurring any expense. Abuse of the expense system will result in disciplinary action.

Frequency of pay

You will be paid in accordance with your contract.

Getting Paid

Pay slips are sent out at least one day prior to your contractual payment date, and will always be sent first class post. All pay queries should be taken up with your supervisor who will contact the Payroll on your behalf. You should take a copy of your pay slip to your line manager who can check that all roasted shifts have been sent through to the prior to raising a query. If a shift has been missed from the time sheet the supervisor will send through a back dated time sheet to the Payroll to process for the next pay run. If the net value of the missing shift/shifts is more than £100 a three day transfer will be made to your nominated account and the correction put through your salary for the next pay run.

Pay slips are pressure sealed for security and privacy and will be sent to your home address. You should follow the instructions on the envelope to open them correctly, without damaging the information printed within them.

The payments section of your pay slip includes a description of the payments made, the number of hours/payments made against each rate and the total amount paid for each description.

Individual rates are not shown, but can be calculated very easily by dividing the amount paid by the number of hours in the description.

The total pay and additions section shows the total gross amount of wages due for the period.

The amount paid section shows the net payment for the period, and is the amount that will be paid to the employee's bank account.

This section describes any deductions, whether tax (PAYE), National Insurance Contributions (NIC), or other standard and non-standard deductions. The total deductions section shows the total amounts deducted from the gross pay for the period.

Tax Codes

When joining the Company you should give a P45 from your previous employer to the Payroll as soon as possible. If you do not have a P45 then ask to complete a P46 which you can obtain from either the HR or Payroll and return this to the Payroll.

Any queries regarding your tax code should be taken up directly with the Inland Revenue the details can be found on your pay advice

National Insurance

If you don't already have a permanent National Insurance number, the law requires you to obtain one. To obtain a permanent number you must apply to your nearest job seekers allowance office. Your National Insurance number has no effect on your tax code but does affect your ability to claim job seekers allowance if you ever become unemployed, state pension, SSP.

Leaving the Company

Should you leave the Company you will receive any final monies owed to you and your P45 within a maximum of two weeks. If your accrued holiday entitlement under this agreement is greater than the leave you have taken then you will be paid for any accrued holiday owing to you. Conversely where you have taken more holiday than you have accrued at the date of termination of your employment the Company will recover this money via payroll deductions from your final pay.

Overtime

Unless otherwise provided for in your contract, or your sites contractual arrangements, all overtime will be paid at flat rate

Staff Loans

There is no staff loan scheme in operation. The borrowing and lending of sums of money between employees or between NORTHWEST SECURITY employees and customers employees, is not a practice supported by NORTHWEST SECURITY management. NORTHWEST SECURITY will not accept any liability for any such loans not being honored by our employees.

Tax

All tax queries, e.g. queries of the amount of tax paid or queries about tax coding, should be directed to the Inland Revenue. Our tax details are as follows:

HMRC Office
North Hants
LE14AA
Tax Reference Number 267/LA47735
Telephone - 08453 000627

Pay slips

Each pay slip shows the following information; pay period – for example 'Week 49', the pay date, and your Employment Reference Number (ERN). You will also see your full name, the method that you are being paid by, your tax code (as instructed by the Inland Revenue) and your National Insurance number

Cumulative

This section details the amount of taxable gross pay, tax paid and employee/employer National Insurance contributions paid in the tax year to date.

Acting up Pay

If you are required by the Company to temporarily perform duties of a more senior position - for example, covering your supervisor whilst they are on holiday - you may be entitled to an enhanced rate of pay for that period of time. If this is to be the case, your manager will notify you in writing. Your manager will also notify the Payroll in writing.

Employee leave**Holiday Entitlement**

The Company's holiday 'leave year' runs from 1st April to 31st March. Your holiday entitlement is outlined in your contract. You must take your paid holiday entitlement in the leave year that it is accrued.

If you join the Company after the beginning of the holiday year you can calculate your holiday entitlement using the following method: Divide your annual entitlement by 52 to get a weekly entitlement. Then multiply this weekly entitlement by the number of completed weeks you will have worked in the holiday year. This will give you a pro-rated holiday entitlement.

When to take holiday?

You may not take more than two weeks annual leave at one time unless this has been agreed in writing, in advance, by a Director. Unless you are expressly instructed to the contrary (in writing) you must take your paid holiday entitlement during, or to fit in with any 'shut down' or 'holiday lay-off' at the Assignment allocated to you from time to time. In any case we expect you to have taken not less than half your holiday by the end of November.

When to take holiday?

You must provide at least 4 week's notice in writing on a HOLIDAY REQUEST FORM (available from your line manager) of any paid holiday entitlement that you propose to take. Your manager will endeavour to approve your holiday wherever possible, however it is possible that your proposed holiday may conflict with a colleagues' previously booked holiday, or with a period when holiday cannot be allowed for business reasons. Your manager must approve and sign off your holiday form.

Pay whilst on holiday

Annual leave is paid on the basis of the contracted hours that you work per week. So for example if you are contracted to work 48 hours per week; this is what you will be paid in your holiday week. Overtime worked is not taken into consideration.

