
2025

Employee Handbook



EMPLOYEE HANDBOOK

Auxilium Services Limited

WELCOME TO:

Auxilium Services Limited ('Auxilium' and/or 'Company')

On behalf of our Company, we are happy to have you as a new member of our team!

Auxilium Services Ltd has earned a reputation as a leader in the Security and Facilities Management industries. We are successful because of the individual contributions made by each of our employees. You were selected to join Auxilium Services Ltd.'s team because we feel you have the skills, ability and commitment needed to help us deliver the finest service available to our customers.

Since founding Auxilium Services Ltd, we have held to a very simple philosophy: exceptional service to our customers in order to keep our customers. We want to ensure that these relationships continue well into the future.

We hope you will find your job challenging and rewarding and will enjoy with us the special feelings of satisfaction that comes with doing a job well.

This handbook wills the rules and regulations that enable our Company to run smoothly. If you have any questions, or if there is something we can do to help you succeed and grow with us, please contact the Management Team.

We extend to you our personal best wishes for your success and career development as a member of Auxilium Services Ltd.

Approved

Mr Waqar

Managing Director
Auxilium Services Ltd
01/12/2025

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Pages	Issue No.	Date
1-Error! Bookmark not defined.	2	Jan 2023
ALL	3	Jan 2024
ALL	4	Dec. 2025

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YOUR HANDBOOK

PERSONNEL POLICY MANUAL

This handbook is designed to be a summary of our policies, practices and procedures as they apply to all Auxilium Services Ltd personnel, unless otherwise provided in a valid and enforceable separate collective agreement. This handbook is a working guide for use in understanding and compliments our Offer of Employment and/or Employment Contract provided to you. It is meant to be helpful tool for all staff however directly employed by the company.

Please understand that circumstances may arise requiring changes in the policies, practices, procedures and benefits described in this manual. Accordingly, Auxilium Services Ltd reserves the right to amend the contents as it deems appropriate and notify thereafter at that time.

Should any provision in this Employee Handbook be found to be unenforceable or invalid, such finding does not invalidate the entire Employee Handbook, but only that particular provision.

This Employee Handbook replaces and supersedes any and all other Auxilium Services Ltd. Employee Handbooks, or other Auxilium Services Ltd policies.

This manual does not constitute a contract of employment.

INTRODUCTION

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WELCOME TO OUR TEAM

Auxilium Services Ltd is dedicated to serving its clients, employees, and surrounding communities in exceptional service partnership. Auxilium Services Ltd.'s team experience in providing both security and facilities management services to industry and government has earned the company an unparalleled reputation for quality and value. Auxilium Services Ltd affirms that, in order to provide superior services, it must maintain a superior organisation and train and develop superior staff. Auxilium Services Ltd shall maintain a favourable work environment for employees, provide fair compensation and the opportunity for participative management, and promote an equitable system for professional advancement.

Our development has been shaped by the ways we cooperate with our clientele, encouraging us to embark on a more counselling and mutual approach. Our clientele include some of the major and renowned commercial property holders and asset managers throughout the UK.

Managing the services provided by our teams in different sectors, Auxilium Services Ltd.'s management team also regularly recommends our corporate clientele on security guarding strategy, emergency planning, and commercial analysis.

Auxilium Services Ltd executives are dedicated to not only persistently develop themselves, but also to fully train and develop employees, so they are persistently capable of accomplishing their work objectives and optimistic of their own capacities.

Our staff capabilities, talents, wellbeing and enthusiasm are central to our achievements. Auxilium Services Ltd always prioritizes Health and Safety, administration and support of our staff, which in turn guarantees the highest achievable benchmarks of service delivery, and exceed our clients' expectations.

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JOINING OUR ORGANISATION

A) PROBATIONARY PERIOD

You join us on an initial probationary period of three months. During this period your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. However, if your work performance is not up to the required standard, or you are considered to be generally unsuitable, we may either take remedial action (which may include the extension of your probationary period) or terminate your employment at any time.

We reserve the right not to apply our full contractual capability and disciplinary procedures during your probationary period.

At the end of your probation period, you may be formally advised if you have successfully completed your probation period.

B) EMPLOYEE TRAINING

At the commencement of your employment, you will receive training for your specific job, and as your employment progresses your skills may be extended to encompass new job activities within the business. It is a condition of your employment that you participate in any training deemed necessary by us for you to reach the required levels of attainment standards.

All training and development and promotion decisions will be made based on merit. Equal opportunities will be provided in relation to access to training and development to maximise potential and provide development.

The terms and conditions, benefits and access to facilities are regularly reviewed to ensure that they comply with the aims of the company and that there are no unlawful obstacles to access.

C) INDUCTION

At the start of your employment with our Company you are required to complete an induction programme, during which all our policies, practices and procedures (including Health and Safety) will be explained to you. Advising / Information relating to this will be given to you at the induction, and available throughout your employment with the Company..

D) JOB RESPONSIBILITIES

Amendments may be made to your job responsibilities from time to time in relation to our changing needs and your own ability.

E) STAFF APPRAISAL SCHEME

We have a staff appraisal scheme in place for the purpose of monitoring staff performance levels with a view to maximising the effectiveness of individuals, details of which are available separately.

F) JOB FLEXIBILITY

It is an express condition of employment that you are prepared, whenever necessary, to transfer to alternative departments or duties within our business. During holiday periods, etc. it may be necessary for you to take over some duties normally performed by colleagues. This flexibility is essential for operational efficiency as the type and volume of work is always subject to change.

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G) MOBILITY

Unless expressed in your Employment Contract you are not employed specifically at one particular client site, therefore; it is a condition of your employment that you are prepared, whenever applicable, to transfer to any other of our client sites. This mobility is essential to the smooth running of our business.

H) TRAINING AGREEMENT

The Company has a policy of encouraging its employees to undertake training in order to further their career within the organisation. This will include assisting with costs of the training. However, in the event of termination of employment, for whatever reason, the Company will seek reimbursement of the costs in line with the Training Agreement. Further details are available separately.

I) DISCLOSURE AND BARRING CERTIFICATE(S)

Your initial employment may be conditional upon the provision of a satisfactory Disclosure and Barring Certificate of a level appropriate to your post. You will be required to consent to subsequent criminal record checks from time to time during your employment as deemed appropriate by the Company. In the event that such certificate(s) cannot be supplied your employment with us may be terminated.

J) CONVICTIONS AND OFFENCES

During your employment, you are required to immediately report to the Company any convictions or offences with which you are charged, including traffic offences.

K) IDENTIFICATION BADGES

Identification (ID) badges must be worn at all times. If your ID badge is lost or stolen, this must be reported immediately. Failure to do this will result in disciplinary action being taken. ID badges must be returned upon leaving our employment.

L) PERSONAL INFORMATION

Our decision to offer you employment considered the personal information you provided us with on the basis that it was correct and complete. In the event of such information proving to be untrue or misleading, we reserve the right to terminate your employment.

M) CREDIT CHECK

Your initial employment is conditional upon the provision of a satisfactory credit check through a credit reference agency. You will be required to consent to subsequent credit checks from time to time during your employment as deemed appropriate by the Company. In the event that such checks are unsatisfactory your employment with us may be terminated.

N) SIA CHECKS

If it is a condition of your employment that you hold a current, valid licence issued by the Security Industry Authority. You are required to provide the Company with a copy of your licence at any time upon request. Failure to do so may result in dismissal. Any loss of licence whether temporary or not must be reported to your manager immediately.

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SALARIES AND WAGES ETC

A) ADMINISTRATION

1) Payment

a) For all staff the pay month is the calendar month. Salaries/wages are paid on the fifth day of the following month. However, wages for seasonal festivals are usually paid within seven weeks.

b) You will receive a payslip showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, e.g. Income Tax, National Insurance, etc.

c) Any pay queries that you may have should be raised with our HR / Payroll.

2) Overpayments

If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment but if this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

3) Income Tax and National Insurance

At the end of each tax year, you will be given a form P60 showing the total pay you have received from us during that year and the amount of deductions for Income Tax and National Insurance. You may also be given a form P11D showing non-salary benefits. You should keep these documents in a safe place as you may need to produce them for tax purposes.

4) Pay Reviews

Pay is reviewed annually; however, there is no guarantee of an automatic increase in your pay as a result of any review.

B) LATENESS / ABSENTEEISM

1) You must attend for work punctually at the specified time(s) and you are required to comply strictly with any time recording procedures relating to your work. You are expected to arrive for work fifteen minutes before the start of your shift. You must inform us at least thirty minutes before the start of your shift if you will be more than ten minutes late.

2) All absences must be notified in accordance with the sickness reporting procedures laid down in this Employee Handbook.

3) Without providing evidence of good reason/s; If you are hourly paid and you "clock in" more than five to fifteen minutes late you will lose 15 minutes pay. If you "clock in" more than fifteen to thirty minutes late you will lose 30 minutes pay, and anything in excess of thirty minutes late will incur full hourly pay losses as appropriate to the lateness.

4) If you arrive for work more than half an hour late without having previously notified us, other arrangements may have been made to cover your duties, and you may be sent off the premises for the remainder of the shift without pay.

5) Lateness or absence may result in disciplinary action and/or loss of appropriate payment.

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C) SHORTAGE OF WORK

If there is a temporary shortage of work for any reason, we will try to maintain your continuity of employment even if this necessitates placing you on short time working, or alternatively, lay off. If you are placed on short time working, your pay will be reduced according to time actually worked. If you are placed on lay-off, you will receive no pay other than statutory guarantee pay.

