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## **STATEMENT OF MAIN TERMS OF EMPLOYMENT**

Flexible Working Arrangements 12 months Temporary Contract of Employment

(Private Security Operatives – Stewards ONLY) EF 08 V4 2021

This contract along with the associated policies and procedures sets out the particulars of the main terms on which Tactical Security Options Limited, Room 704 Cameron House, White cross Industrial Estate, South Road, Lancaster, Lancashire, England, LA1 4XF

**BETWEEN:**

Tactical Security Options Ltd of Room 704 Cameron House, White Cross Industrial Estate, South Road, Lancaster, Lancashire, LA1 4XF and \_\_\_\_\_ ("the employee")

As an employed staff member Tactical Security Options Ltd will ensure that all National Insurance and Taxation Contributions are deducted from your gross pay and submitted to the correct authorities when due. Because you are employed as a Private Security Operative, you will be covered by the Company 'Public Liability' and 'Employer Liability' Insurance.

You are all professionals within your industry and since the SIA Licence requires high level certification you will not be managed throughout your daily practices. However, the Company is committed to providing its employees with the highest quality of relevant specific location training, to assist in the implementation of duties and standards. Therefore, it is the responsibility of all to ensure they make themselves available where possible to attend the Companies training program, and in addition on-line learning.

It is a requirement of the Site-Venue that Private Security Operatives are not permitted to use their mobile phones except in the case of an emergency or operational company business, connected to your current work. Smoking is not permitted front of house, only on authorised breaks, in official designated areas as per the site you are working.

It is agreed that the Employee will be employed by the Employer on the following terms and conditions:

1. Commencement of Employment/Probationary Period

\*DELETE AS APPLICABLE

\*Your employment began on ..... No previous employment counts as part of your period of continuous employment.

OR

\*Your employment in your current role began on ..... Your previous employment counts as part of your period of continuous employment therefore your original start date is .....

All staff are employed on a 12-month temporary rolling contract which will be renewed each year automatically, unless a 'breach of contract' has occurred, where the outcome may be the termination of the said contract or employee.

You join us on an initial probationary period of 16 weeks. Your Screening & Vetting will be completed during the first 12 weeks. 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. You will be informed of the outcome of your probationary period by the General Manager and you should not consider your probationary period to have passed until such notification has been received. We reserve the right not to apply our full contractual capability and disciplinary procedures during your probationary period.

2. **Job Title and Duties:**

You are employed as (Private Security Operative) and your duties will be as advised by your Supervisor-POC-Manager your duties may be modified from time to time to suit the operational needs of the business or client.

You are expected to complete all Venue-site-location documentation such as '**Time-sheets**' including your SIA Licence number (in full), '**Incident Report Forms logs**' and '**Capacity Level Logs**'. You must also familiarise yourself with Company Policies and Procedures to ensure legal compliance – failure to do so will constitute breach of contract. On each site-venue you will find a folder named "Assignment Instructions (Site Folder)" or event log book – this folder contains all the relevant health and safety information, identifies risks, and contains point of contact details for the site-venue, In addition we have a staff portal; you MUST log on to weekly, and company chats that MUST be checked daily, for changes, or any amendments to SOPs, policies and or procedures. Please read these, and or acknowledge sign this booklet at the first opportunity on a new or existing site on a regular basis, as stipulated by TSO Management.

You are legally obliged to ensure that your SIA Licence is **clearly displayed on your outer clothing picture facing forward, and unobstructed. (Unless CP or Undercover on active duty.)** Failure to display or have your badge on your person will result in you being removed from the premises and any costs incurred by such action will be recovered from your next due payment. This also applies to any operative, covering or purposely obstructing the view of any information on their licence.

3. Place of work/Travel Mobility expenses

Tactical Security Options Ltd reserve the right to request that at any time staff members may be moved in conjunction with their employment to cover any other Venue/Site within a maximum 50 mile radius. Any reasonable request must be adhered to, as no operatives have a fixed place of work, unless they are on a fixed term contract for that said location. You will not be required to work outside the United Kingdom. MOBILITY It is a condition of your employment that you are prepared, whenever applicable, to travel to any of our Client sites as required by the needs of the business. This mobility is essential to the smooth running of our business.

4. Pay

Your wage is currently £ ..... per hour payable weekly in arrears by credit transfer as detailed on your pay statement. For authorised additional hours worked, you will either be given time off in lieu or paid at your basic rate, at the Directors discretion. The date when the time off in lieu is taken is to be mutually agreed. We will ensure that you always receive no less than the National Minimum Wage/National Living Wage.

