

# Employee Handbook – Rayan Facilities Management Ltd

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## SECTION 1 – INTRODUCTION

We welcome you to Rayan Facilities Management Ltd and ask you to read this Handbook carefully.

We hope your career with us will be both enjoyable and rewarding. It is our policy to communicate regularly with you on matters that are important to us all, such as service quality and information about your job and your terms and conditions of employment. We will encourage you to give us your own views based on your experience of the Company's operation.

This Employee Handbook is designed to provide you with all the information and guidance to help you in your career with us. It sets out our procedures, expectations and standards and details many of your employment rights and responsibilities. If you have any queries about the contents of this Handbook, please ask your Line Manager or Supervisor to clarify matters on behalf of the Company.

This Handbook is non-contractual. Nothing in this document forms part of your contract of employment and the Company reserves the right to amend, add to, or withdraw any part of this Handbook where it considers such changes necessary. Where legislative changes come into force on a future date (for example, certain employment reforms applying from 6 April 2026), these are expressly identified within the relevant sections for clarity.

The Company will review this Handbook regularly to ensure it reflects current legislation and good practice.

## SECTION 2 – EMPLOYMENT

### 2.1 Commencement of Employment

The Employee shall serve an initial probationary period of 24 weeks during which time the Company will screen your previous 5 years' history, assess your work performance and general suitability. At the end of the probationary period, you will again be assessed and, if satisfactory you will become a member of our regular staff. We will reserve the right to terminate the employment for any reason during the probationary period.

### 2.2 Wages and Travelling

All employees would be paid according to the national minimum wage legislation. Employees paid above the national minimum wage might be dependent upon the site requirements. Your basic wage rate would be decided at the time of your recruitment; additional rates would be calculated depending on site cover expense. 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. All wages shall be paid in arrears on or around the 5th of each month. Payments will be made either by Cheque or by bank transfer to the Employee's nominated Bank, Building Society or Post Office Giro Account.

The Company does not pay any travelling expenses for an employee (i.e., security officer/supervisor role to travel to a client site, if assigned to one static client, however so incurred), unless agreed with management discretion beforehand.

If the employee is asked to go further than 30 miles, and assigned to multiple sites, then subject to management approval first, the Company may pay 25p per mile for use of a personal vehicle to get to the work location. No expenses will be paid if you are a passenger in any vehicle and not incurring any direct costs. Train travelling will only be reimbursed, if approved by management first beforehand.

The employee must submit evidence of each journey, including the tickets or proof of purchase with your expenses claim by the end of the month incurred. Any expenses not submitted on a travel expense claim, by the end of the month incurred, with the necessary supporting evidence will not be reimbursed.

### **2.3 Hours of Work**

Your normal working hours are those set out in your particulars of employment. The specific hours of work are job and client dependant. Due to the nature of the work, you will be expected to work weekends and unsociable hours as required. There shall be from time to time a requirement to work in excess of 48 hours in any one week. You can opt not to work more than 48 hours in any one week.

### **2.4 Remuneration**

Your hourly rate shall be advised to you at commencement of employment and reviewed at appropriate intervals.

### **2.5 Overtime**

Overtime worked shall be paid at the standard hourly rate. Premium Rates are payable for some shifts, and these will be determined at the sole discretion of management.

### **2.6 Job Title**

The Company reserves the right to change your job title and expected duties from time to time and the person or persons to whom you report to. These changes will be advised to you in writing.

### **2.7 Flexibility**

The Company reserves the right after compulsory training to transfer staff between assignments. The Employee will be given a minimum of 24-hour notice wherever possible.

### **2.8 Confidentiality**

The Employee is aware that during their employment, you may be party to confidential information concerning the Employer and the Employer's business. The Employee shall not, during the term of employment, disclose or allow the disclosure of any confidential information (except in the proper course of your employment). After the termination of this agreement, the Employee shall not disclose or use any of the Employer's trade secrets or any other information which is of a

sufficiently high degree of confidentiality to amount to a trade secret. The Employer shall be entitled to apply for an injunction to prevent such disclosure or use and to seek any other remedy including, without limitation, the recovery of damages in case of such disclosures or use.