D) PENSION SCHEME

You will be offered a voluntary auto enrolment pension scheme which you can then stay in or opt out. The scheme enables you to save for your retirement using your own money, together with tax relief and contributions from the Company.

E) CLOCKING IN & OUT

Where appropriate security staff will be required to comply with our client's clock in/clock out policy. Upon arrival to work, you must immediately clock in the time you entered the premises. Upon leaving the premises you must ensure that you clock out using the same system. It is not permissible under any circumstances for any employee to clock in or out on behalf of another. In the event that you forget or are unable to do this for any reason you must report this to the Company Director immediately. The information collated using this system is used as a roll call in the event of an evacuation by our clients, to ensure employees are paid accurately and for monitoring purposes. It is therefore imperative that the information is accurate. You should be aware that falsifying records is considered a gross misconduct offence in accordance with our disciplinary procedures. Failure to adhere to this procedure may result in summary dismissal and/or incorrect or delayed payment of wages.

F) SIGNING IN & OUT

All security staff are required to record their hours of work in the security book/log sheet to ensure that they are accurately paid. You should be aware that falsifying records is considered a gross misconduct offence in accordance with our disciplinary procedures. Failure to adhere to this procedure may result in summary dismissal and/or incorrect or delayed payment of wages.

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HOLIDAY ENTITLEMENT AND CONDITIONS

A) ANNUAL HOLIDAYS

- 1) Your annual holiday entitlement is shown in your individual Employment Contract.. The Holiday year starts from 1st January and finishes on 31st December of each year.
- 2) It is our policy to encourage you to take all of your holiday entitlement in the current holiday year. We do not permit holidays to be carried forward, and no payment will be paid in lieu of respect of untaken holidays other than in the event of termination of your employment.
- 3) You must complete the holiday request form, and have it authorised / signed by the Operations Manager before you make any firm holiday arrangements. Our Company Director will then approve the holiday booking inline with business constraints, and our Operations Manager will then feed back to you whether the holiday request has been approved or not.
- 4) Holiday dates will normally be allocated on a "first come - first served" basis whilst ensuring that operational efficiency and appropriate staffing levels are maintained throughout the year.
- 5) Holiday pay is only paid out when accrued, which the Company only pays as per current legislation and pro rata to your hours of work. Holiday pay is calculated based on hours worked and / or as advised in your Statement of Main Terms.
- 6) Payment for holidays will be based on the rate shown in your individual Employment Contract.

B) PUBLIC/BANK HOLIDAYS

Your entitlement to public/bank holidays is shown in your individual Employment Contract, for you to be paid if appropriate and accordingly..

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SICKNESS/INJURY PAYMENTS AND CONDITIONS

A) NOTIFICATION OF INCAPACITY FOR WORK

- 1) You must notify us by telephone on the first day of incapacity at the earliest possible opportunity and by no later than four hours before the start of your shift. Text messages, e-mails, WhatsApp message are acceptable methods of notification. Verbal communications are not acceptable advising for these notification/s. Other than in exceptional circumstances notification should be made personally to your Line Manager and/or Company Director.
If you fail to report sickness absence in accordance with the above procedure a representative of the Company may attempt to contact you, via various communication/s if necessary. This should not be treated as a substitute for reporting sickness absence.
- 2) You should try to give some indication of your expected return date and notify us as soon as possible if this date changes. The notification procedures should be followed on each day of absence unless you are covered by a doctor's medical certificate.
- 3) If your incapacity extends to up to seven days you are required to notify us of your continued incapacity via the Self Certification Sick Note, and thereafter the first seven days with w completed Fit Note / for Work Note from your Medical Practitioner covering the full period you which to claim the respective Statutory Sick Pay (SSP) for.

B) EVIDENCE OF INCAPACITY

- 1) As per the above, Doctors' certificates are not issued for short-term incapacity. In these cases of incapacity (up to and including seven calendar days) you must sign a self-certification absence form on your return to work.
- 2) If your sickness has been (or you know that it will be) for longer than seven days (whether or not they are working days) you should see your doctor and make sure he/she gives you a medical certificate and forward this to us without delay. Subsequently you must supply us with consecutive doctors' medical certificates to cover the whole of your absence. If you are prescribed medication, you must inform your doctor of the nature of your work. Similarly, inform your Manager, as some medication/s can affect your employment with the company.

C) PAYMENTS

- 1) As advised above, you are entitled to Statutory Sick Pay (SSP) if you are absent for four or more consecutive days because of sickness or injury provided you meet the statutory qualifying conditions SSP is treated like wages and is subject to normal deductions.
- 2) Qualifying days are the only days for which you are entitled to SSP. These days are normally your working days unless otherwise notified to you. The first three qualifying days of absence are waiting days for which SSP is not payable. Where a second or subsequent period of incapacity (of four days or more) occurs within 56 days of a previous period of incapacity, waiting days are not served again.
- 3) Where the circumstances of your incapacity are such that you receive or are awarded any sum by way of compensation or damages in respect of the incapacity from a third party, then any payments which we may have made to you because of the absence (including SSP) shall be repaid by you to us up to an amount not exceeding the amount of the compensation or damages paid by the third party and up to, but not exceeding, any amount paid by us.

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- 4) Payments may be withheld if the employer believes there is reason to doubt the validity of a claim for Sick Pay. It should also be noted that failure to abide by the above requirements may lead to disciplinary action. The Company reserves the right to order an independent examination were deemed necessary. Unauthorised absences or false reporting of sickness are serious disciplinary matters.
 - 5) As the onus is on yourself to keep the company informed of your absence due to sickness; It may be deemed by the company that if there is a break in communication/s and you have allowed your sick note to lapse/expire in excess of a full week (7 days), the company may take a direct understanding that you no longer want to be an employee of the company.

D) RETURN TO WORK

- 1) You should notify your Line Manager and/or a Company Director as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified.
- 2) If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.
- 3) On return to work after any period of sickness/injury absence (including absence covered by a medical certificate), you may be required to attend a "return to work" interview to discuss the state of your health and fitness for work. Information arising from such an interview will be treated with strictest confidence.

E) GENERAL

- 1) Submission of a medical certificate or sickness self-certification absence form, although giving us the reason for your absence may not always be regarded by us as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick you may need time off, continual or repeated absence through sickness may not be acceptable to us.
- 2) In deciding whether your absence is acceptable or not we will take into account the reasons and extent of all your absences, including any absence caused by sickness/injury. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces our efficiency.
- 3) We will take a serious view if you take sickness/injury leave which is not genuine, and it will result in disciplinary action being taken.
- 4) If we consider it necessary, we may ask your permission to contact your doctor and/or for you to be independently medically examined by our Occupational Health Specialists, Health Assured Limited. We will consider any recommendations made following a medical examination or within a medical report in order to assist you to return to work

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EMPLOYEE ASSISTANCE PROGRAMME

We recognise that sometimes you may face certain challenges in your work and home life that are difficult to deal with. We subscribe to a confidential and professional life management service which provides you with a qualified counsellor who can offer personal support for any practical or emotional challenges you may be facing. The service is initially provided via telephone and online advice but face to face meetings will be arranged where this is felt clinically appropriate. This service is totally confidential. More details of this service are available from a Company Director.

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SAFEGUARDS

A) RIGHTS OF SEARCH

- 1) We have the contractual right to carry out searches of employees and their property (including vehicles) whilst they are on Company premises. These searches are random and do not imply suspicion in relation to any individual concerned, although we also reserve the right to search an employee when we reasonably suspect they have committed a criminal offence.
- 2) Where practicable, searches will be carried out in the presence of a colleague of your choice who is available on the premises at the time of the search. This will also apply at the time that any further questioning takes place. You may be asked to remove the contents of your pockets and bags, remove outer clothing such as shoes and jackets and allow your vehicle to be inspected, etc. Searches may also be conducted on your work area, including desk, cabinets, and locker.
Whilst you have the right to refuse to be searched, refusal by you to agree to being searched will be deemed to constitute a Breach of Contract, which could result in your dismissal for gross misconduct.
- 2) Our clients may require security staff to be searched in line with their own procedures; all staff must adhere to client procedures on searches. Failure to adhere may result in your removal from the site and loss of wages for the shift.
- 3) Any employee caught in unauthorised possession of property belonging to the Company or property belonging to another employee or other third party or otherwise caught in possession of an item in breach of this Handbook's provisions (such as an illegal substance), will be subject to disciplinary action. Our Disciplinary Policy and Procedure is set out in this Handbook.
- 4) We reserve the right to call in the police at any stage.

B) CONFIDENTIALITY

- 1) All information that:-
 - a) is or has been acquired by you during, or in the course of your employment, or has otherwise been acquired by you in confidence;
 - b) relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort; and
 - c) has not been made public by, or with our authority;shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your employment with us, or at any other time upon demand, return to us any such material in your possession.
- 2) You are to exercise reasonable care to keep safe all documentary or other material containing confidential information and shall at the time of termination of your employment with us, or at any other time upon demand, return to us any such material in your possession.

C) COMPANY PROPERTY AND COPYRIGHT

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your employment with us, is our property and, where appropriate, our copyright. At the time of termination of your employment with us, or at any other time upon demand, you shall return to us any such material in your possession.

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D) STATEMENTS TO THE MEDIA

Any statements to reporters from newspapers, radio, television, etc. in relation to our business will be given only by a Company Director.

