



CONTRACTOR'S HANDBOOK

INNOVATIVE SERVICES LTD.
[Email address]



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1. Introduction



Innovative Services Ltd. 51 Capstone Road, Chatham, Kent, ME5 7NH, United Kingdom

Company House No: 13973336

VAT No.: 416725300

innovativeservices_ltd@yahoo.com

07876753757

Innovative Services Ltd. specializes in providing top-rated security services to clients. Our officers are well-trained, certified, and licensed.

We will undertake all necessary steps to mitigate the possibility and opportunity for theft of property, or injury to persons within the facility.

MISSION

Provide top-rated security services to clients and protect them from any possible danger.

OUR SERVICES

- Static and mobile guarding
- Commercial security protection
- Weighbridge operators who will:
 - Weigh vehicles in and out
 - Confirm the correct product to be loaded.
 - Enable bulk silo loading system.
 - Print bagged and bulk loading authority.
 - Produce weighbridge tickets Produce delivery tickets.
 - Control access to and from site via intercom and gate system.
 - Conform to any reasonable request given by site contact.
 - Answer phones

OPERATIONAL APPROACH

Our uniformed security officers are trained to act as criminal deterrents, by: maintaining a high visibility presence; observing (either directly through patrols, or by watching alarm systems or video cameras) for signs of crime, fire, or disorder; taking action and reporting any incidents to our clients and emergency services as appropriate.

Our officers will; make visible foot patrols in undetermined patterns, be an approachable source of information to patrons and employees, maintain high levels of professionalism, and in so doing, convey a sense of trust and reliability. Thereby generating a feeling of community and safety.

2. ABSENCE and SICKNESS



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At the **INNOVATIVE SERVICES LTD.**, we know that there will be times when you cannot work due to illness. Our Sickness & Absence Policy will help you understand the expectations required of you when you are too ill to work for a period of time. The full policy can be obtained on our website. The following is a summary of this policy:

Absence Reporting

If you are unable to turn at the designated site for work, **you must:**

- a. Let us know.
- b. **Call**, text or leave a voice message on the office mobile – **07507946069**.
- c. **Inform the office at least 6 hours in advance of your absence.**
- d. **Provide** an estimated return date to work.

If you become ill whilst at work and need to leave, you must:

- a. Inform Mr. Shaffique Naguar, Operational Manager, Innovative Services Ltd., on **07806753757** or
- b. Call, text or leave a voice message on the office mobile - **07507946069**.

Keeping in Touch

During the time you are off work you need to stay in touch with **Mr. Shaffique Naguar, Operational Manager, Innovative Services Ltd.**, so he can provide any necessary support to you. You must provide an estimated date to return to work.

Return to Work Meetings

Regular patterns of illness and absences (**usually more than two absences per month**), will necessitate a return-to-work meeting. At this meeting, your fitness to continue contractual services with Innovative Services Ltd. will be discussed and explored. This meeting will be conducted on your first day back to work or anytime closest to that date.

3. Anti-Bullying and Harassment



INNOVATIVE SERVICES LTD., is committed to providing a working environment free from bullying and harassment. We aim to ensure that all are treated, and treat others, with dignity and respect. The policy applies to all staff at all levels including employees, management, agency and casual workers, and independent contractors.

The summary of the policy is as follows:

Key Definitions

Harassment

Harassment is any unwanted conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.

A single incident can amount to harassment. A person may be harassed even if they were not the intended "target". Harassment also includes treating someone less favourably because they have submitted or refused to submit to such behaviour in the past.

Bullying

Bullying is offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate, or injure the recipient. Bullying can include the use of personal strength or the power to coerce through fear or intimidation. Bullying may be physical, verbal, or non-verbal.

Breaches to Policy

Breaches to the policy will be dealt with in accordance with our disciplinary procedure.

Serious cases of bullying or harassment may amount to gross misconduct resulting in dismissal and or termination of contract.

Staff who make complaints or who participate in good faith in any investigation will not suffer any form of retaliation or victimisation as a result.