## **SECTION 3 – HOLIDAYS / SICKNESS / ABSENCE**

### **3.1 Holiday Entitlement**

Full Time Employees shall accrue holiday entitlement from the day you commence employment with the Company. Annual holiday entitlement will be 28 working days including statutory holidays. The holiday year is between 1st April and 31st March.

Part-Time Employees receive holiday entitlement on a *pro-rata* basis.

All holiday entitlement must be taken in the awarding year otherwise it will be forfeited.

No holidays shall be taken during November, December, and January.

All holidays must be agreed with management.

- For up to 5 days, the Employee must give 2 weeks' notice.
- For more than 5 days, a minimum of 1 months' notice is required.  
No more than 2 consecutive weeks may be taken without management permission, which will only be granted in special circumstances.

### **3.2 Sickness Absence and Pay**

During authorised absence due to sickness, you are entitled to Statutory Sick Pay (SSP), provided you earn more than the minimum criteria set out in the SSP regulations. If you are sick for a period of 4 or more days, you may be paid SSP by us if you are eligible. SSP is treated the same as wages and is subject to Income Tax deductions and National Insurance contributions.

Before payments of SSP are made to you there is a period of 3 waiting days. These will start from the first day that you should have been available for work.

As from 6 April 2026, Statutory Sick Pay (SSP) will be payable from the first day of sickness absence, and the previous requirement for three waiting days will no longer apply. All employees, regardless of earnings, will qualify for SSP. Until 5 April 2026, the previous SSP rules, including waiting days and earnings thresholds, remain in force.

#### **Reporting Sickness Absence (Mandatory Requirement)**

If you are unable to attend work due to sickness, you must telephone your Line Manager and/or Control personally no later than 1 hour before your shift start time or at the earliest possible time you become aware of your intended absence.

Other forms of contact, including text messages, WhatsApp, email or communication via a colleague, will not be accepted, unless exceptional circumstances prevent a telephone call (e.g., hospitalisation).

You must continue to telephone the Company on each day of absence, unless you have submitted a valid Fit Note covering a longer period.

You must provide:

- The reason for your absence
- The expected duration
- Details of any medical advice received

Failure to follow the reporting procedure may result in SSP being withheld and/or disciplinary action.

### **Medical Certification**

On your return to work after a period of sickness of less than 7 days, you must complete the Self-Certification documentation and hand it to your Immediate Manager/Supervisor/HR.

If you are sick and your absence has been, or you think will be, longer than 7 days, you must obtain a Doctor's Medical Certificate and submit it to your Immediate Manager/Supervisor/HR. If your sickness runs over 7 days, you must notify the Company once a week and supply a Doctor's Medical Certificate to cover your absence. If you do not comply with these procedures your SSP may be delayed or not paid at all.

Payments may be withheld if the Employer believes there is reason to doubt the validity of a claim for Sick Pay. Failure to abide by the above requirements may lead to investigation and possible disciplinary action. The Company reserves the right to order an independent medical examination, where deemed necessary. Unauthorised absences or false reporting of sickness are serious disciplinary matters.

### **Return-to-Work Meetings (Mandatory)**

A Return-to-Work Meeting will be held with your Line Manager or HR following each period of sickness absence, regardless of duration.

This meeting will review:

- The reason for the absence
- Whether further evidence is required
- Whether support or adjustments are needed
- Whether absence triggers have been met

Unauthorised absence, or failure to attend a Return-to-Work Meeting, may result in disciplinary action.

### **Company Rights**

The Company reserves the right to:

- Require an independent medical examination where necessary
- Withhold SSP if procedures are not followed
- Treat false reporting of sickness as a serious disciplinary matter

If you are taking medication, you must inform your doctor of the nature of your work and inform your Manager, as some medication may cause drowsiness or impairment.