E) DATA PROTECTION ACT 2018, Governed by the UK's General Data Protection Regulations (GDPR)

The above act, which superseded the Data Protection Act 1998, was introduced to regulate personal data held either on computer or within a manual filing system. As an employer it is our responsibility to ensure that the documentation held is relevant, accurate and where necessary, kept up to date. Any data held shall be processed fairly and lawfully and in accordance with the rights of data subjects under the Act. As an employee you will have the right, upon written request, to be told what personal data about you is being processed. You will also have the right to be informed of the source of the data and to whom it may be disclosed.

We are not obliged to supply this information unless you make a written request and for such requests, a fee may be payable.

F) INVENTIONS / DISCOVERIES

An invention or discovery made by you will normally belong to you. However, an invention or discovery made by you will become our property if it was made:-

- a) in the course of your normal duties under such circumstances that an invention might reasonably be expected to result from those duties;
- b) outside the course of your normal duties, but during duties specifically assigned to you, when an invention might reasonably be expected to result from these; and
- c) during the course of any of your duties, and at the time you had a special obligation to further our interests arising from the nature of those duties, and your particular responsibilities.

G) VIRUS PROTECTION PROCEDURES

In order to prevent the introduction of virus contamination into the software system the following must be observed:-

- a) Unauthorised software including public domain software, magazine cover disks/CDs or Internet/World Wide Web downloads must not be used; and
- b) All software must be virus checked using standard testing procedures before being used.

H) USE OF COMPUTER EQUIPMENT

In order to control the use of the Company's computer equipment and reduce the risk of contamination the following will apply:-

- a) the introduction of new software must first of all be checked and authorised by a Company Director before general use will be permitted;
- b) only authorised staff should have access to the Company's computer equipment;
- c) only authorised software may be used on any of the Company's computer equipment;

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- d) only software that is used for business applications may be used;
 - e) no software may be brought onto or taken from the Company's premises without prior authorisation;
 - f) unauthorised access to the computer facility will result in disciplinary action; and
 - g) unauthorised copying and/or removal of computer equipment/software will result in disciplinary action; such actions could lead to dismissal.

I) USE CLIENT'S COMPUTER EQUIPMENT

You are not permitted to load any software onto our client's computers or download or copy software from client's computers at work. Any use of our client's IT equipment must be for legitimate business purposes only and with prior authorization from client management.

The use of personal equipment i.e. laptops, tablets, mobile phones to watch films, etc. is strictly forbidden during work time. All equipment will be confiscated and will have to be collected from a Director and will result in disciplinary action being taken.

J) E-MAIL AND INTERNET POLICY

1) Introduction

The purpose of the Internet and E-mail policy is to provide a framework to ensure that there is continuity of procedures in the usage of Internet and E-mail within the Company. The Internet and E-mail system have established themselves as an important communications facility within the Company and have provided us with contact with professional and academic sources throughout the world. Therefore, to ensure that we are able to utilise the system to its optimum we have devised a policy that provides maximum use of the facility whilst ensuring compliance with the legislation throughout.

2) Internet

Where appropriate, duly authorised staff are encouraged to make use of the Internet as part of their official and professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the Company name. Where personal views are expressed a disclaimer stating that this is the case should be clearly added to all correspondence. The intellectual property right and copyright must not be compromised when publishing on the Internet. The availability and variety of information on the Internet has meant that it can be used to obtain material reasonably considered to be offensive. The use of the Internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action which could lead to dismissal.

You are not allowed to access the internet through our client's broadband/wireless or Wi-Fi under any circumstances. The cost incurred through unauthorised personal use of our clients' facilities may render you liable to reimburse the client. In the event of you failing to pay we reserve the right to have the relevant amount deducted from your wages or from any outstanding monies due to you, at our discretion. This is an express written term of your employment. Unauthorised use will also render you liable for disciplinary action.

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3) Procedures – Acceptable/Unacceptable Use

- a) Unauthorised or inappropriate use of the internet system may result in disciplinary action which could result in summary dismissal.
- b) The internet system is available for legitimate business use and matters concerned directly with the job being done. Employees using the internet system should give particular attention to the following points:
 - i) Comply with all of our internet standards;
 - ii) Access during working hours should be for business use only;
 - iii) Private use of the internet should be used outside of your normal working hours.
- c) The Company will not tolerate the use of the Internet system for unofficial or inappropriate purposes, including:-
 - i) Accessing websites which put our internet at risk of (including but not limited to) viruses, compromising our copyright or intellectual property rights;
 - ii) Non-compliance of our social networking policy;
 - iii) connecting, posting or downloading any information unrelated to their employment and in particular pornographic or other offensive material;
 - iv) Engaging in computer hacking and other related activities or attempting to disable or compromise security of information contained on the Company's computers.

You are reminded that such activities (iii. and iv.) may constitute a criminal offence.

4) E-mail

The use of the E-mail system is encouraged as its appropriate use facilitates efficiency. Used correctly it is a facility that is of assistance to employees. Inappropriate use however causes many problems including distractions, time wasting and legal claims. The procedure sets out the Company's position on the correct use of the E-mail system.

5) Procedures - Authorised Use

- a) Unauthorised or inappropriate use of the E-mail system may result in disciplinary action which could include summary dismissal.
- b) The E-mail system is available for communication and matters directly concerned with the legitimate business of the Company. Employees using the E-mail system should give particular attention to the following points:-
 - i) all comply with Company communication standards;
 - ii) E-mail messages and copies should only be sent to those for whom they are particularly relevant;
 - iii) E-mail should not be used as a substitute for face-to-face communication or telephone contact. Flame mails (i.e. E-mails that are abusive) must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding;

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- iv) if E-mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The Company will be liable for infringing copyright or any defamatory information that is circulated either within the Company or to external users of the system; and
 - v) offers or contracts transmitted by E-mail are as legally binding on the Company as those sent on paper.
- c) The Company will not tolerate the use of the E-mail system for unofficial or inappropriate purposes, including:-
- i) Any messages that could constitute bullying, harassment or other detriment;
 - ii) Personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters);
 - iii) On-line gambling;
 - iv) Accessing or transmitting pornography;
 - v) Transmitting copyright information and/or any software available to the user; or
 - vi) Posting confidential information about other employees, the Company or its clients or suppliers.
- 6) Monitoring

We reserve the right to monitor all E-mail/Internet activity by you for the purposes of ensuring compliance with our policies and procedures and of ensuring compliance with the relevant regulatory requirements and you hereby consent to such monitoring. Information acquired through such monitoring may be used as evidence in disciplinary proceedings.

K) USE OF SOCIAL NETWORKING SITES

Any work-related issue or material that could identify an individual who is a client or work colleague, which could adversely affect the Company, a client or our relationship with any client must not be placed on a social networking site. This means that work related matters must not be placed on any such site at any time either during or outside of working hours and includes access via any computer equipment or mobile device.

L) KEYHOLDING / ALARM SETTING

If as part your assignment you are required to be a key holder, you must ensure that all procedures and guidelines are followed when securing the building prior to leaving. The keys and any alarm codes must be kept safe at all times. You must not give the keys or alarm code to any third party unless authorisation is obtained from the client and/or a Director. Any loss or damage caused as a result of your failure to follow procedures or your negligence in ensuring the safekeeping of the keys and alarm code will result in disciplinary action which could lead to your summary dismissal. If we have to reimburse the client, we reserve the right to deduct the cost of any loss, repair or replacement from any monies owing to you.

M) CLOSED CIRCUIT TELEVISION

Closed circuit television cameras are used on our premises and client sites for security purposes. We reserve the right to use any evidence obtained in this manner in any disciplinary issue.

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STANDARDS

A) WASTAGE

- 1) We maintain a policy of "minimum waste" which is essential to the cost-effective and efficient running of our organisation.
- 2) You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:-
 - a) handle machines, equipment and stock with care;
 - b) turn off any unnecessary lighting and heating. Keep doors closed whenever possible;
 - c) ask for other work if your job has come to a standstill; and
 - d) start with the minimum of delay after arriving for work and after breaks.
- 3) The following provision is an express written term of your contract of employment:-
 - a) any damage to vehicles, stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement;
 - b) any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work will render you liable to reimburse to us the full or part of the cost of the loss; and
 - c) in the event of an at fault accident whilst driving one of our vehicles you may be required to pay the cost of the insurance excess up to a maximum of £250.00.
- 4) In the event of failure to pay, we have the contractual right to deduct such costs from your pay.

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B) STANDARDS OF DRESS

As you are liable to come into contact with clients and members of the public, it is important that you present a professional image with regard to appearance and standards of dress. Where uniforms are provided, these must be worn at all times whilst at work and laundered on a regular basis. Where uniforms are not provided, you should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times. Security staff will be provided with the following uniform which they will need to pay for unless otherwise instructed;

Polo Shirts £9.50

High Visibility Jacket £40.00

Tie £4.50

Damage caused to Uniform and/or Personal Protective Equipment (PPE) as a result of your negligence, failure to follow health and safety procedures and/or misuse will render you liable for the replacement costs. Where appropriate; disciplinary action may be also taken.

In addition to the above uniform all security staff must wear black trousers and a white shirt (when not wearing the polo shirts) whilst at work. You will be sent home without pay if you arrive for work without the correct attire.