Your wage will be Site-Venue dependant (some Venue's hourly rates may differ from others). A premium may be paid where negotiated with the venue, based on location, tasks, or other agreements. Additional rates, bonus or honorarium may be paid for selected duties, in addition to the basic set rate. No advance payments will be made, unless the Director authorises it in writing only, to the employee.

5. Hours of work

Your hours of work will vary dependent upon the Clients needs and market demands. You are required to work as a Private Security Operative, such additional hours as the Employer considers necessary for the proper performance of your duties/to meet the needs of the business, or client industry service demand, this may also include being called out at short notice, also known as (Fast Balls). Such hours will be paid at the standard hourly rate, unless agreed otherwise by the Director only. You are on a temporary contract, if there is enough work and you accept the work, what you agree to in advance, and then you will be paid for the hours you work; you do not round your hours up.

Your normal hours of work are variable each week dependent on the needs of the business and as per the rota. You will be asked your availability to enable the rota to be finalised on a weekly

basis. You will be expected to work a minimum of 48 hours per week over seven days on which work could fall between Monday to Sunday, with a minimum of 13 hours per day, between 07.00 am and 20.00 pm, or 20.00 pm and 08.00 pm.

In addition you may be required to work additional shifts between 19.00-04.00 as per agreed operational needs of the client-company.

You will be asked one week prior to work, if you are available to work. If you do not want to work, then no work will be offered to you, until you accept the work. Unless you are on a fixed term contract. This contract is as per operational demands of the role, and the workers availability to work.

However no operative is allowed to work for other companies, jobs, roles, competitors, or supply a similar service that TSO provide. To any other venue, site, location, event, or situation. Directly or indirectly for free, charity, voluntary, paid or for any gift or other for services rendered, in compensation for the services provided, unless authorised by the Director in writing only.

## 6. Gratuities

You shall not under any circumstances receive either directly or indirectly for your own or others benefit, any commission rebate discount gratuity from any person company or firm having business transactions with the Employer, directly or indirectly.

## 7. Holidays

As a Private Security Operative, employee you are entitled to take holidays or time off at any time providing that **28 days notice** is offered in writing only. To request time off you must contact the office and request a holiday form which needs to be completed in written format. Once completed this will be given to the Director by hand, or by email to [dave@tacticalsecurityoptions.co.uk](mailto:dave@tacticalsecurityoptions.co.uk) or a nominated Manager who is responsible for rota requirements in the area you work, or are responsible for. The decision to authorise time off is the responsibility of the Director only.

This decision will be made on a first come first served basis, dependant on demand for staff and rota requirements for the absence time that is requested. In the event of holidays not being authorised by us, failure to show in conclusion to this will result in disciplinary action taking place.

No authorization will be given for time off during the busy trading periods e.g. Bank Holiday Weekends, Mad or festive Friday, Christmas and New Year Periods, unless special approval from the Managing Director has been obtained in writing prior to the event.

Your holiday year begins on 1st January and ends on 31st December each year, during which you will receive a paid holiday entitlement of 28 days inclusive of the public/bank holidays.

Entitlements are pro-rata for part-time employees. In your first holiday year your entitlement will be proportionate to the amount of time left in the holiday year.

Your holiday pay will be based on your average earnings over the previous 52 weeks in which wages were payable.

Conditions relating to the taking of holidays are shown in the Employee Handbook to which you should refer.

In the event of termination of employment holiday entitlement will be calculated as 1/12th of the annual entitlement for each completed month of service during that holiday year and any holidays accrued but not taken will be paid for. However, in the event of you having taken any holidays in the current holiday year, which have not been accrued pro-rata, then the appropriate payments will be deducted from your final pay. We may require you to take any outstanding annual leave entitlement during your notice period.

#### 8. Sickness, Incapacitated, Unavailable, Lateness, Absenteeism

In the event of absence from work because of sickness, injury or other. The employee must inform the company POC/office/relevant Manager in advance, or as soon as reasonably practicable. Notification should be by telephone call ONLY and if you have to leave a message and it should be backed up by text; first POC General Manager followed by MD as a last resort. Failure to do so will be deemed as 'unauthorised absence' which will be considered as a breach of contract and could result in termination of the same. Any sickness absence taken is paid in line with the current SSP scheme.

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. All absences must be notified in accordance with the sickness reporting procedures laid down within this document.

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

You will be required to sign in/out at each site as per the assignment instructions.

Any sickness absence taken is paid in line with the current SSP scheme.