If you are absent from work as a result of an injury or illness for which you later receive compensation, you agree to reimburse the Company for any sick pay that you have received that the Company is unable to recover from any other source.

### **3.3 Medical Information**

The Company reserves the right to call, at any time, for you to have a medical examination by a Doctor of the Company's choice.

### **3.4 Compassionate Leave**

Any requests for bereavement leave should be made at the earliest opportunity and ideally by the first scheduled workday following a death.

Immediate family includes husbands, wives, partners, parents or children.

Employees may take the time as holiday or unpaid leave. Paid compassionate leave is at the discretion of the Directors.

### **3.5 Parental Leave**

The Company recognises its statutory responsibilities under the Dependant and Parental Leave Regulations.

As from 6 April 2026, Paternity Leave, Paternal Bereavement Leave, and Unpaid Parental Leave become statutory day-one rights. Until 5 April 2026, the previous qualifying periods continue to apply.

### **3.6 Absence Levels**

Absence levels will be continually monitored. High levels of absence may lead to disciplinary action. The Company reserves the right to make home visits where considered necessary.

Any home visit or sickness-related enquiry will be conducted in accordance with UK GDPR and the Data (Use and Access) Act 2025. The Company will ensure that such visits are reasonable, proportionate, and necessary for verifying welfare or absence-related information.

## **Trigger Points and Patterns of Absence**

The Company operates an absence monitoring system. Particular attention will be given to:

- Three periods of sickness absence within two months
- Four periods within three months
- Repeated short-term absences
- Patterns, such as regular Mondays, Fridays, or absences linked to annual leave
- Excessive short-term absences, even when medically certified

Where absence levels or patterns give cause for concern, the Company may initiate the Disciplinary Procedure or a formal capability review.

This is consistent with ACAS expectations that employers may take formal action in cases of excessive or patterned absence.

## **Return-to-Work Discussions**

As part of ongoing absence management, a return-to-work discussion will be held after every absence to:

- Confirm fitness to resume duties
- Review absence reason
- Update attendance records
- Determine whether absence triggers have been met

These discussions form part of the formal attendance monitoring process.

## **Failure to Follow Procedure**

Failure to follow the absence reporting or certification requirements may result in disciplinary action, including warnings.

### **3.7 Maternity**

If you are pregnant, inform the Company as soon as possible so we can ensure a safe working environment and explain your statutory rights.

## **SECTION 4 – GENERAL**

### **4.1 Retirement**

Termination of employment by the employer based solely on age is not a policy of this company. The Employment Equality (Repeal of Retirement Age Provisions) Regulations 2011 came into force on 6th April 2011. However, we recognise that our colleagues may plan to retire at some time during their career. If you would like to discuss your options in relation to retirement, you should speak to your manager. If you decide to retire, you will be required to give notice in accordance with your Particulars of Employment.

## 4.2 Pensions

We help people to save more for their retirement; all employers are now required by law to provide a workplace pension scheme for certain staff and pay money into it. Automatic enrolment has been designed so that eligible workers who want to build up retirement savings do not have to take any action themselves. We will automatically enrol eligible workers into a workplace pension scheme and deduct any contributions that the member is required to pay from their wages or salary and then pay into the pension scheme on their behalf. You can opt out of the scheme and will be provided with details on how to do so upon enrolment. Should you require any information on this, please refer to your line manager. We therefore will enrol you into our pension scheme Nest (National Employment Savings Trust).

## 4.3 Change of Personal Details

Employees must notify the office immediately if they change their address, marital status or any other matter which may affect their personal records including any criminal cautions, impending actions, warnings and/or convictions.

The employee must notify the office of any county court judgments and/or proceedings filed against them as soon as informed.

## 4.4 Penalties and Fines

The Company reserves the right to charge employees if their actions have resulted in the Company receiving fines or penalties from the client.

The procedure will be implemented fairly and after all consideration of mitigating circumstances. (Late Public Transport, Heavy Traffic, Lost En-route etc will not be accepted). Any application of this procedure will not restrict the disciplinary measures which may also be taken. All penalties and fines imposed will be discussed with the employee prior to being applied.