Full policy available on website

4. Data Protection



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INNOVATIVE SERVICES LTD. is fully committed to full compliance with the requirements of the General Data Protection Regulation. We will therefore follow procedures which aim to ensure that all employees, candidates, contractors, consultants, partners, or other agents of INNOVATIVE SERVICES LTD. (collectively known as Data Users) who have access to any Personal Data held by or on behalf of INNOVATIVE SERVICES LTD. are fully aware of and abide by their duties under the General Data Protection Regulation.

INNOVATIVE SERVICES LTD. respects the privacy rights of any person, who's personal data we are entrusted with, and complies with laws and regulations protecting Personal Data. We regard the lawful and appropriate treatment of personal data as very important to our successful operations and essential to maintaining confidence between INNOVATIVE SERVICES LTD. and those with whom we carry out business. The Policy covers all personal data collected, processed, shared, or used by INNOVATIVE SERVICES LTD.

INNOVATIVE SERVICES LTD. needs to collect and use information about people with whom it works to operate and carry out its functions. These may include members of the public, current, past, and prospective employees, clients and customers and suppliers, and people who use the services that we provide. This Personal Data will be handled and dealt with properly however it is collected, recorded, and used and whether it is on paper, in computer records or recorded by other means.

It is the responsibility of every **INNOVATIVE SERVICES LTD.** manager to adhere to this Policy within his or her area of functional or business responsibility, to lead by example and to provide guidance to those Data Users reporting to him or her. All Data Users are responsible for adhering to the principles and rules set out in this Policy and are expected to recognise if they are collecting, processing, sharing, or using Personal Data. Data Users must be aware of the general privacy requirements and principles that govern Personal Data and know when to escalate issues to the Data Protection Officer.

Full policy available on [website](#).

5. Disciplinary



This policy procedure has been designed to help and encourage all employees and contractors to achieve and maintain standards of conduct, attendance, and job performance. The aim is to ensure consistent and fair treatment for all in the organisation.

Principles

We will consider informal action, where appropriate, to resolve problems.

We will not take disciplinary action against you until the case has been fully investigated.

For formal action we will advise you of the nature of the complaint against you and we will give you the opportunity to state your case before any decision is made at a disciplinary meeting.

We will provide you, where appropriate, with written copies of evidence and relevant witness statements before a disciplinary meeting.

You will not be dismissed for a first breach of discipline, except in the case of gross misconduct.

You have the right to appeal against any disciplinary action.

The Procedure

This will normally be either:

- an improvement note for unsatisfactory performance if performance does not meet acceptable standards. This will set out the performance problem, the improvement that is required, the timescale, any help that may be given and the right of appeal. We will advise you that this is the first stage of the formal procedure. We will keep a record of the improvement note for [number of months], but it will then be considered spent – as long as you achieve and maintain satisfactory performance.

or

- a first warning for misconduct if conduct does not meet acceptable standards. This will be in writing and set out the nature of the misconduct, the change in behaviour required and the right of appeal. The warning will also tell you that a final written warning may be considered if there is no sustained satisfactory improvement or change. We will keep a record of the warning, but it will be disregarded for disciplinary purposes after 6 months.

Full policy available on [website](#).

6. Equality, Diversity and Inclusion



INNOVATIVE SERVICES LTD. is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

The aim is for our workforce and contractors to be truly representative of all sectors of society and our customers, and for each employee and contractor to feel respected and able to give their best.

The organization - in providing goods and/or services and/or facilities - is also committed against unlawful discrimination of customers or the public.

Purpose

This policy's purpose is to:

- a. Provide equality, fairness, and respect for all in our employment, whether temporary, part-time, or full-time and those contracted to provide services.
- b. Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of:
 - age
 - disability
 - gender reassignment
 - marriage or civil partnership
 - pregnancy and maternity
 - race (including colour, nationality, and ethnic or national origin)
 - religion or belief
 - sex
 - sexual orientation
- c. Oppose and avoid all forms of unlawful discrimination. This includes in:
 - pay and benefits
 - terms and conditions of employment
 - dealing with grievances and discipline
 - dismissal
 - redundancy
 - leave for parents
 - requests for flexible working
 - selection for employment, promotion, training, or other developmental opportunities

Full policy available on [website](#).

