

Mercury Personnel Solutions Ltd

Morgan House, Gilbert Drive, Boston, Lincolnshire PE21 7TQ

Anti-Slavery & Human Trafficking Policy and Procedure

The Directors and Management of Mercury Personnel are fundamentally opposed to all forms of oppressed labour or slavery within the business, or through Companies supplying goods and services to the Company.

This includes the use of bonded labour (Workers whose debts to their Agency restrict their mobility), forced labour (Workers who are subject to threats, hostility and intimidation to make them work), Workers whose mobility has been prevented due to the removal of their passports or accommodation, or a combination of these practices.

To ensure that the Company fulfils this obligation, it will ensure that it conducts a thorough process of due diligence to investigate its engagement of workers, as well as that of its service suppliers, as detailed in the procedure below.

This procedure is based on the Ethical Trading Initiative Base Code, as well as the Gangmaster Licensing standards.

Ultimate responsibility for this Policy and Procedure lies with the Company's Directors, however, day to day practical management of this procedure is the responsibility of the Line Managers.

The Directors are committed to ensuring that all pricing of the Company's produce is managed to ensure that labour costs are budgeted for, to ensure that revenues meet the Company's obligations under the National Minimum Wage Regulations 1998, the Agricultural Wages Order and the National Living Wage.

Any breach of the procedure detailed below will result in a variety of responses, which we graded depending upon the severity of the problem.

Minor breaches of non-statutory requirements by Suppliers will result improvement targets being set for that Supplier, including the provision of guidance and suggested training for the Supplier's Management, with follow up audits to check up on achievement of the required improvements.

Sanctions will increase if the breach is more serious, or improvements do not occur, including suspension / termination of a Supplier's Contract, or Formal Disciplinary action, including Dismissal, for the Company's own Workers and Employees. The Company will also inform all statutory agencies of any breaches of its Standards, including the Gangmaster Licensing and Labour Abuse Authority, HMRC, the Low Pay Commission, the Police, and the Borders Agency.

Procedure:

1. Entitlement to work in the UK-

All Workers are asked to provide evidence of their entitlement to work in the UK. This is based on the defence list 1, as detailed in the Asylum and Immigration Act 2004, and would normally require the Worker to provide a copy of their Passport, National Identity Card, or long UK Birth Certificate.

Workers who are engaged would need to present a copy of this document to the Company's HR Manager. This would be photocopied and returned to the Worker immediately. Copies would be stored securely at the Company's offices, in accordance with our obligations under the Data Protection Act.

2. Payment to work-

All Workers are informed that no payment is required to work for the Company. This includes payment to any member of the Company's Staff, or any third-party individual, or Company, who offer to find work with the Company.

Workers are required to inform the Company's management of any such requests for payment, or payments they have made. This information can be provided directly or anonymously in a written statement. The Worker is asked to provide details of who asked them for money, when they were asked, what they were told they would receive for this payment, and how much they were asked to pay.

Any Worker or Employee who is found to have asked for money to enable people to find work with the Company will face formal disciplinary action for alleged Gross Misconduct.

Any Agency or Company who has been found to be responsible for asking for payment to find work with the Company will have their Contract terminated, and details would be passed to relevant statutory agencies, such as the Gangmaster Licensing and Labour Abuse Authority.

3. Debts-

No subsistence loans are given to any Worker. No deductions are taken from Company Worker's pay other than for PAYE, NI, Automatic Enrolment Pension contributions, or for legitimate debts owed to the Company, as detailed in their Contract. These include overpayment errors by payroll, overused holiday entitlement by leavers, money owed for use of mobile phones, or non-return of PPE or uniform.

Workers are not be required to pay excessive payments to their Agency. Payment for accommodation should not exceed the National Minimum Wage offset rate, and transport costs should be reasonable.

Workers should also be able to choose to use these services, if they are provided by their Agency, or source them elsewhere.

No charges should be made by Workers for the provision of PPE, Company administration, insurances or other legitimate business costs.

Any deductions that are taken from Worker's pay, other than statutory payments, must only be taken after written consent has been supplied by the Worker, in accordance with the requirements of s8 of the Employment Rights Act 1996. This will be audited by the Company's HR Manager on an annual basis.