When your employment ends, if your accrued holiday entitlement under this agreement is greater than the leave you have taken then you will be paid for any accrued holiday owing to you. Conversely where you have taken more holiday than you have accrued at the date of termination of your employment the Company will recover this money via payroll deductions from your final pay. If we ask you in writing you must take any holiday that is accrued or becoming accrued during any period of notice.

Bank/Public Holidays

Employees will be paid for hours worked on bank/public holidays in line with the terms contained in their contract of employment. In the case of the three fixed date bank/public holidays any employee entitled under their contract of employment to an enhanced rate of pay NORTHWEST SECURITY will pay the enhanced rate on the actual dates of the holiday only and not the substitute bank holiday dates. This applies solely to employees working a rolling roster.

The three fixed date holiday are Christmas Day (25 December), Boxing Day (26 December) and New Years Day (1 January).

Further Information

If you have any further queries, you should in the first instance speak with your line manager. If your supervisor is unable to answer your query, he will raise it with the payroll at the manager on 01276 482925.

Absence due to an injury on Duty

You must inform your supervisor without delay if you are injured at work during working hours, specifically if this injury arises as you go about your normal duties.

You will be required to sign an Accident Report, which will have been filled in by your supervisor providing full details of the incident which led to your injury. This report will form the basis of an investigation into the incident.

If you are unable to return to work due to your injuries, you will be required to submit to your supervisor a signed off medical certificate from your own GP. You may also be asked to attend a medical examination with a medical examiner appointed by the Company.

Compassionate Leave

Compassionate leave provisions may be made to cover the death of immediate family. You should initially apply to your supervisor for compassionate leave. Your supervisor will then need to get this signed off by a Director.

Jury Service and Witness Appurtenances

If you are called for Jury Service, you should inform your supervisor immediately and show him/her the summons that you have received. You should claim all allowances that are available from the Court as you will not be paid by the Company. You should attend work on any days that the court does not require you to be present.

The same arrangements apply if you are called to be a witness or if you are otherwise compelled to attend Court. However, if your attendance at Court is voluntary you will be required to take holiday time in order to attend.

Public Duties

You should inform your supervisor if you undertake any public duties such as being a Justice of the Peace, a School Governor, a Local Councilor or a member of the Reserve Forces. This is in order to give some idea of the leave arrangements that you may need to make. You should use your holiday entitlement to perform these duties.

Reservists

As an employer NORTHWEST SECURITY are not obliged to agree to reservists volunteering their services and if you require time off work to attend annual camp, you must take time off from your holiday entitlement. However you will be allowed time off if you are called for duty. Any reservist failing to inform the Company that they have been requested for duty will be guilty of absence without authorization. You will have the right to return to the same or similar position on your return to work.

Other Leave of Absence

Other unpaid leave of absence is not normally granted to employees for anything, other than in the most exceptional circumstances.

You have a responsibility to tell us if you are pregnant, so we may properly carry out our responsibilities under the law, and also consider any health, safety and welfare issues that may arise from the job that you do.

During your pregnancy you are entitled to time off, with pay, to attend any medical appointments in connection with the pregnancy. You should arrange this, initially, with your line manager. You must be prepared to show an appointment card if requested.

Statutory Maternity Leave (SML) may be taken and Statutory Maternity Pay (SMP) will be made within the regulations in place at the appropriate time. Your rights to SML, SMP, additional maternity leave (AMI) and a right to return to work depend on your length of service and other aspects. You should contact the General Manager to discuss your full entitlement.

Paternity Leave

Dependant on length or service, employees have a statutory right to Paternity Leave. This right applies to an employee who expects to have some responsibility for the child's upbringing and is either the biological father or the mother's husband or partner (partner refers to someone who lives with the mother, either male or female, in an enduring family relationship but who is not a blood relative). This statutory right enables an employee to have two weeks paid paternity leave paid at the statutory rate which can be taken in a block of 1 or 2 weeks within 56 days of the child's birth or placement.

Further Information

Should you require any further information on this complex legislation you should contact your manager or the General Manager on 01276 482925.

Parental Leave

Parental leave is a right under the Maternity and Parental Leave Regulations 1999 to take unpaid leave to look after a child or to make arrangements for the small child's welfare. Parents can use it to spend more time with children and strike a better balance between their work and family commitments.

Employees must make a request to their employer 21 days before they intend to take leave. Employers reserve the right to postpone leave for up to six months if there are valid business reasons.

Employees who have completed one year's service and are parents of children that are under five may take up to 13 weeks unpaid leave over a five year period. Leave must be taken in blocks of 1 week upwards, not more than 4 weeks in one year. Further arrangements apply for adoptive parents or if a child is disabled.

If you would like to take Parental leave, you should make a written request to your manager.

Further Information

Should you require any further information on this complex legislation you should contact your manager or the General Manager on 01276 482925

Sickness

Unless otherwise notified to you in your contract, the Company will pay you for sickness absence in accordance with Statutory Sick Pay regulations. Statutory Sick Pay (SSP) is not paid until day 4 of your illness.