You must notify your Line Manager by telephone on the first day of absence and at the earliest possible opportunity and by no later than 2 hours before your start time. Other than in exceptional circumstances notification must be made personally. Text messages and emails are not accepted as a method of notification, unless backing up a telephone conversation with a Manager.

If your sickness extends to more than seven days, you are required to notify us of your continued incapacity once a week thereafter.

On return to work after any period of sickness/injury absence (including absence covered by a medical certificate), you are also required to complete a self-certification absence form and hand this to your Line Manager.

Subject to meeting the qualifying conditions, you will be entitled to statutory sick pay (SSP) from us during absence as a result of sickness or injury.

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.

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.

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. In addition, we will take a serious view if you are found to be undertaking any activity during sickness absence which we reasonably believe is inconsistent with being incapable of work at that time despite the presence of an illness, injury or medical condition. Disciplinary action will be taken in this instance.

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 Specialist, Health Assured Limited.

#### 9. Maternity/paternity/adoption leave, parental leave etc

The Employer will assess first, allow you to take maternity/paternity/adoption leave, parental leave and any other leave in accordance with your statutory rights, if any. If you wish or need to take such time off you must comply with the relevant notification requirements, to the Director in writing only.

#### 10. Deductions

The Employer may deduct any money that you owe to the Employer from your wages. The Employer may charge or re-charge to you and deduct from your wages the cost of shirts issued to you as part of your uniform, any other uniform or equipment which remains your property, or PPE. The Employer may deduct from your wages the amount attributable to the Employer's losses caused by:

- a) Any failure by you the employee, to give your full contractual period of notice of resignation, as agreed by the Director.

- b) Any theft, loss or wilful or grossly negligent damage, loss to the Employer's or any customer's property by you.
- c) Any unauthorised use of Employer's or customer's telephone, or other services or equipment.
- d) Any loss of or failure to keep in good order and condition equipment and uniform belonging to the Employer and issued to you, including costs of cleaning, repair and replacement.
- e) Damage to company uniform upon return if in an unsatisfactory clean laundered appropriate condition.
- f) Any costs relating to excess payments from insurance due to any accidents involving an employee and a company vehicle, equipment or other which results in an insurance claim, fine or none payment from a client being made and an insurance excess being required, the employee will be liable to cover this cost.
- g) Any loss as a result of uninsured costs following an accident / damage to company vehicles where the employee is at fault or other related loss.
- h) Any loss of contracts, time hours or payments, good will from clients, due to you not complying with the client's rules, policies, ways of working or working arrangements.
- i) Unauthorised absence, or withdrawing your services when required to be working, or refusing to work, (walking off or refusal to work, or leaving your work colleagues', other, members of the public, or client staff, vulnerable due to you retracting your services).

If you leave our employment within (2) years, any courses, licences or loans, advanced payments that you have taken which have been paid for by Tactical Security Options Ltd, the full amount (which will be given to you in writing) will be deducted from your final wage.

#### 11. Company Pension Scheme

Since 2012, there has been a duty on employers to automatically enrol employees who meet specified criteria into a pension scheme and contribute at specified rates in respect of them. Tactical Security Options Ltd conforms to the requirements of the Pension Scheme auto enrolment program. The employer will comply with its statutory obligations on auto enrolment, and all Eligible employees will automatically be enrolled into the scheme upon employment.

Tactical Security Options Ltd has appointed NEST PENSIONS as their company pension scheme provider. NEST.

If you require more information or to opt out of this scheme, please contact them direct on 0300 0200393.

If you require further information on your pension scheme, payments made, auto enrolment or to opt out of the scheme, you may contact the appointed pensions scheme directly.

#### 12. Grievance procedure

The grievance rules and procedure applicable to you is set out in the Employer's Employment Handbook for the time being in force. It is not contractual.

### 13. Disciplinary procedure

The disciplinary rules and procedure applicable to you is set out in the Employer's Employment Handbook for the time being in force. Should you be dissatisfied with any decision to take action or dismiss you on capability/disciplinary grounds, you must apply, either verbally or in writing, to a Director within five working days of the decision you are complaining against. The Company will exercise discretion in hearing appeals which are submitted outside of this timeframe. Further information can be found in the Employee Handbook under the heading "Capability/Disciplinary Appeal Procedure" to which you should refer.

### 14. Confidentiality

Whilst you are employed by the Employer and after the termination of your employment you must not, directly or indirectly, disclose or make use of (except in the proper course of your employment with the Employer or as required by law) any confidential information of the Employer, relating to its business dealings, its products or services, its customers, or otherwise. Confidential information related to the security of customer's premises, details of charging arrangements with customers, details of the identity of customers or other.