4. Worker Contracts / Contracts for Services-

These must be provided to all Company Employees within eight weeks of starting work. Agency Workers must be provided with a Contract for Services prior to starting work, or an Employment Contract within eight weeks of starting.

Documents must include an accessible and simple grievance / complaints procedure, with a named individual / post the complaints can be referred to. It must also contain details of pay, hours of work, notice requirements, pension provision, payment arrangements, any mobility requirements, and the Workers entitlement to join a Trade Union of their choice.

Contracts must be written in a language that the Worker understands.

5. Workers Age-

All Workers must be aged 18 or over, including Agency / Contract Workers.

6. Rates of Pay-

Workers must be paid for all hours worked, at or above either the National Living Wage rate, the National Minimum Wage rate, or the appropriate Agricultural Workers Order rate of pay. Payment must include premium rates of pay for all hours worked above 40 per week, and Workers are entitled to payment for travelling time, as defined by s34 of the National Minimum Wage Regulations 2015.

Workers must also receive statutory pay entitlements for sick and annual leave. This applies to all Workers, and Employees of the Company.

7. Working Hours-

Working hours should not exceed the limits set by the Working Time Regulations 1998, including daily, weekly, and annual statutory break periods. Workers only exceed 48 hours work per week if they have signed a Collective Opt Out Agreement. Any breaches of this requirement must only be occasional, not systemic, and comply with Regulations 21 and 23 of the Working Time Regulations 1998.

The Company needs to be aware of any additional work conducted by Employees / Agency Workers outside of their work for the Company.

8 Discrimination and Harassment

No discrimination or harassment is tolerated in any activity connected with the Company, in which Workers are involved. This includes Company Employees, and Workers. Workers have access to the Company's Grievance and Complaints procedure which informs them of to inform, if they are subjected to such treatment.

Employees and / or Workers accused of discrimination and harassment will be subject to a Formal Disciplinary investigation regarding alleged Gross Misconduct. Agency Workers or Contractors who are found to have been guilty of discrimination and harassment will be removed from Company premises.

9 Raising Concerns-

Any Worker who believes that one or more of the above procedures have been breached, or who would like their concerns regarding these procedures investigating, should raise the matter with the Company's HR Manager. All reports will be treated in the strictest confidence, and the Company will take all practical steps to protect the individual who has raised the concerns, including their identity.

Individuals are also entitled to raise concerns anonymously, and to inform the Company's HR Manager of their concerns in writing.

10 Implementation-

The Company's HR Manager will conduct annual audits of internal activities and practices to ensure that this procedure is being fully implemented and complied with. This will include conducting unannounced interviews of Workers / Employees.

The HR Manager will also conduct annual audits of its Agency Worker providers to ensure compliance with this policy and procedure.

11 Associated Policies and Procedures-

- Grievance and Discipline Procedure – see Contract
- Payment for work with the Company – see appendix 1
- Whistleblowing Policy and Procedure – see appendix 2
- Equal Opportunities / Bullying and Harassment – see appendix 3
- Corruption and Bribery Policy and Procedure - see appendix 4
- Recruitment and Selection Procedure

STAFF NOTICE

To: All Staff

From:

Date

We are committed to supporting all our workers, protecting them from any form of exploitation and operating in accordance with UK legislation.

As part of this commitment we inform all new recruits that it is against UK law to ask workers to pay anything to find work in the UK. This also extends to paying money to people outside of the UK, to get work in this country.

For this reason, we would ask workers who have been asked to pay any money to any individual, company or agency to enable them to find work with this agency, to inform us as soon as reasonably possible.

If you wish to contact me directly, I will treat all information in the strictest of confidence. However, if you prefer to remain anonymous, you can either inform me in writing or inform the GLAA Contact No – 0800 4320804

WHISTLE BLOWING POLICY & PROCEDURE

Policy

All organisations face the risk of things going wrong or unknowingly harbouring malpractice. The Company believes it has a duty to identify such situations and take the appropriate measures to remedy the situation. By encouraging a culture of openness within the Company, it is hoped that such problems can be prevented.

This policy applies to all workers.

