

## DISCIPLINARY POLICY AND PROCEDURE

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### TRACKED CHANGES

Version Number	Date of Change	Author	Summary of Changes
<i>Tracked changes included as of December 2025</i>			
6.0	December 2025	SR	6.3 Inclusion of suspension pay and disciplinary outcome

## DISCIPLINARY POLICY AND PROCEDURE

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### 1. OBJECTIVE

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At Lodge Service, we strive to create an environment where our employees can perform to the best of their abilities. We trust that you will always uphold the high standards of conduct and behaviour that we expect in line with our policies, procedures, and code of conduct. However, if your conduct falls below our expectations, we will address the issue with you in a fair and supportive manner.

This Policy and Procedure sets out the steps the company will take to deal with any issues of misconduct.

### 2. SCOPE

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The Disciplinary Policy and Procedure applies to all employees of Lodge Service who've successfully completed their probationary period.

The company at its discretion may issue warnings in line with the policy during the probation period.

If the issue is to do with performance rather than conduct, we'll follow the Performance Improvement Process instead.

### 3. PRINCIPLES

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- This policy and procedure have been drafted in line with the ACAS Code of Practice on Disciplinary and Grievance Procedures.
- Wherever appropriate, minor breaches of conduct will be resolved informally
- At every stage of a disciplinary procedure, you will be advised of the nature of the complaint and given the opportunity to prepare and present your case before a decision is made.
- At all formal stages of the procedure, you will have the right to be accompanied by a Trade Union Representative or a work colleague. There is no legal right to be accompanied during informal discussions or investigation meetings.
- Suspension will only be utilised if absolutely necessary. Suspension will always be on contractual pay and will be for as short a timescale as is necessary. Where possible we will look for alternative work.
- We'll deal with all disciplinary matters sensitively and with respect for the privacy of any individuals involved. Any information given to you in connection with an investigation or disciplinary matter must be treated as confidential. Any failure to maintain confidentiality may result in additional disciplinary action.

### 4. TYPES OF MISCONDUCT

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We take misconduct seriously and have split misconduct into 3 categories, Misconduct, Serious Misconduct and Gross Misconduct.

Actions of misconduct, serious misconduct and gross misconduct include those actions which take place:

- on our premises or our client's premises
- in the course of your duty
- in conduct outside work

You may be subject to disciplinary action if your conduct outside work could damage:

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- the company's reputation and standing
- the employee's reputation
- the reputation of our clients

The severity of the alleged misconduct determines which category it falls under. While the below lists are not exhaustive, they provide examples of the type of offenses that would be considered within each category:

### 4.1. Misconduct

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- Lateness or poor timekeeping.
- Unauthorised absence from work. In some cases, this may constitute gross misconduct
- Resistance to carrying out reasonable assigned tasks
- Rudeness towards clients, members of the public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language
- Minor breaches of our policies and procedures
- Persistent failure to respond to reasonable communications whilst on any period of extended leave
- Failure to comply with the Company's rules on notification of absence and evidence of incapacity
- inappropriate or excessive personal use of our property and equipment
- Breaches of your terms and conditions of employment
- Failure to display your SIA licence when working
- Any other acts we deem to be misconduct

### 4.2. Serious Misconduct

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Where misconduct offence upon investigation are shown to be due to your extreme carelessness or has a serious or substantial effect upon our operation or reputation, you may be issued with a final written warning in the first instance.

You may receive a final written warning as the first course of action, if, in an alleged gross misconduct disciplinary matter, upon investigation, there is shown to be some level of mitigation resulting in it being treated as an offence just short of dismissal.

Specific examples of Serious Misconduct are:

- Failure to follow specific client/ site instructions regarding the responsibility of your role for example non-detention policies.

### 4.3. Gross Misconduct

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- Serious breaches of Company policies and procedures and criminal or unlawful acts
- Failure to follow ASCONE procedures, conducting a wrong stop which could lead to legal action against the company for a wrongful arrest
- Failure to follow the Child Protection procedure when detaining juveniles
- Failure to be in possession of a valid SIA licence which is worn and visible when working
- Causing loss, damage or injury through serious carelessness, irresponsible behaviour or gross negligence
- Failure to disclosure criminal convictions either at pre-employment screening or during the course of employment
- Committing a criminal offence or being charged with having committed a criminal offence
- Knowing and/or deliberate contravention of Health and Safety rules and regulations, including failing to report serious Health and Safety breaches committed by others