Please remove or cover your high visibility jacket during your break time. No branded uniform must be worn outside of working hours in public places i.e. public houses, clubs, whilst undertaking other employment etc.

All branded uniform must be returned when you leave our employment.

A polite, courteous, and professional demeanour must be maintained at all times, especially in the presence of clients, customers, and suppliers, and towards colleagues.

We accept that members of certain ethnic or religious groups are subject to strict religious or cultural requirements in terms of their clothing and appearance. Subject to necessary health, safety and hygiene requirements and maintaining appropriate business dress, we will not insist on dress rules which run counter to the religious or cultural norms. If you are uncertain as to whether an item of clothing is acceptable, please refer to your Manager.

If you fail to comply with these rules, you will be subject to disciplinary action. In addition, depending on the circumstances of the case, you may be required to go home and change your clothing. If this happens, you have no right to be paid for the duration of your absence from work

C) HOUSEKEEPING

Both from the point of view of safety and of appearance, work areas must be kept clean and tidy at all times.

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HEALTH, SAFETY, WELFARE AND HYGIENE

A) SAFETY

- 1) You should make yourself familiar with our Health and Safety Policy and your own health and safety duties and responsibilities, as shown separately.
- 2) You must not take any action that could threaten the health or safety of yourself, other employees, clients or members of the public.
- 3) Protective clothing and other equipment which may be issued for your protection because of the nature of your job must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this protective wear/equipment is your responsibility.
- 4) You must read and take note of any Health and Safety Notices that are posted on the notice boards pertaining to our operations. You are expected to take reasonable care for your own well-being, and that of your fellow colleagues.
- 5) You should report all accidents and injuries at work, no matter how minor, in the accident book.
- 6) You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

B) ALCOHOL & DRUGS POLICY

Under legislation we, as your employer, have a duty to ensure so far as is reasonably practicable, the health and safety and welfare at work of all our employees and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the business and/or the health and safety of our employees.

If your performance or attendance at work is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to disciplinary action and, dependent on the circumstances, this may lead to your dismissal.

C) NO SMOKING POLICY

Smoking on our premises, client premises or in Company vehicles is not permitted.

It is our policy that all our workplaces (including Company cars and other Company vehicles) are smoke-free and that you have a right to work in a smoke-free environment. Therefore, smoking is only permitted in designated areas. Smoking is not permitted in Company vehicles. Anyone found smoking outside these areas may face disciplinary action.

D) HYGIENE

- 1) Any exposed cut or burn must be covered with a first-aid dressing.
- 2) If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own Doctor.
- 3) Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

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E) FITNESS FOR WORK

If you arrive for work and, in our opinion, you are not fit to work, we reserve the right to exercise our duty of care if we believe that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others, and send you away for the remainder of the day with or without pay and, dependent on the circumstances, you may be liable to disciplinary action.

If you are taking any prescribed medication that may impair your ability to carry out your duties, you must inform a Director immediately.

F) MANUAL HANDLING

You are required, in accordance with the Manual Handling Regulations 1992, to advise us of any condition which may make you more vulnerable to injury.

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GENERAL TERMS AND PROCEDURES

A) CHANGES IN PERSONAL DETAILS

You must notify us of any change of name, address, telephone number, etc., so that we can maintain accurate information on our records and make contact with you in an emergency, if necessary, outside normal working hours.

B) OTHER EMPLOYMENT

If you already have any other employment or are considering any additional employment you must notify us so that we can discuss any implications arising from the current working time legislation.

C) TIME OFF

Circumstances may arise where you need time off for medical/dental appointments, or for other reasons. Where possible, such appointments should be made outside normal working hours. If this is not possible, time off required for these purposes may be granted at the discretion of a Director and will normally be without pay.

D) MATERNITY/PATERNITY/ADOPTION LEAVE AND PAY

You may be entitled to maternity/paternity/adoption leave and pay in accordance with the current statutory provisions. If you (or your partner) become pregnant or are notified of a match date for adoption purposes you should notify a Director at an early stage so that your entitlements and obligations can be explained to you.

E) PARENTAL LEAVE

If you are entitled to take parental leave in respect of the current statutory provisions, you should discuss your needs with a Company Director who will identify your entitlements and look at the proposed leave periods dependent upon your child's/children's particular circumstances and the operational aspects of the business.

F) TIME OFF FOR DEPENDANTS

You may be entitled to take a reasonable amount of unpaid time off during working hours to take action that is necessary to provide help to your dependants. Should this be necessary you should discuss your situation with a Company Director who, if appropriate, will agree the necessary time off.

G) BEREAVEMENT LEAVE

Reactions to bereavement may vary greatly according to individual circumstances and the setting of fixed rules for time off is therefore inappropriate. You should discuss your circumstances with a Company Director and agree appropriate time off.

H) EMPLOYEES' PROPERTY AND LOST PROPERTY

We do not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight. Articles of lost property should be handed to client management who will retain them whilst attempts are made to discover the owner.

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I) MAIL

All mail received by us will be opened, including that addressed to employees. Private mail, therefore, should not be sent care of our address. No private mail may be posted at our expense except in those cases where a formal re-charge arrangement has been made.

J) FRIENDS AND RELATIVES CONTACT / TELEPHONE CALLS / MOBILE PHONES

You should discourage your friends and relatives from either calling on you in person or by telephone except in an emergency. Incoming personal telephone calls are allowed only in the case of emergency. Outgoing personal calls can only be made with the prior permission of a Director. Personal mobile phones should be switched off during working hours.

You must not use the client's phone without permission from a senior member of staff.

It is illegal to use a mobile phone without a hands-free set whilst driving. It is our policy that you should not use any mobile phone whilst driving without a hands-free set. You should pull over to the side of the road in an appropriate place before making or receiving any telephone calls. In the event of being unable to pick up a call because you cannot find a safe place to park, you must return the call as soon as conveniently possible.

K) COMPANY MOBILE PHONES

The Company mobile phones are to be used for business purposes only except in the case of an emergency. Therefore, any unauthorised personal use may be repayable by the employee and may result in disciplinary action in accordance with our procedures. The Company reserve the right to deduct the appropriate sums from your pay in the event that repayments are not made.

L) BUYING OR SELLING OF GOODS

You are not allowed to buy or sell goods on your own behalf on our premises (or on our client's premises) or during your working hours.

M) COLLECTIONS FROM EMPLOYEES

No collections of any kind are allowed on our premises or our clients premises.

N) CLIENT RELATIONS

Our business involves the provision of services to clients and some of our employees are employed to perform work on behalf of those clients, sometimes on the client's own premises. Due to this relationship, our clients may, on rare occasions, require that such an employee be removed from a job in accordance with their contract with us. In such circumstances we will investigate the reasons for such requests. However, if our client maintains their stance we will then take all reasonable steps to ensure that alternative work is provided. If this is not possible we may have no alternative but to terminate such an individual's employment. This procedure is separate from any concurrent disciplinary matter that may need to be addressed.

O) BEHAVIOUR AT WORK

You should behave with civility towards fellow employees, and no rudeness will be permitted towards clients or members of the public. Objectionable or insulting behaviour, or bad language will render you liable to disciplinary action.

You should use your best endeavours to promote the interests of the business and shall, during normal working hours, devote the whole of your time, attention and abilities to the business and its affairs.

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Any involvement in activities which could be construed as being in competition with us is not allowed.

P) BEHAVIOUR OUTSIDE OF WORK

Because the business demands employees of the highest integrity we have the right to expect you to maintain these standards outside of working hours.

Activities that result in adverse publicity to ourselves, or which cause us to lose faith in your integrity, may give us grounds for your dismissal.

Q) CLIENTS PREMISES

Whilst visiting or working at any of our clients premises, you must ensure that you are aware of and strictly comply with all of their rules and requirements e.g. security, health and safety, smoking, parking, etc. Failure to comply with site rules could result your removal from site and disciplinary action, which, dependent upon the circumstances, could result in your dismissal.

R) FINES

We will not be held responsible for any fines (e.g. parking, speeding etc.) incurred by you whilst working for us. If we receive the summons on your behalf, we may pay the fine and deduct the cost from any monies owing to you. This is an express written term of your contract of employment.

S) INCLEMENT WEATHER/TRAVEL ARRANGEMENT DISRUPTION

Every reasonable effort should be made to attend work in accordance with your contract. In the event that you are unable to attend work owing to inclement weather conditions and/or severe disruption to your travel arrangements, you should report your absence through the normal absence reporting procedures. Your absence will be unpaid unless you have sufficient annual leave in which case you may request to use this.

T) PRIVATE WORK

In the event of you being approached to undertake private work you must discuss this with a Director before accepting the work. You are not allowed to undertake any work which could otherwise have been undertaken by the Company.

U) COMPLAINTS

Any complaints, issues raised by the client must be referred to a Director. You are not permitted to make any decisions or take any action without the prior approval from a Director.

V) OTHER POLICIES PRACTICES AND PROCEDURES

The Company has a number of other policies, practices and procedures that will have been explained to you during your induction. Copies of these will have been provided to you separately and/or are available on request from the Office.

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ANTI-BRIBERY POLICY

A) INTRODUCTION

Bribery is a criminal offence. The Company prohibits any form of bribery. We require compliance, from everyone connected with our business, with the highest ethical standards and anti-bribery laws applicable. Integrity and transparency are of utmost importance to us, and we have a zero-tolerance attitude towards corrupt activities of any kind, whether committed by Company employees or by third parties acting for or on behalf of the Company.