By encouraging a culture of openness, the Company wants to encourage employees and workers to raise issues which concern them at work. They may be concerned that by reporting such issues they may be exposing themselves to detrimental treatment or risking their job security. This is not the case. All staff have statutory protection if they raise concerns in the right way. This policy is designed to give staff that opportunity and protection. Providing they are acting in good faith it does not matter if they are mistaken. There is no question of workers or employees having to prove anything about the allegation they are making, but they must reasonably believe that the information they have implies acts of malpractice.

If there is anything which workers think the Company should know about, they should use the procedure outlined in this policy. By knowing about malpractice at an early stage, the Company has a good chance of taking the necessary steps to safeguard the interests of all who are involved with and have a legitimate interest in its activities.

Typical examples of malpractice which are covered by this policy are:

- Criminal offences
- Miscarriages of justice.
- Dangers to health and safety
- Damage to the environment.
- Breaches of any legal and / or statutory obligations
- Deliberately concealing any of the above.

The Company is committed to this policy. If a worker uses this policy to raise a concern in good faith, the Company gives them its assurance that they will not suffer any form of retribution or detrimental treatment.

The Company will treat their concern seriously and act according to this policy. They will not be asked to provide anything about the allegation they raise, but they must reasonably believe that the information they have tends to show some malpractice. If a worker asks for a matter to be treated in confidence, the Company will respect their request.

The Company's Guarantee

If a worker is concerned about any form of malpractice, they should raise the issue with their immediate supervisor. There are no specific requirements to do this. They can inform their supervisor verbally or in writing if they prefer.

If they feel that they cannot deal with their supervisor, for whatever reason, they should address their concerns to the Management.

How the Company will respond

- Once a concern has been raised the Company will decide how to respond in a responsible and appropriate manner under this policy. Usually this will begin with internal enquiries but may progress to either a formal or informal investigation, depending upon the nature of the concern. The Company will endeavour to complete the investigation within a reasonable time scale.
- The investigation may be conducted by the Management.
- The Company will keep the worker informed of the progress of the investigation. However, the Company will not be obliged to reveal information which would infringe the confidentiality of others, the Data Protection Act or any other statutory obligation.

Raising you concerns externally.

The purpose of this policy and procedure is to give workers the opportunity and protection they need to raise concerns internally. The Company would expect that in almost all cases, raising concerns internally would be the most appropriate action to take.

Public Concern at Work is an independent charity whose main objective is to promote compliance with the law and good practice in the public, private and voluntary sectors. They can be contacted at www.pcaw.co.uk

If you have any questions regarding this policy and procedure, please feel free to discuss the matter with the Management.

Mercury Personnel

Equal Opportunities Policy Statement and Procedure.

The Equal Opportunities Policy is the responsibility of Mercury Personnel, everybody working for the organisation and those on the company's premises.

All workers and applicants will be given equal opportunities in work regardless of gender, age, race, disabilities, caring responsibilities, marital status, ethnic origin, sexual orientation, religious beliefs and / or trade union membership.

All persons will be treated with dignity and respect in an environment free from discrimination, harassment and victimisation. Any complaints of this nature will be fully investigated and treated with the strictest confidence.

Any individual found to be responsible for such behaviour, following a thorough investigation, will be subject to disciplinary action.

All workers, job applicants and contractors working on organisation premises will be made aware of this policy.

The policy will be regularly reviewed and updated to ensure it conforms to all relevant legislation.

POLICY AIMS

To select, recruit, develop and promote the very best people through objective assessment based solely upon suitability for the job.

Ensure that all workers and job applicants receive fair and equal treatment.

Create a balanced work force, reflecting the diversity of the local working population.

Cultivate a working environment that is free from harassment.

DEFINITIONS

Direct Discrimination:-	To treat someone less favourably on the basis of race, gender or disability; i.e. 1) Refuse work. 2) Provide less favourable terms and conditions of work 3) Discipline 4) Dismissal 5) Refuse to promote
Indirect Discrimination	Fewer females / ethnic minorities / disabled persons are able to fulfil a requirement of a job than other members of society, and the requirement cannot be justified.
Harassment	Creating a threatening, hostile or intimidating environment based upon sex or race of the victim. The decision as to whether actions constitute harassment lies with the person who is being subject to this behaviour and one single incident is sufficient to constitute a charge.

The Company's Responsibility

Mercury Personnel are directly responsible for the actions of all its workers, as well as for their protection from harassment and discrimination. As such, the organisation takes an active role in protecting those for whom it is responsible.