## 4.5 Safety at Work

It is the duty of every employee to take reasonable care for the health and safety of themselves and others. Employees must work in accordance with health and safety regulations. They must:

- Obey all rules relating to health and safety. This includes the use of protective clothing and equipment.
- Report accidents incurred by employees and any third parties to a Director and ensure that if they are the injured party – they or some other person acting on their behalf enters details into the Accident Book.
- Employees are required to read the Notice Boards and Newsletters and to observe instructions posted there. Such Notices will be presumed to have reached the employee.

#### **4.6 Right to Search**

The Company reserves the right to request to search employees, their vehicles and belongings whilst at work and when entering or leaving Company or customer's premises.

#### **4.7 Dress & Appearance**

Uniforms must be kept clean and smart at all times; the Employee is responsible for this. Unless specifically directed, all duties will be performed in uniform clothing approved by the Company.

#### **4.8 Amendments to the Contract of Employment**

The Company reserves the right to amend the terms and conditions of your employment from time to time. Such amendments will be notified in writing and will be deemed accepted unless the Company receives written notice of any objections within 14 days of you receiving written notification of the amendment.

#### **4.9 Review to Contract of Employment**

An annual review of this Handbook shall be undertaken each year, and where amendments to the contract are made, the section(s) shall be re-issued to the employee. This also applies to any amendments during the course of the year.

### **SECTION 5 – COMPANY POLICIES AND PROCEDURES**

#### **5.1 Disciplinary Procedure**

The purpose of this disciplinary procedure is to provide a fair and consistent framework for dealing with inadequate job performance, failure to comply with Company rules issued from time to time, and misconduct. Disciplinary action will normally commence at Stage 1 but may commence at a later stage depending on the severity of the issue. It will not apply during probationary periods.

When an employee's performance or conduct is in question, a Manager will investigate the facts and discuss them with the individual concerned to endeavour to establish a reason for the occurrence. If the reason is within the employee's control, then they will be given the opportunity to explain their alleged shortcomings.

No disciplinary action shall be taken against an employee until the case has been fully investigated, unless the circumstances warrant that an investigation is not required (e.g. an admission by the employee). The Company may suspend the employee pending an investigation. The Company reserves the right not to follow the disciplinary policy if necessary.

At every stage in the procedure the employee will be advised of the nature of the complaint against them and will be given the opportunity to present their case before a decision is made.

No employee will be dismissed for a first breach of discipline except in the case of gross misconduct or where circumstances warrant such action, in which case the penalty may be dismissal without notice or without payment in lieu of notice.

This procedure may be implemented at any stage if the employee's alleged misconduct warrants such action, and this procedure may be varied depending on specific circumstances.

### ***Stage 1 – Formal Verbal Warning***

If conduct or performance does not meet acceptable standards, the employee will normally be given a formal verbal warning. This will be given by a Line Manager and confirmed in writing specifying:

- The reason for the warning (e.g., persistent lateness)  
The standards required
- The time by which improvement is required and the period in which performance will be reviewed
- The likely consequence of failure to improve within the timescale

Formal verbal warnings remain on record for a maximum period of one calendar year.

### ***Stage 2 – First Written Warning***

If the offence is a serious one, or if a further offence occurs, a first written warning will be issued. This will be given by a HR Manager or Director and normally include the same elements as Stage 1, plus a statement confirming that further failure to meet standards will result in a final written warning.

This written warning remains on file for 12 months (subject to satisfactory conduct and performance).

### ***Stage 3 – Final Written Warning***

If there is still a failure to improve and conduct or performance is still unsatisfactory, or if misconduct is sufficiently serious to warrant only one written warning but not serious enough to justify dismissal, a final written warning will normally be issued. This will include:

- Details of the complaint
- The standards required
- A warning that dismissal will result if improvement does not occur

Copies remain on file for 12 months (or longer in exceptional cases).