Reporting Sickness

Any employee unable to attend work because they are ill must contact their line manager, not less than two hours before they are due to report so alternative staffing arrangements can be made. If an employee is unable to reach their manager they can speak to the manager 24 hours a day, 7 days a week 01276 482926

Employees must keep in regular contact if the absence continues. We require a self-certificate for all absence of up to seven days, and a doctor's medical certificate for absences of more than seven days. The Company will not meet any charges for certificates. Medical certificates older than 14 days will not be accepted. If sickness absence continues we may seek a report from your Doctor within the provisions of the Access to Medical Reports Act 1988, to determine your capability to return to work. It is vital that you inform your manager of when you intend to return to work so that they are able to arrange staffing levels. If you arrive at work and your manager is unaware that you are returning, they may send you home.

Please note also:

If an employee becomes sick on the first day of their holiday they may be able to postpone the holiday. This applies only to sickness that starts on that day and medical evidence must be provided.

If an employee is sick on the day before or after a Public or Bank Holiday, they must provide a medical certificate or they may not be paid the enhanced rate for the Public or Bank Holiday. If an employee is on holiday outside of the European Union and they become sick they will not be entitled to SSP.

Employees must let managers know if they are taking any prescription or non-prescription medication that may affect their health and safety at work.

Further Information

Should you require further information on this complex legislation you should contact the Payroll at the Support 01276 482926

Attendance

Employees must attend the workplace at the commencement of the shift or working day unless prevented by illness or any other substantial reason. In general, unless covered by other arrangements, employees will not be paid for any time that they do not report for work. If an employee knows that they are going to be prevented from reporting at the correct time, they must inform their line manager, not less than two hours before they are due to report so alternative staffing arrangements can be made. If an employee is unable to reach their manager they can speak to the control Centre 24 hours a day, 7 days a week. Depending on the site rules, if an employee or worker is late in reporting for work they will be sent home and not paid for that shift.

If an employee is absent from work for reasons, which, after investigation, are not regarded by the Company as justifying their absence, they will be disciplined and could be dismissed. The Company reserves the right to change policies and procedures at any time. Any changes will be notified to employees by post or via Company communication systems such as notice boards. We will always Endeavour to give notice of changes.

Health & Safety Policy

As required by the Health & Safety at Work etc. Act 1974, section 2 (3) This Statement recognizes NORTHWEST SECURITY Limited's obligations under the Health and Safety at Work etc. Act 1974 and NORTHWEST SECURITY in the conduct of its activities will ensure that it:

Protects the health, safety and welfare of its employees and others who may be affected by its activities to Limits adverse effects on and adjacent to the area in which those activities are carried out, Meeting its responsibilities as an employer to do all that is reasonably practicable to prevent accidents, injuries and damage to health.

The Company will also, so far as is reasonably practicable:

1. Provide and maintain safe working environments that are without risks to health, safety and welfare.
2. Set standards that comply with the relevant statutory requirements relating to health, safety and welfare with regard to the effect on employees, contractors, visitors and the public.

3. Safeguard employees and others from foreseeable hazards connected with work activities, processes and working systems.
4. Ensure that when new substances, plant, machinery, equipment, processes or premises are introduced, adequate guidance, instruction, training and supervision are provided for safe methods of work to be developed.
5. Train all employees to be aware of their own responsibilities in respect of relevant health and safety matters and ensure they participate in the prevention of accidents and co-operate with measures taken to prevent industrial disease.
6. Ensure that contractors undertaking work for the Company are informed of the relevant standards required and are monitored to ensure compliance without detracting from the contractors' legal responsibilities to comply with statutory requirements.
7. Promote good health amongst employees and be concerned with the prevention of occupational and non-occupational disorders and diseases.
8. Co-operate with appropriate authorities and technical organizations to ensure policies are updated and Standards reviewed to reflect best practice.

Responsibilities

Undertaking inspection, audit and review activities to ensure the Company's objectives for health & safety welfare and matters including revision of this Policy lies with the Directors of Northwest Security.

The Board of Directors has appointed the Director, as having particular responsibility for health, safety and welfare. In the event of difficulties arising from the implementation of this Policy reference must be made to Mr. Stephen Mwathi

Each employee shall recognize personal responsibility for observing the Company's Safety Policy, Instructions and Procedures, and should develop interest and enthusiasm in health, safety and welfare issues.

The implementation of this Policy will be undertaken by the Managers of staff of the Company supported by an Appointed Safety Adviser who will monitor compliance with the requirements and give advice on health, safety and welfare matters generally.

The Appointed Safety Adviser for the Company is the Senior Manager (Health & Safety)

Signed

Designation

Date October 12, 2011

(This Statement of General Policy on health, safety and welfare at work and of the organization and arrangements for carrying out the Policy is made under Section 2 (3) of the Health and Safety at Work etc Act 1974 and is to be brought to the notice of all employees of NORTHWEST SECURITY Limited by prominent display at all sites and workplaces and a copy kept in the Site Safety File. The supporting Instruction, Procedures and Organization Arrangements are available at the manager for reference by all employees).

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