ctrg - Disciplinary and Grievance Policy

Whilst the Company does not intend to impose unreasonable rules of conduct on its employees, certain standards of behaviour are necessary to maintain good employment relations and discipline in the interest of all employees. The Company prefers that discipline be voluntary and self-imposed and in the great majority of cases this is how it works. However, from time to time, it may be necessary for the Company to take action towards individuals whose level of behaviour or performance is unacceptable.

Minor faults will be dealt with informally through counselling and training. However, in cases where informal discussion with the employee does not lead to an improvement in conduct or performance or where the matter is considered to be too serious to be classed as minor, for example, unauthorised absences, persistent poor timekeeping, sub-standard work performance, etc the following disciplinary procedure will be used. At all stages of the procedure, an investigation will be carried out.

The Company will notify you in writing of the allegations against you and will invite you to a disciplinary hearing to discuss the matter.

The Company will provide sufficient information about the alleged misconduct or poor performance and its possible consequences to enable you to answer the case. This will include the provision of copies of written evidence, including witness statements, where appropriate.

You will be given reasonable notice of the hearing. The formal disciplinary hearing will then take place, conducted by a Manager, at which you will be given the chance to state your case. You are entitled to be accompanied by a work colleague or Trade Union Representative.

You must make every effort to attend the hearing. At the hearing, you will be allowed to set out your case and answer any allegations and will also be given a reasonable opportunity to ask questions, present evidence, call relevant witnesses and raise points about any information provided by witnesses.

Following the hearing, the Company will decide whether or not disciplinary action is justified and, if so, you will be informed in writing of the Company's decision in accordance with the stages set out below and notified of your right to appeal against that decision. It should be noted that your behaviour is not looked at in isolation but each incident of misconduct is regarded cumulatively with any previous occurrences.

Please note that except with the express written permission of the Company, disciplinary investigations and hearings must not be recorded on any electronic device. If the Company discovers that you have done this covertly, you could be subject to further disciplinary action.

Stage 1– Verbal Warning

For a relatively minor breach of discipline or failure to achieve satisfactory Company standards following informal discussions with your Manager, you will be Verbally Warned. This will be confirmed to you in writing, duly witnessed and will remain in force for a period of six months.

Stage 2: Written Warning

You will be given a formal WRITTEN WARNING. You will be advised of the reason for the warning, how you need to improve your conduct or performance, the timescale over which the improvement is to be achieved, that the warning is the first stage of the formal disciplinary procedure and the likely consequences if the terms of the warning are not complied with. The written warning will be recorded but nullified after twelve months, subject to satisfactory conduct and performance.

Stage 3: Final Written Warning

Failure to improve performance in response to the procedure so far, a repeat of misconduct for which a warning has previously been issued, or a first instance of serious misconduct or serious poor performance, will result in a FINAL WRITTEN WARNING being issued. This will set out the nature of the misconduct or poor performance, how you need to improve your conduct or performance, the timescale over which the improvement is to be achieved and warn that dismissal will probably result if the terms of the warning are not complied with. This final written warning will be recorded but nullified after twelve months, subject to satisfactory conduct and performance. However, the Company reserves the right to extend the validity of the final written warning to a maximum of three years in cases of very serious misconduct or where the employee has a history of misconduct issues.

Stage 4: Dismissal

Failure to meet the requirements set out in the Final Written Warning will normally lead to DISMISSAL with appropriate notice. A decision of this kind will only be made after the fullest possible investigation. You will be informed of the reasons for dismissal, the appropriate period of notice, the date on which your employment will terminate and how you can appeal against the dismissal decision.

Gross Misconduct

Offences under this heading are so serious that an employee who commits them will normally be summarily dismissed. In such cases, the Company reserves the right to dismiss without notice of termination or payment in lieu of notice. Examples of gross misconduct include:

- Dishonesty, theft or fraud.
- Communicating confidential information to third parties.
- Working for a competitor without permission.
- Falsification of company records or unauthorised removal or sale of Company

products or property.

- Willful damage to Company property.
- Deletion of Company data / files.
- Significant breach of data/personal information
- Significant breach relating to information security
- Conviction of a serious criminal offence (taking into account the provisions of the Rehabilitation of Offenders Act 1974).
- Taking bribes in connection with employment.
- Actions which endanger an employee's safety.
- Knowingly breaking a legal requirement in connection with employment.
- Assault or threatening, inflammatory behaviour or rudeness to customers or work colleagues.
- Gross insubordination.
- Willful refusal to carry out reasonable and proper requests.
- False expense claims for fraudulent purposes.
- Being under the influence of alcohol or illegal drugs during working hours or on company / client property.
- Harassing or victimizing another employee on the grounds of race, colour, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation, gender reassignment, marital or civil partnership status, age or disability.
- Unauthorised absence.
- Bringing the Company into disrepute.
- Any form of misconduct and/or conduct that the Company considers is prejudicial to its interests.
- Serious breaches of Health and Safety rules.