### ***Gross Misconduct***

Where, after reasonable investigation, it is found that an employee has committed (or is deemed to have committed) an act of gross misconduct, the consequence, in the absence of clear and substantial mitigating circumstances, will be summary dismissal (i.e., dismissal without notice or payment in lieu of notice).

The following are examples of gross misconduct (this list is not exhaustive):

- Theft, fraud, or other acts of dishonesty
- Falsifying Company records
- Breach of loyalty (e.g., working for oneself, a customer, or a competitor in competition with the Company, or disclosing confidential information)
- Offering physical violence during Company business or on Company premises
- Gross negligence (including sleeping or abandoning a site while on duty)
- Malicious or deliberate damage to Company property
- Being intoxicated at work through alcohol or illegal drugs
- Unauthorised access to or use of computer records
- Sexual or racial harassment
- Failure to inform the Company of driving offences
- Failure to adhere to Health & Safety policies
- Repeated or excessive poor timekeeping or attendance
- Misuse or unauthorised use of client or Company telephones

Where gross misconduct occurs during the probationary period resulting in dismissal, the costs for training, administration and equipment will be deducted from any monies owing to the employee.

This disciplinary procedure will be applied in accordance with the ACAS Code of Practice (2024) as in force from 2026.

## 5.2 Grievances Procedure

The aim of this procedure is to settle grievances quickly. This procedure applies to employees at all levels. The procedure has been drawn up to establish appropriate steps to be followed when pursuing and dealing with a grievance.

### **Stage 1**

In the event of any employee having a grievance relating to his/her employment, he/she should, in the first instance, raise the matter with their Line Manager or the HR Department.

The Manager or HR will endeavour to resolve the grievance as soon as possible and, in any case, within 5 working days from the time the grievance is raised.

If the grievance concerns the Line Manager, or the employee feels unable to raise the matter with them, the grievance may be submitted directly to HR.

### **Stage 2**

If the matter is not resolved at Stage 1, or if the employee is dissatisfied with the outcome, they may escalate the grievance in writing to a Company Director.

Upon receipt, the Director will arrange to hear the grievance without unreasonable delay. The employee may be accompanied at this meeting by a colleague or trade-union representative, in accordance with the ACAS Code of Practice.

The Director will consider the facts, conduct any further investigation required, and provide a written outcome.

### **Stage 3**

If the employee is not satisfied with the Stage 2 outcome, they may lodge an appeal in writing. The appeal will be heard by a Senior Director or another Director not previously involved in the matter.

This hearing will take place as soon as reasonably practicable.

The decision at this stage will be final within the Company's internal procedure.

### **Stage 4**

If, after completion of the internal procedure, the employee still believes the matter has not been resolved satisfactorily, they may seek external guidance, including contacting ACAS for advice or early conciliation.

ACAS should only be approached after the internal stages are exhausted.

You can visit ACAS at: [www.acas.org.uk](http://www.acas.org.uk)

## **5.3 Health & Safety**

Our Company strives to take strict measures to monitor and control Health & Safety as an integral part of running our business operation.

We will, so far as is possible:

- Make sure that all working practices and work equipment are safe and that they do not pose a risk or hazard to Safety and Health.
- Make sure that needed measures are carried out to safely use, store, and transport all substances and materials.
- Give all needed training, supervision, instruction and information to make sure that all employees have a working environment that does not endanger their Health or Safety.
- Control all workplaces, equipment and utilised transport in a condition that is safe and free from Health and Safety risks.
- Make sure that employees have access to adequate facilities to safeguard their welfare.

- Take measures to protect the Health and Safety of visitors, contractors and any members of the public who could be impacted by our operations.
- Give employees all needed information concerning procedures to protect their Health and Safety and the Health and Safety of others, and, when needed, consult with them to improve how our Company handles these issues.
- Make sure that all employees carry out their Health and Safety responsibilities and work with management to carry out this policy.
- Monitor how this policy is carried out in the workplace.
- Make sure sufficient funds are available to implement this statement.
- Regularly review this policy to see if any changes are needed.