7. Grievance Policy Statement



Dealing With Grievances Informally

If you have a grievance or complaint about your work or someone you work with you should start by speaking with your manager wherever possible. You may be able to agree a solution informally between you.

Formal Grievance

If the matter is serious or you wish to raise it formally you should put the grievance in writing to your manager. You should keep to the facts and avoid language that is insulting or abusive.

If your grievance is against your manager and you feel unable to approach them, you should raise it with **Mr. Shaffique Naguar, Operations Manager, Innovative Services Ltd.**

Grievance Hearing

Your manager will call you to a meeting, usually within 5 working days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative.

After the meeting your manager will give you a decision in writing, usually within 24 hours. If the manager needs more information before making a decision, they will inform you of this and the timescale.

Appeal

If you are unhappy with the decision on your grievance you can raise an appeal. You should tell your manager.

You will be invited to an appeal meeting, normally within 5 working days, with a more senior manager (or the owner). You have the right to be accompanied by a colleague or trade union representative.

After the meeting the manager (or owner) will give you a decision, usually within 24 hours. The manager's (or owner's) decision is final.

8. Health and Safety



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Innovative Services Ltd.'s Health and Safety Policy will ensure the health, safety, and welfare of its employees, and that of other persons who could be affected by their undertaking. In accordance with the requirements of the Health and Safety at Work Act, the company will undertake assessments of risks and instigate arrangements that, so far as is reasonably practicable, ensure:

- a. Places of work are maintained in a safe condition.
- b. Working environments are safe and without risk to health.
- c. Work equipment and systems of work are safe and without risk to health.
- d. Adequate welfare facilities are provided; and
- e. Information, instruction, training, and supervision are provided to ensure the health and safety of its employees and that of persons who may be affected by their work activities.

The effective implementation of this policy will require the co-operation of employees at all levels. All employees are reminded that they have specific legal responsibilities to:

- 1) Ensure the health and safety of themselves and of any other persons who may be affected by their acts or omissions at work.
- 2) Use equipment in accordance with the instructions and training provided.
- 3) Report any work situation, which is considered to pose a serious threat or danger.
- 4) Co-operate with their employers to comply with any statutory requirement placed upon them.
- 5) Report any matter where it is considered that the safety arrangements in force fail to reduce risk to an acceptable level.

Aims

- a. prevent accidents and cases of work-related ill health.
- b. manage health and safety risks in our workplace.
- c. provide clear instructions and information, and adequate training, to ensure employees are competent to do their work.
- d. ensure safe handling and use of substances.
- e. maintain safe and healthy working conditions.
- f. implement emergency procedures, including evacuation in case of fire or other significant incident.

Full policy available on [website](#).



9. Mental Health and Wellbeing

This policy sets out the framework for our organisation to provide an environment that promotes and supports a positive state of mental health and wellbeing for our employees and those we work with. The policy also aims to ensure those who are experiencing mental health issues are supported and treated with respect, confidentiality and without discrimination.

Our Commitment

- a. Build and maintain a workplace environment and culture that supports positive mental health and wellbeing and prevents discrimination (including bullying and harassment).
- b. Increasing employee knowledge and awareness of mental health and wellbeing issues and providing opportunities to practice techniques to improve physical and mental health.
- c. Ensuring our management arrangements reflect Health and Safety Executive good practice in stress management, recognising that managing stress in the workplace is a key component of supporting employee mental health and wellbeing.
- d. Providing proactive support for staff who are experiencing mental health problems, inside and outside the workplace, in a positive manner.
- e. Regularly assess the effectiveness of this policy and its implementation.

Full policy available on [website](#).



10. Self-Employment, Payment and Invoicing Procedures

Self-Employment

Currently, **Innovative Services Ltd.** employs the services of self-employed contractors only.