IMPLEMENTING THE POLICY

Recruitment and Selection

All positions are open to all individuals who have the required level of skill, knowledge and / or experience.

All job adverts are to be company approved and placed in publications which have a diverse circulation.

All job applicants should receive a copy of the equal policy and procedures, as well as a full job description to enable them to assess their suitability for the position.

Training

Appropriate training on and off the job will be accessible to all workers. All workers will be encouraged to take advantage of all relevant training opportunities.

Where an individual is returning to a job following a prolonged absence, additional training and support will be offered.

Where a position changes due to technology and / or reorganisation, appropriate training and support will be offered to the affected individuals.

All induction trainees will be made aware of the organisation's equal opportunities policy and procedure.

Health and Safety

Discrimination, intimidation and harassment can seriously compromise the Health and Safety of the work environment. As such it is the responsibility of all workers who are aware of such activity to bring it to the attention of the organisation's management, quickly and discreetly (although the company accepts that this may not always be easy for the victim). All reported incidents will be treated in confidence by management.

Management will work with disabled workers to ensure their Health and Safety in the workplace, through conducting thorough objective assessments of the safety of their working environment and where appropriate offering alterations / adaptations to the position, or examining the possibility of alternative work.

Development and Promotion.

Ability, motivation, commitment, past experience and qualifications are the qualities used to determine an individual's promotion potential.

Development and training will be offered to all suitably motivated individuals where opportunities exist.

Length of service will not determine suitability for promotion as it can indirectly discriminate against those who may have had long term illnesses or career breaks or are engaged on a fixed term basis.

HOW THE PROCEDURE WORKS

If you have a grievance relating to Equal Opportunities the Contract - grievances - explains what actions you should take.

If you are accused of behaviour which is in breach of the organisation's equal opportunities policy and procedure, a relevant line manager will initially conduct an informal investigation to determine if there is a case worth investigating. Should the initial, informal investigation find that action needs to be taken, the organisation will act in accordance with its formal disciplinary procedure, as detailed in the Contract.

MEMO:

TO: All staff

DATE:

FROM:

RE: Bribery Act 2010

Whilst it is recognised that it is unlikely that it will have any direct relevance to our company, we believe it to be important that we cover all options to ensure compliance in response to the introduction of the above legislation. We are therefore introducing the following Policy:

Gifts, Gratuities and Hospitality

The Company's general policy is to inform all staff and its agents, who are working on its behalf, that the offering of gifts and gratuities to any client or any other third party, to obtain a benefit or advantage is not permitted and will be treated as potential Gross Misconduct.

Similarly receiving gifts from suppliers, or any third party associated with the supplier, to obtain an advantage or benefit will be treated as potential Gross Misconduct.

However, should a worker or Agent of the Company feel that it is appropriate to offer gifts or hospitality to clients or to receive any gift or hospitality from suppliers, or any other third party, these are to be declared prior to the event to the Managing Director for approval. If appropriate, gifts may be kept by the Managing Director to be used for Christmas raffles or given charitable donations from the Company.

The Company's Gross Misconduct procedure has been amended with immediate effect to include the following amendments:

The company recognises the following as acts of Gross Misconduct.

- 1 Theft.
- 2 Abusive or threatening behaviour of any nature.
- 3 Being under the influence of alcohol or drugs.
- 4 Receipt of any gift, hospitality or gratuity by a Company worker without immediately informing and getting approval from the Company's management.
- 5 Offering gifts of any sort to attempt to obtain an advantage or benefit from either the Company's management or any third party connected to the Company without receiving prior approval from the Company's management.
- 6 Dishonesty in dealings with management.

- 7 Sexist, racist or any other behaviour against an individual, which could be classed as creating a hostile, intimidating or threatening environment.
- 8 Breach of company confidentiality.
- 9 Failing to carry out reasonable management instructions.
- 10 Fighting and acts of aggression.
- 11 Deliberately damaging company property.
- 12 Deliberate breaches of company Health and Safety procedures.
- 13 Unauthorised access to company computer files, software or any other such breach of confidentiality.

Please feel free to contact me if you have any questions regarding this matter.

I fully agree to be bound by the terms and contents of this Agreement

Worker's signature

Worker's name (print)

Date

Signed on behalf of Mercury Personnel

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Date