B) POLICY

It is prohibited, directly or indirectly, for any employee or person working on our behalf to offer, give, request or accept any bribe i.e. gift, loan, payment, reward or advantage, either in cash or any other form of inducement, to or from any person or Company in order to gain commercial, contractual or regulatory advantage for the Company, or in order to gain any personal advantage for an individual or anyone connected with the individual in a way that is unethical.

C) SUSPICION

If we suspect that you have committed an act of bribery or attempted bribery, an investigation will be carried out and, in line with our disciplinary procedure where appropriate, action may be taken against you which may result in your dismissal, or the cessation of our business arrangement with you.

D) REPORTING

If you, as an employee or person working on our behalf, suspect that an act of bribery or attempted bribery has taken place, even if you are not personally involved, you are expected to report this to a Director. You may be asked to give a written account of events.

Staff are reminded of the Company's Whistleblowing Policy which is available in this Employee Handbook.

E) GIFTS AND HOSPITALITY

We realise that the giving and receiving of gifts and hospitality as a reflection of friendship or appreciation where nothing is expected in return may occur, or even be commonplace, in our industry. This does not constitute bribery where it is proportionate and recorded properly.

No gift should be given nor hospitality offered by an employee or anyone working on our behalf to any party in connection with our business without receiving prior written approval from the Company.

Similarly, no gift or offer of hospitality should be accepted by an employee or anyone working on our behalf without receiving prior written approval from the Company.

F) RECORD KEEPING

A record will be made by the Company of every instance in which gifts or hospitality are given or received.

As the law is constantly changing, this policy is subject to review, and the Company reserves the right to amend this policy without prior notice.

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WHISTLEBLOWING POLICY

We encourage our staff to 'Speak Out' regarding this issue, so we include our Whistleblowing Policy within this Employee Handbook

Policy Statement

We seek to conduct our business honestly and with integrity at all times and accordingly we promote a culture of openness and accountability. However, we acknowledge that all businesses face the risk of things going wrong from time to time, or that concealed malpractice, illegal or unethical conduct may be taking place. Any suspected wrongdoing should be reported as soon as possible.

This policy applies to employees, officers, agency workers, casual workers, consultants, and self-employed contractors.

This policy does not form part of your contract of employment, and we may amend it at any time. We will review the policy from time to time to ensure that it continues to reflect our legal obligations and the Company's organisational and business needs.

Responsibilities

Everyone has a role to play in ensuring the success of this policy. This policy should be followed to report any suspected danger or wrongdoing as soon as possible. All managers must set an appropriate standard and must proactively promote awareness of this policy and ensure that concerns are taken seriously.

What is Whistleblowing?

Whistleblowing describes the act of reporting or disclosing information which relates to suspected wrongdoing or dangers at the workplace. This may include:

- a) Criminal activity, including bribery or fraud;
- b) Failure to comply with any legal obligation;
- c) Failure to comply with any professional obligation or regulatory requirement;
- d) Miscarriages of justice;
- e) Danger to health and safety;
- f) Damage to the environment;
- g) Breach of our internal policies and procedures;
- h) Conduct likely to cause damage to our reputation or financial wellbeing;
- i) Unauthorised disclosure of financial information;
- j) Serious negligence;
- k) The deliberate concealment of any of the above matters.

If you have a genuine concern about any of the above you should report it under this policy as a whistleblowing concern, it will then be investigated. It is not necessary for you to have gathered evidence or proof, provided you have a genuine concern this should be reported.

This policy is not intended to be used for complaints or concerns relating to your own personal circumstances. Please raise such matters under the Grievance Policy.

Reporting Whistleblowing Concerns

In the first instance, you are encouraged to report concerns to your manager. If you prefer not to raise it with your manager for any reason you should report your concern to a Director.

Once you have reported a whistleblowing concern, we will arrange a meeting as soon as possible to discuss it with you. You may bring a colleague or trade union representative to any meeting held under this policy. Your companion must maintain the confidentiality of the whistleblowing concern and any subsequent investigation.

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You may provide a written statement detailing the whistleblowing concern. We will make notes during the meeting and produce a written summary of the whistleblowing concern to provide to you after the meeting. We will also aim to give you an indication of how we propose to deal with the matter.

Confidentiality

We do not encourage anonymous reporting of whistleblowing concerns and would urge you to raise your whistleblowing concern openly under this policy, as anonymous reports are often difficult to investigate.

You may decide to request confidentiality when raising your whistleblowing concern. If this is the case, we will make every effort to keep your identity secret and will discuss with you in advance where we feel that it is necessary to reveal your identity to those involved in investigating your concern.

Investigation Process and Outcomes

After the initial meeting with you has taken place, we will determine the scope of the investigation that is appropriate to investigate the whistleblowing concern. You may be required to attend additional meetings or provide further information.

We will appoint a suitable investigator; this may be someone with relevant experience or knowledge and understanding of the subject matter of the concern.

We will endeavour to keep you informed of the progress of the investigation; you must treat any information about the investigation as confidential. In some cases, the need for confidentiality will prevent us from giving you specific details of the investigation, outcome or any action taken as a result of your whistleblowing concern.

External Disclosures

We encourage you to use this policy whenever you have a whistleblowing concern, we have an internal mechanism for reporting, investigating, and remedying any wrongdoing or dangers in the workplace. In most cases it should not be necessary to disclose your concerns externally.

We recognise that in some circumstances it may be appropriate for you to report concerns to an external body, such as a regulator. It will very rarely be appropriate to alert the media. You are strongly encouraged to seek advice before reporting a concern to anyone external. Public Concern at Work is an independent whistleblowing charity, which offers a confidential helpline and maintains a list of prescribed regulators for reporting certain types of concern. See www.pcaw.co.uk

Protection and Support

We actively promote a culture of openness and will support those who raise genuine whistleblowing concerns under this policy, even if they turn out to be mistaken. This does not apply to those who make false allegations maliciously or with a view to personal gain, in this situation disciplinary action may be taken under the Disciplinary Policy against the person who made the false report.

Whistleblowers will not suffer any detrimental treatment as a result of raising a genuine whistleblowing concern. If you consider that you are being subjected to detrimental treatment, you should inform the HR Manager. If the matter is not remedied, you should raise it formally under the Grievance Policy.

We do not tolerate retaliation against those who raise genuine whistleblowing concerns. Any individual who threatens or retaliates against a whistleblower in any way will be subject to disciplinary action under the Disciplinary Policy.

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CAPABILITY PROCEDURES

A) INTRODUCTION

We recognise that during your employment with us your capability to carry out your duties may deteriorate. This can be for a number of reasons, the most common ones being that either the job changes over a period of time and you fail to keep pace with the changes, or you change (most commonly because of health reasons) and you can no longer cope with the work.

B) JOB CHANGES/GENERAL CAPABILITY ISSUES

- 1) If the nature of your job changes or if we have general concerns about your ability to perform your job we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve.
- 2) If your standard of performance is still not adequate you will be warned in writing that a failure to improve and to maintain the performance required could lead to your dismissal. We will also consider the possibility of a transfer to more suitable work if possible or implementing a Performance Improvement Plan (PIP).
- 3) If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on our organisation or reputation, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.
- 4) If such improvement is not forthcoming after a reasonable period of time, you will be dismissed with the appropriate notice.

C) PERSONAL CIRCUMSTANCES/HEALTH ISSUES

- 1) Personal circumstances may arise which do not prevent you from attending for work, but which prevent you from carrying out your normal duties (e.g. a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice. Under normal circumstances this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before we can obtain such a report, and we will expect you to co-operate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.
- 2) There may also be personal circumstances which prevent you from attending work, either for a prolonged period(s) or for frequent short absences. Under these circumstances we will need to know when we can expect your attendance record to reach an acceptable level. This may again mean asking your own doctor for a medical report or by making whatever investigations are appropriate in the circumstances. When we have obtained as much information as possible regarding your condition, and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

D) SHORT SERVICE STAFF

We retain discretion in respect of the capability procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal, but you will retain the right to a hearing and you will have the right to appeal.

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DISCIPLINARY PROCEDURES

A) INTRODUCTION

- 1) It is necessary to have a minimum number of rules in the interests of the whole organisation.
- 2) The rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness and order in the treatment of individuals. It is our aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals, where they are failing to meet the required standards, and not be seen merely as a means of punishment. We reserve the right to amend these rules and procedures where appropriate.
- 3) Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case and appeal against any decision that you consider to be unjust.
- 4) The following rules and procedures should ensure that:-
 - a) the correct procedure is used when requiring you to attend a disciplinary hearing;
 - b) you are fully aware of the standards of performance, action and behaviour required of you;
 - c) disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner;
 - d) you will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case. On some occasions temporary suspension on contractual pay may be necessary in order that an uninterrupted investigation can take place. This must not be regarded as disciplinary action or a penalty of any kind;
 - e) other than for an "off the record" informal reprimand, you have the right to be accompanied by a fellow employee at all stages of the formal disciplinary process;
 - f) you will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct; and
 - g) if you are disciplined, you will receive an explanation of the penalty imposed and you will have the right to appeal against the finding and the penalty.

B) DISCIPLINARY RULES

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and gross misconduct shown in this handbook, a breach of other specific conditions, procedures, rules etc. that are contained within this handbook or that have otherwise been made known to you, will also result in this procedure being used to deal with such matters.

C) RULES COVERING UNSATISFACTORY CONDUCT AND MISCONDUCT

(These are examples only and not an exhaustive list.)