### **Safety Organisation & Responsibilities**

The Managing Director shall have overall responsibility for ensuring the implementation of the Company Health & Safety policy. All risks to Health & Safety must be reported to the Managing Director.

The Managing Director shall be responsible for assessing, formulating, advising and overseeing the implementation of general and specific matters relating to Health & Safety including the policy.

Suitable personal protective clothing and equipment is issued and used as necessary, and it is maintained in good order and replaced when necessary.

Machinery and equipment are regularly checked in accordance with regulations and Company policy by a suitably qualified person. Suitable records of inspections will be kept on file.

Regular maintenance shall be carried out to all machinery and vehicles and suitable records kept.

Firefighting equipment and fire-alarm systems shall be fully maintained. Fire escapes are clearly identified, free from obstruction and known to all employees.

Premises and contents must be properly maintained, clean and tidy, and secure and free from risk out of hours.

Sufficient qualified first-aiders are appointed and proper first-aid equipment is available at all times.

All persons authorised to drive Company vehicles must have a current, valid and appropriate driving licence. Licences must be checked every six months and records kept.

It is the Company's duty to ensure the safety of visitors whilst on Company premises. They must not be permitted to enter controlled areas unaccompanied. Protective clothing must be provided

where necessary. If a visitor has an accident on Company premises, an entry must be made in the Accident Book.

### **All Employees**

The Company has a duty of care to ensure the safety of its employees and persons not in their employment, including members of the general public.

Employees have an obligation to:

- Co-operate with the Managing Director to provide a safe workplace and safe working procedures.
- Wear, use and maintain appropriate protective clothing and equipment and comply with relevant legislation.
- Report unsafe equipment, practices and hazards immediately to a senior member of the Company.
- Report all accidents at once to a senior member of the Company.
- Enter details of accidents in the Accident Book (this must be done by the injured employee or any bona-fide person acting on his/her behalf).
- Assist in the investigation of accidents and dangerous occurrences.
- Read the Notice Boards and Company newsletters, and observe instructions posted there.

In line with 2026 HSE expectations, the Company also recognises psychosocial and work-related stress risks as part of its duty of care.

### **5.4 Equal Opportunities**

Company states that it is an equal opportunities employer. Accordingly:

In providing Security Services and employing persons to provide these services, the Company endeavours to make any employment decisions based on equality of opportunity and fair treatment for all persons.

No one or group seeking services, a job, or contracts with us will be treated with discrimination based on sex, sexuality, age, race, class, colour, nationality, ethnic origin, marital status, trade union membership or activity, physical or mental disability, or religious belief.

Company, in the course of implementing this policy, will strive to aid disadvantaged persons or groups to benefit from its provided services, and attempt to identify the needs of such persons and groups.

We will compile and review records of the ethnic/racial origin and sex of everyone applying for services or jobs from us to aid in implementing this equal opportunity policy.

As from April 2026, any employee who raises a concern relating to sexual harassment will be treated as making a protected disclosure under whistleblowing legislation. The Company will ensure that no employee is subjected to detriment or victimisation for raising such concerns in good faith.

### **5.5 Disability Policy**

In line with our Equal Opportunities Policy, the Company is anxious to ensure that no employee is discriminated against on the grounds of a disability. As such, we have introduced a policy outlining the main implications of the current legislation and how the Company complies with its obligations under the Act. This policy can be found in the Employee Handbook.

The Company also recognises that Health & Safety responsibilities include consideration of psychosocial and work-related stress risks, including workload, fatigue and organisational pressures. These obligations sit alongside the Company's duties under the Equality Act 2010 to make reasonable adjustments for employees with disabilities, including those arising from mental-health-related conditions.

### **5.6 Media Handling**

A Director is the only person authorised to give statements about the Company or matters connected with the Company to reporters from the newspapers, radio, television etc.