### 15. Restrictive Covenants

You shall not so as to compete directly or indirectly with the Employer during or the period of 12 months after the date of termination of your employment directly or indirectly on your own account or on behalf of or in conjunction with any person, firm, company or other entity canvass or solicit or by any other means seek to conduct or conduct the business providing security services or similar services with any person, firm, company or other entity who was at any time in the 12 months preceding the termination of your employment a customer/client or other of the Employer, or who was at the date of termination of your employment negotiating with the Employer with a view to dealing with them as a customer, and in respect of whom you shall have had material dealings in the course of your employment duties in that 12 month period, or work or provide directly or indirectly in-house or direct.

### 16. Termination

The period of notice to be given to terminate your employment is 4 weeks if you have been employed less than 1 year, and thereafter 1 week for each full year of your employment up to a maximum of 12 weeks after 12 years. During the notice period (whether notice is given by yourself or by the Employer) the Employer may suspend you from some or all of your duties and exclude you from its premises. During a period of suspension you must not engage in any alternative business or employment or have contact with any customers of the Employer without the Employer's prior written consent. In the event of a serious offence the Employer will have

the right to terminate your employment without warning or notice if you commit gross misconduct.

#### 17. Equipment/Return of Equipment

All staff must wear uniform or use equipment or other, as per the companies requirements:- black/white shirt, black trousers, black polished shoes or boots, tie and overcoat/coat/jacket/polo tops, as per contractual or service level agreements with the site or the client. Tactical Security Options Ltd will provide you with the tie and jacket, if a TSO site. The stipulated uniform must be worn at all times, failure to do so will constitute a breach in the employee's contract and continual shortfalls of the standard may result in disciplinary action, termination of contract or fines or charges to you. All items of uniform and equipment issued to you by the Employer shall remain at all times the property of the Employer and you must keep them in good order and condition and return them to the Employer upon request.

On termination of your employment you must return all of the Employer's property that you have in your possession, including your uniform and equipment. These must be returned to the Employer's office in good order and condition within the Employer's office hours and a receipt obtained for the return of the uniform. If your uniform and equipment are not returned before or upon termination the Employer may retain from any payment due to you money amounting to the replacement cost of articles concerned. The money retained will be paid to you upon proper return by you of the missing articles (less any cleaning/repair costs), subject to those articles being returned within 3 months of termination, failing which it will be permanently retained.

#### 18. References

Your employment with the Employer is subject to the receipt of satisfactory references, as per requirements of BS7858, and may be terminated upon receipt of a reference that is in the reasonable opinion of the Employer unsatisfactory or inadequate, or upon a referee refusing or failing to provide any reference.

#### 19. Training

At the commencement of your employment, you must hold a valid SIA Licence for the role. 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. No further training entitlement is offered by the Company, other than on line learning and site inductions.

## **20. PERSONAL APPEARANCE AND CONDUCT**

Tactical Security Options Ltd Door Supervisors should:-

- a) At all times maintain agreed standards of personal appearance and deportment appropriate to the Event and will never act in a manner likely to bring discredit on employers. First impressions last with customers and venue users alike.
- b) Greet visitors to the Event or Venue in a friendly and courteous manner.
- c) Use moderate language at all times when dealing with members of the public and other members of staff.
- d) Act fairly and not discriminate against any person on the grounds of race, religion, sex or disability and should always be prepared to justify their actions.
- e) Never solicit or accept any bribe or other consideration from any person, not fail to account for any money or property received during the course of duty.
- f) Not fraternise with customers, friends or relations while on duty.
- g) Not drink alcohol while on duty, or be under the influence when reporting for duty. Soft and hot drinks to be consumed in a discreet manner, storing glasses/cups in a safe manner; not on the front door where it may look unprofessional or they can be used as a weapon.
- h) Never abuse the position of authority and immediately report any incident or involvement to the Venue manager/and or Police.