You will be liable to disciplinary action if you are found to have acted in any of the following ways:-

- a) failure to abide by the general health and safety rules and procedures;

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- b) smoking in designated non-smoking areas;
 - c) consumption of alcohol on the premises;
 - d) persistent absenteeism and/or lateness;
 - e) unsatisfactory standards or output of work;
 - f) rudeness towards clients, members of the public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language;
 - g) failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours;
 - h) unauthorised use of E-mail and Internet;
 - i) failure to carry out all reasonable instructions or follow our rules and procedures;
 - j) unauthorised use or negligent damage or loss of our property;
 - k) failure to report immediately any damage to property or premises caused by you;
 - l) use of our vehicles without approval or the private use of our commercial vehicles without authorisation;
 - m) failure to report any incident whilst driving our vehicles, whether or not personal injury or vehicle damage occurs;
 - n) if your work involves driving, failure to report immediately any type of driving conviction, or any summons which may lead to your conviction;
 - o) carrying unauthorised goods or passengers in our commercial vehicles or the use of our vehicles for personal gain; and
 - p) loss of driving licence where driving on public roads forms an essential part of the duties of the post.

D) SERIOUS MISCONDUCT

- 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.
- 2) You may receive a final written warning as the first course of action, if, in an alleged gross misconduct disciplinary matter, upon investigation, there is shown to be some level of mitigation resulting in it being treated as an offence just short of dismissal.

E) RULES COVERING GROSS MISCONDUCT

Occurrences of gross misconduct are very rare because the penalty is dismissal without notice and without any previous warning being issued. It is not possible to provide an exhaustive list of examples of gross misconduct. However, any behaviour or negligence resulting in a fundamental breach of

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contractual terms that irrevocably destroys the trust and confidence necessary to continue the employment relationship will constitute gross misconduct. Examples of offences that will normally be deemed as gross misconduct include serious instances of:-

- a) theft or fraud;
- b) physical violence or bullying;
- c) deliberate damage to property;
- d) deliberate acts of unlawful discrimination or harassment;
- e) possession, or being under the influence, of illegal drugs at work;
- f) breach of health and safety rules that endangers the lives of, or may cause serious injury to, employees or any other person.

(The above examples are illustrative and do not form an exhaustive list.)

F) DISCIPLINARY PROCEDURE

- 1) Disciplinary action taken against you will be based on the following procedure:-

OFFENCE	1 st OCCASION	2 nd OCCASION	3 rd OCCASION	4 th OCCASION
UNSATISFACTORY CONDUCT	Formal verbal warning	Written warning	Final written warning	Dismissal with immediate affect
MISCONDUCT	Written warning	Final written warning	Dismissal with immediate affect	
SERIOUS MISCONDUCT	Final written warning	Dismissal with immediate affect		
GROSS MISCONDUCT	Dismissal with immediate affect			

- 2) We retain discretion in respect of the disciplinary procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service you may not be in receipt of any warnings before dismissal, but you will retain the right to a disciplinary hearing and you will have the right of appeal.
- 3) If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or dismissal, and full details will be given to you.
- 4) In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings are not heeded.

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G) DISCIPLINARY AUTHORITY

The operation of the disciplinary procedure contained, in the previous section, is based on the following authority for the various levels of disciplinary action. However, the list does not prevent a higher or lower level of seniority, in the event of the appropriate level not being available, or suitable, progressing any action at whatever stage of the disciplinary process.

ALL EMPLOYEES

Formal verbal warning	Company Director
Written warning	Company Director
Final written warning	Company Director
Dismissal	Company Director

H) PERIOD OF WARNINGS

All Formal verbal warning, Written warning, Final written warning will be disregarded for disciplinary purposes after a twelve-month period from the date of issue as advised and detailed therein.

I) GENERAL NOTES

- 1) If you are in a supervisory or managerial position then demotion to a lower status at the appropriate rate may be considered as an alternative to dismissal except in cases of gross misconduct.
- 2) In exceptional circumstances, suspension from work without pay for up to five days as an alternative to dismissal (except dismissal for gross misconduct) may be considered by the person authorised to dismiss.
- 3) Gross misconduct offences will result in dismissal without notice.
- 4) You have the right to appeal against any disciplinary action.

CAPABILITY/DISCIPLINARY APPEAL PROCEDURE

- 1) You have the right to lodge an appeal in respect of any capability/disciplinary action taken against you.
- 2) If you wish to exercise this right you should apply either verbally or in writing to the person indicated in your individual Employment Contract.
- 3) An appeal against a formal warning or dismissal should give details of why the penalty imposed is too severe, inappropriate or unfair in the circumstances.
- 4) The appeal procedure will normally be conducted by a member of staff not previously connected with the process so that an independent decision into the severity and appropriateness of the action taken can be made.

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- 5) If you are appealing on the grounds that you have not committed the offence then your appeal may take the form of a complete re-hearing and reappraisal of all matters so that the person who conducts the appeal can make an independent decision before deciding to grant or refuse the appeal.
 - 6) You may be accompanied at any stage of the appeal hearing by a fellow employee of your choice. The result of the appeal will be made known to you in writing, normally within five working days after the hearing.

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GRIEVANCE PROCEDURE

The Company recognises that from time-to-time employees may wish to raise issues relating to their employment or matters which are causing personal concern. It is the Company's Policy to encourage free communication between employees and their Managers to ensure that any question or problem arising during the course of employment can be resolved quickly.

In order to achieve speedy resolution of any problems or issues that you may have, the first step is for you to have an informal discussion with your Immediate Manager/Supervisor. Having an informal discussion can quite often solve the problem; however, if you are not satisfied with the outcome of the informal discussion, inform your Immediate Manager/Supervisor that you wish to take the matter further and submit a formal written grievance within 14 days to a Director.

This procedure applies to employees and is separate from the company's Disciplinary Procedure, addressed elsewhere within this Employee Handbook.

This procedure does not apply to agency workers, consultants, or self-employed contractors. The Company may deal with grievances from the aforementioned and former employees using a different procedure.

This procedure does not form part of your contract of employment, and we may amend it at any time. We will review the procedure from time to time to ensure that it continues to reflect our legal obligations and the Company's organisational and business needs.

The formal written grievance should explain fully the nature of your complaint. Every effort will be made to hear your grievance within 7 working days. At the hearing, you have the right to be accompanied by either a work colleague or, where appropriate, a Trade Union Official. All grievance proceedings and records will be kept confidential.

If, following this procedure, you are still not entirely satisfied and you consider you have not been fairly treated, you may appeal against any decision made to a company Director. Every effort will be made to resolve your grievance amicably; however, the decision of the company Director dealing with the appeal is final.

If you wish to report illegal activities, wrongdoing, or malpractice you should also refer to the separate Whistleblowing Policy and Procedure addressed elsewhere within this Employee Handbook. If you are directly affected by the matter in question or you feel victimised for an act of whistleblowing, you may raise grievance under this procedure.

A copy of written grievances will be retained (in compliance with data protection principles) on the employee's personnel file along with a record of any decisions taken and relevant evidence.

Right to be accompanied at meetings

You may bring a companion to any grievance hearing or appeal hearing under this procedure. Your companion may be either a Trade Union Representative or a colleague. Their details must be given to the manager conducting the meeting, in good time before it takes place.

Employees are allowed reasonable time off from duties without loss of pay to act as a companion. However, they are not obliged to act as a companion and may decline a request if they so wish.

We may at our discretion permit other companions (for example, a family member) where this will help overcome particular difficulties caused by a disability, or difficulty understanding English.

A companion may make representations, ask questions, and sum up your position, but will not be allowed to answer questions on your behalf. You may confer privately with your companion at any time during a meeting.

You and anyone accompanying you (including witnesses) must not make audio or electronic recordings of any meetings or hearings conducted under the Grievance Procedure without express prior authorisation

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Grievance Hearing

We will write to you to invite you to attend the grievance hearing. The grievance hearing will usually take place within five working days of receipt of your written grievance (unless this time scale is not practicable, in which case it will be held as soon as is practicable).

Unless it is impractical to do so, we will give you two days' written notice of the date, time, and place of a grievance hearing. A reasonable opportunity for you to prepare for the hearing, and if required arrange for a companion to attend, will be provided.

You must take all reasonable steps to attend a grievance hearing. If you or your companion are unable to attend at the time specified, you should inform us immediately so that we can schedule a suitable alternative time.

The grievance hearing will normally be chaired by your manager and attended by a note-taker to take notes on behalf of the Company. You (or your companion) will also be permitted to take your own notes of the meeting if desired.

The purpose of the grievance hearing is to allow you to explain your grievance and what resolution you are seeking. Where necessary you will be asked for further detail or explanation to allow any investigations to be conducted.

The grievance hearing may be adjourned if it is necessary to carry out further investigations, the grievance hearing may then be reconvened if necessary. The investigation will be conducted without unreasonable delay.

Confirmation of the decision on grievance outcome, the reasons for it and details of any actions that will be taken to resolve the grievance will be given to you in writing within seven days of a concluded grievance hearing (unless this time scale is not practicable, in which case it will be provided as soon as is practicable). The written outcome will also remind you of your right of appeal.

Appeals

You may appeal against any grievance outcome decision under this procedure, and you may bring a companion to an appeal meeting.

An appeal should be made in writing, stating the full grounds of appeal, within seven days of the date on which the decision was sent to you.