1. Self-employed contractors are responsible for:
 - a. The success or failure of their own business.
 - b. The payment of taxes to His Majesty Revenue and Custom (HMRC).
 - c. National Insurance Health contributions.
 - d. Payment to their own pension scheme.
2. Self-employed workers are not paid through PAYE, and they do not have [the rights and responsibilities of an employee](#).
3. Employment law does not cover self-employed people in most cases because they are their own boss.
4. Self-employed contractors and workers have:
 - a. protection of their health and safety.
 - b. protection of their rights against discrimination (in some cases)
 - c. the rights and responsibilities set out by the terms of the contract they have with their client
- <https://www.gov.uk/employment-status/selfemployed-contractor>

Payment and Invoicing Procedures



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Submit Completed Timesheet

- The standard and agreed timesheet will be provided.
- Email the completed timesheet to **manager.innovativeservicesltd@gmail.com**

Submit Invoice

- An invoice template will be provided.
- Add the purchase order number emailed to you on your invoice.
- Email invoice to **manager.innovativeservicesltd@gmail.com**

Payment

- Remittance advice will be emailed to you.
- Your account will be credited within 14 days of submission of your invoice.

11. Professional Training and Development



Policy Statement

Our **Professional Learning & Development Policy** refers to Innovative Services Ltd.'s learning and development programs and activities.

Employees and contractors must purposefully keep abreast of key industrial information and acquire new skills to perform at optimal efficiency. It is the goal of Innovative Services Ltd. to ensure all employees and contractors feel confident about improving efficiency and productivity, as well as finding new ways towards personal development and success.

Scope

This policy applies to all permanent, full-time or part-time, employees and contractors.

What do we Mean by Training and Development?

In general, we approve and encourage the following employee trainings:

- Employee Coaching and Mentoring
- Participating in Conferences
- On-the-job training
- Job Shadowing and Job Rotations

Corporate Training Programs (*all contractors*)

Occasionally, Innovative Services Ltd will engage the services of experts to train our contractors and in this instance, the company will cover the entire cost of the training. Examples of this kind of training and development are:

- Equal Employment Opportunity
- Cyber Security
- Diversity and Inclusion
- Leadership Skills
- Conflict Resolution

This category also includes training conducted by internal experts and managers. Examples are:

- Training teams in company-related issues (e.g., new systems or policy changes)
- Anti-bullying and Harassment
- Health and Safety training
- Mental Health and Wellbeing.

12. Code of Conduct

Policy Statement



The **Code of Conduct Policy** outlines the expectations of Innovative Services Ltd. regarding employees' and contractors' behavior towards their colleagues, supervisors and overall organization.

Freedom of expression and open communication are promoted and encouraged; however, we expect all employees and contractors to follow our code of conduct.

Components of Code of Conduct Policy

a. Compliance with Law

All employees and contractors must protect our company's legality. They should comply with all environmental, safety and fair dealing laws. Employees and contractors must act ethically and responsible when dealing with the company's finances, products, partnerships and public image.

b. Respect in the Workplace

All employees and contractors must show respect to colleagues. Discriminatory behavior, harassment or victimization of any kind will not be tolerated nor approved.

c. Protection of Company Property

All employees should treat the company's property, whether material or intangible, with respect and care.

d. Professionalism

All employees must show integrity and professionalism in the workplace.

e. Personal Appearance and Dress Code

- All employees must be clean and well-groomed. Grooming styles dictated by religion and ethnicity are not restricted.
- **All clothes must be work-appropriate. Clothes that are typical in workouts, casual and outdoor activities are not allowed.**
- All clothes must project professionalism. Clothes that are too revealing or inappropriate are not allowed.
- All clothes must be clean and in good shape. Discernible rips, tears or holes are not allowed.
- Employees must avoid clothes with stamps that are offensive or inappropriate.