Employees should not make unauthorised statements on any social media, internet site or social networking media. Any request from any representative of the media for information, statements or comment about the Company must be referred to a Director.

### **5.7 Data Protection Policy**

The Company is committed to ensuring that all personal information relating to employees, workers, applicants, clients, or any third parties is handled, processed, stored and transported lawfully and correctly in accordance with:

- The UK General Data Protection Regulation (UK GDPR)
- The Data Protection Act 2018
- The Data (Use and Access) Act 2025, effective 5 February 2026, which introduces updated transparency requirements, recognised legitimate interests, and new complaint-handling obligations for data subjects

The following principles apply.

### **5.7.1 UK GDPR Principles**

Your original policy listed the EU GDPR principles, which are now superseded.

These have been corrected to the current UK GDPR accountability principles, preserved in the same structure but legally updated.

Under UK GDPR, personal data must be:

1. Processed lawfully, fairly and transparently
2. Collected for specified, explicit and legitimate purposes
3. Adequate, relevant and limited to what is necessary
4. Accurate and kept up to date
5. Kept for no longer than necessary
6. Processed securely
7. Handled in accordance with the accountability principle

These principles remain the foundation of privacy law in 2026, but DUAA 2025 introduces additional obligations for controllers in relation to data-access “gateways” and complaint-handling.

### **5.7.2 Purposes of Obtaining Data**

In order to fulfil employees’ contracts of employment, monitor sickness and performance, operate equal opportunity policies and administer the business, the Company will use and process personal information relating to you which we obtain during your employment.

Such information includes, but is not limited to:

- Employment history
- Personal circumstances
- Educational qualifications
- Sickness and medical records
- Accidents and incident reports
- Attendance records
- Criminal convictions (where lawful and relevant)
- Performance appraisals
- Disciplinary records
- Ethnic or racial origin (for monitoring and regulatory purposes only)
- Salaries and benefits

Where required, information may be shared with external bodies such as HM Revenue & Customs, pension administrators, regulatory authorities, or in response to lawful requests.

### 5.7.3 DUAA 2025

The Data (Use and Access) Act 2025, introduces the following requirements relevant to all Rayan FM employees:

#### A. Data Subject Complaints Handling

From 5 February 2026, organisations must provide:

- a clear route for individuals to raise data-related complaints,
- acknowledgment of complaints within statutory timeframes, and
- records of how such complaints were investigated and resolved.

Rayan FM will maintain internal logs to comply with these mandatory requirements.

#### B. Recognised Legitimate Interests

DUAA introduces a new statutory category of *Recognised Legitimate Interests*, allowing certain processing activities without balancing tests (e.g. internal administrative transfers, fraud prevention).

#### C. Automated Decision-Making (ADM)

From 2026, organisations must:

- Inform individuals when automated decision-making is used,
- Provide rights to human review,
- Explain the logic involved.

Rayan FM will ensure employees are informed where ADM processes apply, including recruitment screening or automated compliance checks.

### 5.7.4 Sensitive Data

Sensitive data (special category data), such as health information, ethnicity, or trade-union membership, will only be processed where lawful exceptions under the UK GDPR permit it, such as:

- explicit consent;
- employment-law obligations;
- vital interests;
- equality-monitoring requirements;
- legitimate safeguarding interests.

No sensitive personal data will be disclosed without lawful grounds.

### **5.7.5 Accuracy of Data**

It is important that any personal data held by the Company is accurate. Employees are required to inform the Company if their data is inaccurate, untrue, or requires updating.

### **5.7.6 Right to Access Information**

Under UK GDPR and DUAA 2025, you are entitled to request access to certain personal data held about you, including:

- confirmation that your data is being processed,
- categories of data held,
- any recipients or categories of recipients,
- retention periods,
- your rights to rectification, erasure, or restriction.

Requests must be submitted in writing to a Director or the Data Protection Lead.

The Company will respond within statutory time limits.

### **5.7.7 Whistleblowing - Sexual Harassment Disclosures**

From April 2026, reporting issues involving sexual harassment is legally recognised as a *protected disclosure* under the Employment Rights Act 2025.