If your appeal raises new matters, we may need to carry out further investigations.

You will be given written notice of the date, time, and place of the appeal meeting. The grievance appeal meeting will usually take place within seven days of receipt of your written appeal (unless this time scale is not practicable, in which case it will be held as soon as is practicable).

The appeal meeting will normally be chaired by a Director and attended by a note-taker to take notes on behalf of the Company. You (or your companion) will also be permitted to take your own notes of the meeting if desired. Where practicable, an appeal meeting will be conducted by a Manager senior to the individual who conducted the grievance hearing. Where possible the manager who hears the appeal will be impartial and have had no previous involvement in the grievance procedure.

The appeal meeting may involve a complete re-hearing of the matter, or it may be a review of the fairness of the original decision in light of the procedure that was followed and any new evidence or information. The decision whether or not to call for a complete re-hearing is at the complete discretion of the Company.

The appeal meeting may need to be adjourned to allow further investigations to take place in relation to new points raised during the meeting.

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Following the appeal meeting we will provide the final decision in writing, if possible, within seven days of the appeal meeting. There will be no further right of appeal.

Confidentiality

The Company will endeavour to deal with any grievance matter sensitively and with due respect for the privacy of any individuals involved. All employees must keep confidential any information they receive in connection with an investigation or grievance matter.

We reiterate that you and anyone accompanying you (including witnesses) must not make audio or electronic recordings of any meetings or hearings conducted under the Grievance Procedure without express prior authorisation.

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BULLYING AND HARASSMENT POLICY AND PROCEDURE

The Company has a separate document for our Anti-Bullying and Harassment Policy, including associated procedures available upon request. The summarised fundamentals are included below;.

A) INTRODUCTION

- 1) Harassment or victimisation on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation is unacceptable.
- 2) Personal harassment takes many forms ranging from tasteless jokes and abusive remarks to pestering for sexual favours, threatening behaviour and actual physical abuse. Whatever form it takes, personal harassment is always taken seriously and is totally unacceptable.
- 3) We recognise that personal harassment can exist in the workplace, as well as outside, and that this can seriously affect employees' working lives by interfering with their job performance or by creating a stressful, intimidating and unpleasant working environment.

B) POLICY

- 1) We deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all our employees.
- 2) We have published these procedures to inform employees of the type of behaviour that is unacceptable and provide employees who are the victims of personal harassment with a means of redress.
- 3) We recognise that we have a duty to implement this policy and all employees are expected to comply with it.

C) EXAMPLES OF PERSONAL HARASSMENT

Personal harassment takes many forms and employees may not always realise that their behaviour constitutes harassment. Personal harassment is unwanted behaviour by one employee towards another, and examples of harassment include:

- a) insensitive jokes and pranks;
- b) lewd or abusive comments about appearance;
- c) deliberate exclusion from conversations;
- d) displaying abusive or offensive writing or material;
- e) unwelcome touching; and
- f) abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of personal harassment.

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D) COMPLAINING ABOUT PERSONAL HARASSMENT

1) Informal complaint

We recognise that complaints of personal harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper. This person cannot be the Director who will be responsible for investigating the matter if it becomes a formal complaint.

If you are the victim of minor harassment you should make it clear to the harasser on an informal basis that their behaviour is unwelcome and ask the harasser to stop. If you feel unable to do this verbally then you should hand a written request to the harasser, and your confidential helper can assist you in this.

2) Formal complaint

Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of a Director as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the harassment so that the written complaint can include:-

- a) the name of the alleged harasser;
- b) the nature of the alleged harassment;
- c) the dates and times when the alleged harassment occurred;
- d) the names of any witnesses; and
- e) any action already taken by you to stop the alleged harassment.

On receipt of a formal complaint, we will take action to separate you from the alleged harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another work area or suspension with contractual pay until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice, and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a draft report of the findings and of the investigator's proposed decision will be sent, in writing, to you and to the alleged harasser.

If you or the alleged harasser are dissatisfied with the draft report or with the proposed decision this should be raised with the investigator within five working days of receiving the draft. Any points of concern will be considered by the investigator before a final report is sent, in writing, to you and to the alleged harasser. You have the right to appeal against the findings of the investigator in accordance with the appeal provisions of the grievance procedure.

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E) GENERAL NOTES

- 1) If the report concludes that the allegation is well founded, the harasser will be liable to disciplinary action in accordance with our disciplinary and disciplinary dismissal procedure. An employee who receives a formal warning or who is dismissed for harassment may appeal by using our capability/disciplinary appeal procedure.
- 2) If you bring a complaint of harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, disciplinary action will be taken against you.

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EQUAL OPPORTUNITIES POLICY

A) STATEMENT OF POLICY

- 1) We recognise that discrimination is unacceptable and although equality of opportunity has been a long-standing feature of our employment practices and procedure, we have made the decision to adopt a formal equal opportunities policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.
- 2) The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
- 3) We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.
- 4) The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.
- 5) The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice.
- 6) We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.

B) RECRUITMENT AND SELECTION

- 1) The recruitment and selection process is crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.
- 2) Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.
- 3) Job descriptions, where used, will be revised to ensure that they are in line with our equal opportunities policy. Job requirements will be reflected accurately in any personnel specifications.
- 4) We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.
- 5) We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.
- 6) All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.
- 7) All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.
- 8) Short listing and interviewing will be carried out by more than one person where possible.

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- 9) Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.
 - 10) We will not disqualify any applicant because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the job.
 - 11) Selection decisions will not be influenced by any perceived prejudices of other staff.

C) TRAINING AND PROMOTION

- 1) Senior staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions.
- 2) All promotion will be in line with this policy.

D) MONITORING

- 1) We will maintain and review the employment records of all employees in order to monitor the progress of this policy.
- 2) Monitoring may involve:-
 - a) the collection and classification of information regarding the race in terms of ethnic/national origin and sex of all applicants and current employees;
 - b) the examination by ethnic/national origin and sex of the distribution of employees and the success rate of the applicants; and
 - c) recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.
- 3) The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.

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LONE WORKING POLICY

Lone Workers as defined by the Health and Safety Executive are, “those who work by themselves without close or direct supervision.”

The Company will avoid the need for employees to work alone where reasonably practicable. Where lone working is necessary, the Company will take all reasonable steps to ensure the health and safety of employees working alone.

The Company will ensure that a risk assessment is conducted and that arrangements are in place prior to employees working alone.

The Company will ensure that:

- lone working is avoided as far as is reasonably practicable;
- emergency procedures are in place so that members of staff working alone can obtain assistance if required;
- a risk assessment is completed by a person competent to do so prior to employees working alone;
- any employee working alone is capable of undertaking the work alone;
- arrangements are in place so that someone else is aware of a lone worker's whereabouts at all times;
- persons working alone are provided with adequate information, instruction and training to understand the hazards and risks and the safe working procedures associated with working alone;
- Training records are kept.

The person conducting the lone working assessment will:

- give consideration to the greater risks to expectant mothers and young persons;
- involve the employee who is working alone in the assessment process and the development of safe working methods;
- advise the employee undertaking the lone working of the findings of the assessment;
- maintain a file of all lone working assessments.

Employees working alone will:

- follow the safe working arrangements developed by the Company for lone working;
- take reasonable steps to ensure their own safety;
- Inform their Line Manager/assessor of any incidents or safety concerns.

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Leading statutory authority

Health and Safety at Work etc. Act 1974 Management of Health and Safety at Work Regulations 1999 (SI 1999/3242).

Employers have a general duty under the Health and Safety at Work etc Act 1974 to ensure the health, safety and welfare of their employees as far as is reasonably practicable, which includes providing safe systems, a safe place of work and suitable arrangements for employees' welfare.

Regulation 3 of the Management of Health and Safety at work Regulations 1999 requires a suitable and sufficient assessment of risks arising from work activities (including lone working) to be undertaken.

Regulation 13 of the Management of Health and Safety at Work Regulations 1999 requires employers to consider the physical and mental capabilities of employees when deciding on the tasks they will undertake.

Lone working is not permitted under certain legislation. It is prudent for employers to review any regulations specific to their business prior to allowing lone working.

In relation to a lone working risk assessment consideration should be given to:

- the remoteness of the workplace;
- potential communication problems;
- the likelihood of a criminal attack;
- potential for verbal and physical abuse;
- vulnerability of lone workers to feelings of isolation, stress and depression;
- whether all the plant, equipment, materials, etc can be handled safely by one person;
- whether the person is medically fit and suitable to work alone;
- how the lone worker will be supervised;
- how the lone worker will obtain help in an emergency such as an assault, vehicle breakdown, accident or fire; and
- whether there is adequate first-aid cover.

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TERMINATION OF EMPLOYMENT

A) RESIGNATION

All resignations must be supplied in writing, dated and stating the reason for resigning your post.

B) TERMINATING EMPLOYMENT WITHOUT GIVING NOTICE

If you terminate your employment without giving or working the required period of notice, as indicated in your individual Employment Contract, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you. This is an express written term of your contract of employment. You will also forfeit any contractual accrued holiday pay due to you over and above your statutory holiday pay, if you fail to give or work the required period of notice.

C) RETURN OF OUR PROPERTY

On the termination of your employment, you must return all our property which is in your possession or for which you have responsibility. Failure to return such items will result in the cost of the items being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

D) RETURN OF VEHICLES

On termination of your employment, you must return any Company vehicle in your possession to our premises. Failure to return the vehicle will result in the cost of its recovery being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

E) GARDEN LEAVE

If either you or the Company serves notice on the other to terminate your employment the Company may require you to take "garden leave" for all or part of the remaining period of your employment.