The above is intended as a guide and is not an exhaustive list.

Suspension

In the event of serious or gross misconduct, you may be suspended on full basic pay while a full investigation is carried out. Such suspension does not imply guilt or blame and will be for as short a period as possible. Suspension is not considered a disciplinary action.

Appeals

You may appeal against any disciplinary decision, including dismissal, to the appropriate level of Management. This will be detailed to you within the letter confirming the outcome of your disciplinary hearing and your right of appeal.

Appeals should be made in writing within five working days of the decision and you should state in full the grounds for appeal. You will then be invited to attend an appeal hearing chaired by the appropriate level of Management.

At the appeal hearing, you will again be given the chance to state your case and will have the right to be accompanied by either a work colleague or a Trade Union Representative.

Following the appeal hearing, you will be informed in writing of the appeal decision. The Company's decision on an appeal will be final.

GRIEVANCE PROCEDURE

The primary purpose of this grievance procedure is to enable staff to air any concerns that they may have about practices, policies or treatment from other individuals at work or from the Company, and to produce a speedy resolution where genuine problems exist. It is designed to help all employees to take the appropriate action, when they are experiencing difficulties, in an atmosphere of trust and collaboration.

Although it may not be possible to solve all problems to everyone's complete satisfaction, this policy forms an undertaking by the Company that it will deal objectively and constructively with all employee grievances, and that anyone who decides to use the procedure may do so with the confidence that their problem will be dealt with fairly.

This grievance procedure is not a substitute for good day-to-day communication in the Company where we encourage employees to discuss and resolve daily working issues in a supportive atmosphere.

Many problems can be solved on an informal footing very satisfactorily if all employees are prepared to keep the channels of communication between themselves open and working well.

This procedure is designed to deal with those issues that need to be approached on a more formal basis so that every route to a satisfactory solution can be explored and so that any decisions reached are binding and long lasting.

The Grievance procedure is available to all employees especially for those who may face linguistic barriers or geographical barriers. Anyone who reports a Grievance will be protected and shall not face any retaliation. The Company will put steps in place to ensure confidentiality for those who put forward a formal Grievance.

Grievances may cover a wide variety of sectors within the company and can range from working conditions, discrimination, bullying etc.

Procedure

If you cannot settle your grievance informally, you should raise it formally. This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a formal grievance.

Stage 1

In the event of you having a formal grievance relating to your employment you should, in the first instance, put your grievance in writing and address it to your immediate Manager, making clear that you wish to raise a formal grievance under the terms of this procedure. Where your grievance is against your immediate Manager, your complaint should be

addressed to an alternative Manager or to the Human Resources Department. This grievance procedure will not be invoked unless you raise your grievance in accordance with these requirements.

A Manager (who may not be the Manager to whom your grievance was addressed) will then invite you to attend a grievance meeting to discuss your grievance and you have the right to be accompanied at this meeting by a work colleague or Trade Union Representative. Every effort will be made to convene the grievance meeting at a time which is convenient for you and your companion to attend. If this means that the meeting cannot be held within a reasonable period (usually within five working days of the original date set), we ask that you make arrangements with another companion who is available to attend. Any employee who is chosen to accompany another in a grievance hearing is entitled to take paid time off for this purpose.

You must make every effort to attend the grievance meeting.

At the meeting, you will be permitted to explain your grievance and how you think it should be resolved.

Following the meeting, the Company will endeavour to respond to your grievance as soon as possible and, in any case, within five working days of the grievance meeting.
If it is not possible to respond within this time period, you will be given an explanation for the delay and be told when a response can be expected. You will be informed in writing of the Company's decision on the grievance and notified of your right to appeal against that decision if you are not satisfied with it.

Stage 2

In the event that you feel your grievance has not been satisfactorily resolved, you may then appeal in writing to the appropriate level of Management within five working days of the grievance decision. You should also set out the grounds for your appeal.

On receipt of your appeal letter, a more senior Manager or a Directors (who again may not be the person to whom your appeal was addressed) shall make arrangements to hear your grievance at an appeal meeting and at this meeting you may again, if you wish, be accompanied by a work colleague or Trade Union Representative.

You must make every effort to attend the grievance appeal meeting.

Following the meeting, the senior Manager or Directors will endeavour to respond to your grievance as soon as possible and, in any case, within five working days of the appeal hearing.

If it is not possible to respond within this time period, you will be given an explanation for the delay and be told when a response can be expected. You will be informed in writing of the Company's decision on your grievance appeal.

This is the final stage of the grievance procedure and the Company's decision shall be final.

Disciplinary Issues

If your complaint relates to your dissatisfaction with a disciplinary, performance review or dismissal decision, you should not invoke the grievance procedure but should instead appeal against that decision in accordance with the appeal procedure with which you will have been provided.