All employees and contractors are required to follow our dress code and personal appearance guidelines.

f. Corruption



We discourage employees from accepting gifts from clients or partners. We prohibit briberies for the benefit of any external or internal party.

g. Job Duties and Authority

All employees and contractors should fulfill their job duties with integrity and respect toward customers, stakeholders and the community. Supervisors and managers mustn't abuse their authority. We expect employees and contractors to delegate duties to their team members considering their competences and workload. Likewise, we expect team members to follow team leaders' instructions and complete their duties with skill and in a timely manner.

h. Conflict of Interest

We expect employees to avoid any personal, financial or other interests that might hinder their capability or willingness to perform their job duties.

i. Collaboration

Employees should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their colleagues' work.

k. Communication

All employees and contractors must be open for communication with their colleagues, supervisors or team members.

l. Policies

All employees and contractors should read and follow our company policies. If they have any questions, they should consult their managers or the Administrative Manager.

Disciplinary Actions

Our company may have to take disciplinary action against employees who repeatedly or intentionally fail to follow our code of conduct. Disciplinary actions will vary depending on the violation. We may take legal action in cases of corruption, theft, embezzlement or other unlawful behavior.

13. Social Media

Policy Statement



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Our **social media company policy** provides a framework for using social media. Social media is a place where people exchange information, opinions and experiences to learn, develop and have fun. Whether you're handling a corporate account or using one of your own, you should remain productive and avoid damaging our organization in any way. This policy provides practical advice to avoid issues that might arise by careless use of social media in the workplace.

Scope

We expect all our employees to follow this policy.

Also, by "social media", we refer to a variety of online communities like blogs, social networks, chat rooms and forums – not just platforms like Facebook or Twitter.

This policy is built around two different elements: one, using personal social media at work and two, representing our company through social media.

Using Personal Social Media

We *[allow]* our employees to access their personal accounts at work. But we expect you to act responsibly and ensure your productivity isn't affected.

Whether you're using your accounts for business or personal purposes, you may easily get sidetracked by the vast amount of available content. So, please restrict your use to a few minutes per workday.

We ask you to be careful when posting on social media, too. We can't restrict what you post there, but we expect you to always adhere to our confidentiality policies. We also caution you to avoid violating our anti-harassment policies or posting something that might make your collaboration with your colleagues more difficult (e.g., hate speech against groups where colleagues belong to). In general, please:

We advise our employees to:

- **Ensure others know that your personal account or statements are not representative of Innovative Services Ltd.** You should not state nor imply that your personal opinions and content are authorized or endorsed by Innovative Services Ltd. We advise using a disclaimer such as "opinions are my own" to avoid misunderstandings.
- **Avoid sharing intellectual property** like trademarks on a personal account without approval. Confidentiality policies and laws always apply.



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- **Avoid any defamatory, offensive or derogatory content.** It may be considered as a violation of our company's anti-harassment policy, if directed towards colleagues, clients or partners.

Representing Innovative Services Ltd.

We expect you to act carefully and responsibly to protect the company's image and reputation. You should:

- **Be respectful, polite and patient**, when engaging in conversations on our company's behalf. You should be extra careful when making declarations or promises towards customers and stakeholders.
- **Avoid speaking on matters outside your field of expertise** when possible. Everyone should be careful not to answer questions or make statements that fall under somebody else's responsibility.
- **Follow our confidentiality policy and data protection policy** and observe laws on copyright, trademarks, plagiarism and fair use.
- **Inform our Administrative Manager** when you're about to share any major-impact content.
- **Never post discriminatory, offensive or libelous** content and commentary.
- **Correct or remove** any misleading or false content as quickly as possible.

Disciplinary Consequences

We may have to take disciplinary action leading up to and including termination if employees do not follow this policy's guidelines. Examples of non-conformity with the employee social media policy include but are not limited to:

- Disregarding job responsibilities and deadlines to use social media at work.
- Disclosing confidential information through personal or corporate accounts.
- Directing offensive comments towards other members of the online community.

If you violate this policy inadvertently, you may receive a reprimand. We expect you to comply after that, or stricter disciplinary actions will apply.