## **21. DUTIES AT THE VENUE/SITES/EVENTS/TASKS/Other**

The duty of Tactical Security Options Ltd Private Security Operatives or other at Venues/Events/Sites is:-

- a) To report to and take directions from the licensee or person in charge of the Venue/Event/Site/Task being supervised, (Head Door, Supervisor, Team leader, Manager, POC).
- b) To keep confidential all security arrangements and keep informed of any changes to those arrangements.
- c) To refuse access to anyone whose presence at the Venue/Event/Site/Task might render the licensee or person in charge subject to prosecution for any offence.
- d) To ensure that consent is obtained from each customer in front of witnesses prior to any search taking place, if personal searches are required as a condition of entry.
- e) Not to search individuals of the opposite sex and to ensure that any items seized are dealt with strictly in accordance with the Venue/site/event policy.
- f) To maintain good order on the premises and to ensure the safety of the public by awareness of fire and emergency equipment and evacuation procedures.
- g) To use tact and diplomacy as the first tool to control any conflict.
- h) Then, if tact and diplomacy do not work, to use only reasonable, necessary and appropriate amount of force required for the intended purpose, by law.

- i) To protect people, premises, property, life against damage, theft or other.
- j) To report to the Head Door Supervisor of the Venue, POC, team leader, supervisor or manager 10/15 minutes before commencement of shift, mandatory.
- k) You must sign in at the Venue/site/task at the beginning of your shift, out during any absence from your shift and out at the end of your shift.
- l) Exit doors or routes must be checked at the beginning of your shift to adhere to health and safety regulations i.e. Exit doors must be kept clear at all times and free from any locking devices or obstructions, they must be clear to route end.

## 22. INCIDENT PROCEDURES

Prior to incidents occurring whilst working for Tactical Security Options Ltd, PSO, Door Supervisors-Guards or Other should:-

- a) Ensure communications equipment works and understand how to use it.

If any incidents occur whilst working for Tactical Security Options Ltd:-

- b) Note and report in the daily logbook provided for the information of the Security team or other, the Management and regulatory agencies, in addition report a summary of events on the TSO chat.
- c) Assist the emergency services in whatever way they request and ensure they are not obstructed in execution of their duties.
- d) Be aware of procedures for the informing of the management and the public of an emergency, for taking immediate action and for alerting the emergency services.

## HEALTH & SAFETY AT WORK

It is the policy of the Company to take all reasonable steps to ensure the health and safety at work of all employees and any 'others' that may be affected by the work activity, and to take all necessary steps to implement such a policy. It is the responsibility of all staff to show a 'Duty of Care' towards all persons in their place of work, thus never knowingly putting another person at risk.

**FAILURE TO MEET THE STANDARDS LAID DOWN IN THIS DOCUMENT MAY RESULT IN STANDARD DISCIPLINARY PROCEDURES BEING INSTIGATED, WHICH COULD LEAD TO YOUR CONTRACT TERMINATION.**

## 23. Tactical Security Options Ltd Social Media Policy

Any use of social media (such as Face book, Twitter or other etc) are governed by some simple rules for all Tactical Security Options Ltd employees.

These rules are designed firstly to ensure that the employees' do not put themselves at risk of prosecution by another party and to ensure that the company's reputation is not attacked or damaged, or other.

The policy is simply there to meet these two objectives and does not restrict the employee using social media but considers the content of any postings and provides guidelines about how certain types of information will be treated.

The company (Tactical Security Options Ltd) will not accept offensive or discriminatory language which may cause harassment, alarm or distress. This includes comments which are perceived as racist or homophobic. Any such comments will be reported to the relevant authority or other, any comments that are perceived as wrong by others, interested parties or third party peer or pressure. Or other.

Employees are not permitted to make comment, or give views or opinions about any of Tactical Security Options Ltd clients or information or news under any circumstances.

Employees are not permitted to make comment on any performance, colleague, Manager, or any other employee in a work context or other, where the content is of a negative nature.

Any social media postings that relate to the company, clients or any of its employees, contacts or associates, cannot be of a defamatory, discriminatory or hostile nature.

Any such postings will be fully investigated and where a breach of this policy is established, the company's standard disciplinary procedures will be instigated.

Where any comments are of a discriminatory, racist or homophobic nature this will be deemed as gross misconduct and termination of employment will be with immediate effect.

Please remember this policy does not remove an employees' opportunity to raise issue or concern with any aspect of the workplace. Such issues or concerns should be raised in the agreed way as laid out within the company handbook.

#### Agreement

I HEREBY UNDERSTAND AND ACCEPT ALL OF THE TERMS OF THE OUTLINED CONTRACT WITHIN THIS DOCUMENT AND WILL ABIDE BY THE COMPANY POLICIES, PROCEDURES AND CODE OF CONDUCT WHILST EMPLOYED BY (Tactical Security Options Ltd).

STAFF NAME: \_\_\_\_\_

STAFF SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

WITNESS NAME: \_\_\_\_\_