Where such disclosures include personal data, the Company will ensure they are handled securely and lawfully under UK GDPR.

### **5.8 Protected Disclosure Policy**

The Company is committed to ensuring a culture of openness and accountability in which abuse, theft, fraud or other misconduct within the organisation by any employee is recognised and reported. You are encouraged to express any concerns you may have and the Company will respect any request you may make to preserve confidentiality as far as possible. If you raise concerns in good faith, you will be protected by the Company from reprisals or victimisation.

If you have concerns about possible abuse, theft, fraud, or other misconduct, you should bring the matter to the attention of a Director. Any employee with knowledge of abuse, theft, fraud or other misconduct who does not report this may be subject to disciplinary action. Anyone attempting to stop or discourage another employee from coming forward to express a serious concern will be subject to disciplinary action. Likewise, anyone who criticises or victimises an employee after a concern has been expressed will be subject to disciplinary action.

The complaint will be investigated and outside agencies may be involved as necessary. The results of the investigation will be relayed to you, whilst protecting the confidentiality of any others involved.

If you continue to have serious concerns after the investigation has been completed and feel that you need to contact an external agency, you may then do so. Please be aware that any employee who raises a concern with malicious intent or abuses this policy will be subject to disciplinary action.

### *1. Protected Disclosure Category*

As from April 2026, any disclosure relating to sexual harassment will be treated as a *protected disclosure* under whistleblowing legislation.

No employee raising such concerns in good faith will suffer any detriment, disciplinary action, or negative treatment as a result of doing so.

### *2. DUAA 2025 – Data-Related Complaint Requirements*

Where a protected disclosure relates to personal data, data handling, automated decision-making, or data-access processes, the Company will investigate the matter in accordance with the requirements of the Data (Use and Access) Act 2025 and will maintain appropriate records of such complaints

### *3. Reassurance and Anti-Retaliation Statement*

The Company will not tolerate retaliation against any individual who raises a protected disclosure in good faith. Any form of victimisation, intimidation, or adverse treatment arising from a disclosure will be treated as a disciplinary matter.

## **5.9 Corporate Social Responsibility Policy**

This policy sets out our view of our corporate responsibilities for the environment and communities in which we operate and for the well-being of our staff, partners, and clients. Some of these responsibilities are spelled out in more detail in other documents.

Every person we work with and for makes important and unique contributions to the community, to their own organisations, and to our work. We appreciate and honour their diversity in every way it manifests itself and encourage diversity as basic in all our interaction with the community and with our partners, associates, employees and clients.

We acknowledge our responsibility to care for our employees, to provide them with meaningful employment through which they can support themselves and their families, and to do everything possible to ensure their ongoing workplace welfare, health, and safety.

We are committed to help provide our clients with a secure and safe environment, and attempt to safeguard their property, including intellectual property, just as much as we would protect our own.

## SECTION 6 – TERMINATION

### 6.1 Termination of Employment

The notice required to be given by either party to terminate the Contract of Employment of a person who has been continuously employed for at least 4 weeks is as follows:

- Not less than **one week's notice for each year of continuous employment** if the period of continuous employment is two years or more but less than twelve years.
- Not less than **twelve weeks' notice** if the period of continuous employment is twelve years or more.

### 6.2 Redundancy Policy

If the Company, through the loss of orders or otherwise, has decided that the requirements of a particular post have diminished or are diminishing, it may be necessary to make the post redundant.

The Company does not operate a “last in first out” policy. In the event of a post being made redundant, consideration will be given to the re-deployment of the Employee having regard to the nature of the post available, the qualifications and prior performance of the Employee.

Before a decision is made to terminate the employment on the grounds of redundancy, all available posts within a reasonable travelling distance of the Employee's home address will be examined for possible redeployment. Hourly rates of pay may vary according to the new location.

Consultation between the Company and the Staff will commence as early as it is practical and notice of the circumstances circulated accordingly.