NB. During any period of garden leave you will continue to receive your full salary and any other contractual benefits.

F) REDUNDANCY

A redundancy situation arises where the work for a particular role or site has ceased or diminished; normally as a result of Economic, Technical or Organisational change. The Company will endeavour to consider all reasonable steps to avoid compulsory redundancies. If a redundancy situation arises the following steps will be considered to prevent compulsory redundancy:

- Reduction, or a freeze on overtime;
- Lay-off or short time working (without pay) other than Statutory Guarantee Pay;
- The Company will seek to find volunteers as the first step but reserves the right to refuse particular volunteers if the needs of the Company require it.

In the case of compulsory redundancy, the Company will ensure that employees are fully consulted both individually and if necessary, collectively. A selection criterion will be adopted, and alternative work will be considered if any is available. The Company will make sure you are given every opportunity to put forward any views of your own during consultation.

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D) RETIREMENT

The Company does not operate a general fixed retirement age. We will review whether a fixed retirement age may become necessary, either generally or for specific roles, from time to time.

Where no fixed retirement age applies this means that there is no compulsory retirement. We consider that retirement should be a matter of choice and therefore individuals will not be placed under any pressure to retire, nor will any assumptions be made based on age. Instead, we operate a flexible Retirement Policy that permits you to choose to voluntarily retire at any time.

It is helpful to the company for you to discuss your short, medium, and long-term retirement plans with your manager, as the need arises. We need to plan the business and so may indicate to employees from time to time that it would be helpful to know what their plans are, whatever their age or their current working arrangements.

There is no obligation for us or you to hold workplace discussions about your future plans, but it may be mutually beneficial to do so. Therefore, should you wish at any stage to discuss your retirement plans, you should feel free to do so, without concern.

Your employment or promotion prospects will not be prejudiced because you have expressed an interest in retiring or changing work patterns, whether you decide to proceed with retirement/changes to working patterns or not. If you indicate an intention to retire you are free to change your mind at any time until you have actually given notice of termination.

The Company does not assume that performance or health will decline with age.

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COMPANY POOL VEHICLE RULES

All company vehicles are deemed as Company Property where the same rules for such apply as advised in your Employment Contract and including the below;

A) DRIVING LICENCE AND AUTHORITY TO DRIVE COMPANY VEHICLES

- 1) You must be in possession of a current and valid driving licence appropriate to the company vehicle and have a Company Director's authority to drive one of our vehicles.
- 2) Your driving licence must be produced for scrutiny by a Company Director prior to driving any of our vehicles and at any other time as requested.
- 3) If at any time your licence is endorsed, or you are disqualified from driving, we must be informed immediately.
- 4) It is your responsibility to see that the vehicle is not used by anyone other than authorised employees.

B) FIXTURES, FITTINGS AND MODIFICATIONS

- 1) No fixtures such as aerials, roof racks, towing apparatus, stickers, may be attached to any of our vehicles without prior written permission.
- 2) No change or alternations may be made to the manufacturer's mechanical or structural specification of the vehicle.

C) WARRANTY

All warranty work must be reported to us prior to it being carried out.

D) CLEANING AND MAINTENANCE

- 1) When you drive one of our vehicles it is your responsibility to ensure that it is kept clean and tidy and that it is returned to us in that condition after use.
- 2) Any maintenance or repair work, or replacement of parts, including tyres, must be reported to us so that we can organise for it to be carried out
- 3) Failure to adequately clean the vehicle may mean you are subject to the cost of the valet being deducted from your pay.

E) FUEL ETC.

- 1) Before you use one of our vehicles, and on its return, you are responsible for ensuring that the oil and water levels, battery and brake fluid and tyre pressures are maintained and that the tread of all tyres conforms to the minimum legal requirements.
- 2) Unless contrary arrangements exist in writing between us, we will only reimburse you for fuel and oil used on our business. Claims must be submitted on a weekly report sheet, signed by yourself and accompanied by receipted bills where the vehicle cannot be filled up on our fuel account. All bills should be listed, and a deduction shown for that part of the fuel attributable to private mileage.

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F) FINES

We will not be held responsible for any fines (e.g. parking, speeding etc.) incurred by you whilst working for us. If we receive the summons on your behalf, we may pay the fine and deduct the cost from any monies owing to you. This is an express written term of your contract of employment.

G) DAMAGE OR INJURY

- 1) If you are the driver of any of our vehicles and it is involved in an accident which causes damage to property or another vehicle, or injury to any person or animal, you are required to give your name and address, the name and address of the Owner, the registration number of the vehicle and the name of the insurance Company to any person having reasonable grounds for requiring such information. It is important that you give no further information. If for some reason it is not possible to give this information at the time of the accident, the matter must be reported to the police as soon as possible, but within twenty-four hours of the occurrence.
- 2) In addition, in the case of an incident involving injury to another person or to notifiable animals, you are responsible for notifying the police of the occurrence and must produce your insurance certificate to a Police Officer attending the accident, or any other person having reasonable grounds for seeing it. The accident must be reported to a police station or to a Police Officer within twenty-four hours. If you are not then able to produce the certificate, you must, in any event, produce it in person within five days after the accident, to such police station as you may specify at the time of first reporting the accident.
- 3) For security reasons, insurance certificates are kept by us. However, a copy of the certificate of insurance is provided with each vehicle and this will be renewed annually. You should make sure that it is with the vehicle at all times. Replacement copies can be obtained from us if necessary.

H) LOSS

- 1) In the case of theft of one of our vehicles, the police and ourselves must be informed immediately. Full details of the contents of the vehicle must also be given. If any contents are stolen from the vehicle the police and us should be notified immediately.
- 2) Please note that only our property is insured by us, and you should make your own arrangements to cover personal effects.
- 3) The vehicle should be kept locked when not in use and the contents should be stored out of sight, preferably in the boot or rear. If a vehicle is stolen we are required to prove to the insurance Company that there has been no negligence and, therefore, we must hold you responsible in the event of such negligence.

I) ACCIDENT PROCEDURE

- 1) It is a condition of the insurance policy that the insurers are notified of all accidents, even if apparently of no consequence. You must, therefore, as soon as possible after the accident, obtain an accident report form from us which must be completed and returned to us within twenty-four hours. All the information required on the form must be completed. You should note, that whenever possible the following particulars should appear in the form:-
 - a) The name and address of the other driver and the name and address of his/her insurers.

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Auxilium Services Limited

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- b) The names and addresses of all passengers in both our vehicle and the third party's vehicle.
 - c) Names and addresses of all witnesses. It will be of considerable assistance if statements can be obtained from all witnesses at the time of the accident.
 - d) Particulars of the police attending i.e. name, number and division.
- 2) A detailed sketch must be provided showing the relative position of the vehicle before and after the accident, together with details of the roads in the vicinity, e.g. whether they are major or minor roads and as many relevant measurements as possible.
 - 3) If our vehicle is undividable you are responsible for making adequate arrangements for the vehicle to be towed to a garage, and the name and address of the garage where the vehicle may be inspected must be stated on the claim form.
 - 4) We will organise for repairs to be carried out.
 - 5) Under no circumstances may repairs be put in hand until the insurance Company has given its agreement. We will notify you when this has been done.
 - 6) You should not under any circumstances express any opinion one way or the other on the degree of responsibility for the accident. Only exchange particulars mentioned in 1) above and nothing more.

J) ROAD FUND LICENCE

The road fund licence for each vehicle will be renewed automatically when due, but in the event that you do not receive the new licence by the expiry date, we should be notified immediately.

K) PERMITTED USE

Subject to the restrictions already stipulated, our vehicles may only be used for our authorised business unless previous arrangements for private domestic or social use have been agreed with us in advance. They may not be used for the carriage of passengers for hire or reward, nor may they be used for any type of motoring sport, including racing, rallying or pace making, whether on the public highway or on private land.

L) PERSONAL LIABILITY FOR DAMAGE TO VEHICLES

- 1) Where any damage to one of our vehicles is due to your negligence or lack of care, we reserve the right to insist on your rectifying the damage at your own expense or paying the excess part of any claim.
- 2) Repeated instances may result in disciplinary action/and or the use of Company vehicles being withdrawn.

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M) DISCIPLINE, GRIEVANCES, AND CHAIN OF COMMAND FOR THE MISUSE OF COMPANY VEHICLE/S

Managing Director / Director of Operations
(Companywide)



Security Officer

N) GRIEVANCE PROCEDURE

All Auxilium Services Ltd supervisory personnel have the responsibility to hear the grievances of those for whom they are responsible. Security officers, who have grievances, must submit their grievances, in writing, to their immediate supervisors; Officer Feedback forms are available for this purpose. Written grievances shall include the nature of the complaint and a statement describing the action the Security Officer would like to see taken. The immediate Supervisor is responsible for providing a written response to the grievance. If the immediate supervisor is unable to resolve the issue, the security officer may appeal the grievance, in writing, with the supervisor's response in writing to the next officer in the Chain of Command. The appeal may be continued up to and including the regional manager, if the grievance is not resolved. In all circumstances, the final determination of the regional manager is final and binding. Grievances of a harassment nature must be reported to the office manager. If the officer's local command staffs is part of the problem, the grievance should be reported directly to our Human Resources.

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