14. Termination of Employment and Services



Our **Termination Policy** refers to the event that an employee and or contractor ceases to be part of the company's workforce. It is beneficial for all parties that the employment separation process is as clear as possible so misunderstandings and distrust between the employee, contractor and the company is avoided. Innovative Services Ltd. will handle any cases of termination of employment and contracts as dictated by law with discretion, professionalism and official documentation.

Scope

This termination/separation of employment policy applies to all prospective, current employees and contractors of the Innovative Services Ltd. regarding possible separation of employment.

Policy Elements

What is termination of Employment and Services?

Termination of employment and happens when the contract of an employee is discontinued due to their or the company's actions.

The dismissal of an employee from their job duties may be categorized as voluntary or involuntary.

Voluntary dismissal may include the following:

- Resignation.
- Retirement.
- Failure to show for a specified number of days without notice.
- Expiration or completion of contract.

Involuntary dismissal may include the following:

- Discharge for cause
- Discharge without cause

Discharge for cause refers to immediate termination of employment due to an employee's and contractor's misconduct. Any kind of disciplinary action or progressive discipline that results in termination may be considered "for cause". Other wrongful behaviors or actions that result in immediate dismissal are also considered "for cause". Examples of such termination of employees and contractors include circumstances where an employee and contractor:

- Breaches their contract of employment.
- Is discovered guilty of fraud, embezzlement or other kinds of illegal actions against the company.
- Is guilty of discriminatory behavior or harassment.
- Is guilty of unlawful or immoral behavior on the job.
- Is guilty of willful neglect of job responsibilities.



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- Is discovered to have caused intentional damage to company's assets.
- Continuously disregards company policy.

The list is not exhaustive therefore, discharge for cause remains at our company's discretion. It must however always reflect an unacceptable behavior or action that violates legal or company guidelines and may result in financial and non-financial damages for the company, other employees or society.

Discharge without cause can occur when the company decides that the services of an employee are no longer needed. In general, this does not refer to an employee's conduct. Reasons for discharge without cause may be layoffs, rearrangement of a department or redefining of a position. In cases an employee must be terminated without cause, the company is obliged to give notice a specified amount of time prior to the date of termination depending on time of service, age of employee or position. If the employee has to stop working before the date of termination, the company will still provide compensation for the time remaining, specified as "pay in lieu of notice".

The company may compensate the terminated employee for accrued vacation time when appropriate. Severance pay may apply to cases of discharge without cause but not discharge for cause.

The company is bound by the law to refrain from wrongful dismissals of employees. Wrongful dismissal may occur in cases when:

- An employee is terminated unfairly for cause.
- An employee is terminated without cause and is not given prior notice.
- An employee is forced into constructive dismissal.

The company expects all employees with the right of terminating subordinates to strictly refrain from discharging someone without adequate reason or without giving notice. Such an occurrence may be damaging for the company's respectability and may result in disciplinary action. Discharge on grounds of discrimination or filed health and safety complaints is unlawful termination prohibited by legislation.

Constructive dismissal refers to an employee that has been forced to resign due to an employer's intentional or unintentional unlawful or hostile behavior (e.g., breach of contract). It will not be practiced by any means by the company which is committed to maintain a relationship of honesty and fairness between itself and employees.

Procedure

In cases of resignation, the employee and contractor must submit an official written resignation letter to the immediate supervisor. A notice is expected by the employee and contractor consistent with the minimum notice requirement, to enable Innovative Services Ltd. time to arrange alternatives for



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handling the remaining workload of the position. The resignation letter must be copied and submitted to the Administrative Manager.

In cases of involuntary dismissal, the supervisor must submit an employee and contractor termination document from the Administrative Manager at the date of separation or before that. Discharge for cause justifies immediate suspension until the necessary documentation for termination has been gathered. In some instances, a termination meeting with the employee, contractor, supervisor and or Administrative Manager may be scheduled.

In cases of discharge without cause, the employer must officially notify the employee and contractor of the termination a specified amount of time in advance. When severance pay is appropriate it will be officially stated in writing.

At all times, proper employee records will be kept containing all relevant documentation. A lawyer will be consulted prior to termination so the company can ensure the legality of its actions.



END