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- Unlawful discrimination or harassment – Any conduct which is considered to be in serious breach of the Company’s Equal Opportunities Policy and Harassment and Bullying (Dignity at Work) Policy
- Extremely serious insubordination (including, but not limited to, such breaches to discipline as rudeness or refusal/failure to carry out a lawful instruction, failure to adhere to Assignment Instructions or to complete required task without due and sufficient cause)
- To work or present yourself for work whilst under the influence of alcohol or restricted drugs, or consuming them while on duty
- A serious breach of trust and confidence through behaviour which seriously damages the Company’s trust in the employee’s future conduct and good faith, or which brings the Company’s or our Client’s name into disrepute
- Violence or aggression towards other persons or property, or destruction, damage or abuse of Company’s or client’s or third parties’ property or equipment; this includes ‘threatening to use violence’ against another person, particularly where the person believes their safety is at risk
- Dishonesty, including fraud or falsification of documents. This including fraudulently booking on, deliberate omissions of Company or client records or knowingly making or signing of false verbal or written statements of any description
- Theft, unauthorised possession or use of property or money belonging to the Company, its clients, other employees or to members of the public
- Allow access to a client’s premises or property to any unauthorised person, regardless of the employee’s relationship with the unauthorised person
- serious cases of neglect of duty, such as leaving an assignment without permission or sleeping on duty or on a client premises including during rest or break periods
- Unauthorised absence of 7 or more consecutive working days without notification/contact being made
- Engaging in activity of a sexual nature, or viewing inappropriate or indecent footage such as pornography during your working hours or on a company or client’s site
- Gaining additional employment whilst continuing to work for Lodge Service without gaining prior written authorisation from the Company
- Unauthorised disclosure of information confidential to the Company or its clients, either past or present. For exceptions, read our whistleblowing policy
- Unauthorised use, processing or disclosure of data contrary to company policy and GDPR regulations.
- Any other acts that are so serious in nature that we deem them to be gross misconduct

### 5. CRIMINAL MATTERS OR BREACH OF SIA LICENCE

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If we think that an issue might be a criminal matter, we may decide to report it to the police. We will also report any breaches of the SIA code of conduct to the SIA.

If individual are subject to legal action we won’t usually wait for the outcome of any prosecution before deciding what action, if any, to take. Where you’re unable or have been advised not to attend a disciplinary meeting or say anything about a pending criminal matter, we may make a decision on the evidence available to us.

We’ll always carry out any investigations, including those where we suspect criminal conduct, as soon as possible, regardless of where things may be up to in the legal proceedings.

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If you're charged, cautioned, or convicted of any criminal offence outside work, you need to let your manager and the SIA know as soon as possible. We may decide to follow the Disciplinary Process if the offence is relevant to the role you do.

### 6. PROCEDURE

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#### 6.1. INFORMAL DISCUSSION

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An informal discussion is often more effective in dealing with minor conduct issues than a formal disciplinary investigation and hearing. Wherever we can, we'll try to resolve problems in the workplace informally. If your manager has any concerns about your conduct, they'll raise this with you during a regular 1-2-1/welfare meeting or they may set up a meeting with you just to talk about it.

Your manager will explain their concerns to you and let you know what you need to do to improve. They'll make a record so you can both remember what you've discussed and agreed, typically through a letter of concern which will detail:

- The nature of the misconduct discussed
- Required standard of conduct
- Any comments in the meeting
- Any training, support or additional supervision that is to be provided
- The likely consequence of further breaches of conduct

Ask your manager questions if you're not clear about what or how you need to improve and let them know if there's anything you need from them to help you.

If following an informal discussion there is a failure to improve to the standard required, or if the manager decides it's not appropriate to use informal methods, we'll start the formal Disciplinary Process below.

#### 6.2. INVESTIGATION

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We'll always carry out a full investigation before starting the formal Disciplinary Process. The aim of the investigation is to establish the facts and to make a recommendation on whether there is the need to proceed to a disciplinary hearing. This may involve asking relevant individuals to attend an investigation meeting.

An investigation manager will be appointed to complete an investigation, this will often be your line manager, unless they are involved in which case a manager of a similar level will be appointed. The appointment will be guided by HR. Investigations will be carried out as quickly as possible.

#### 6.3. REDEPLOYMENT TO ALTERNATIVE WORK AND SUSPENSION

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Sometimes while we investigate allegations, we may need to redeploy you to a role at an alternative site or we may decide to suspend you on full pay. In line with ACAS Code of Practice, we will only do this where we feel it's necessary to protect you and/or our business. Situations where we might do this include:

- Where the client has submitted a removal request
- When the investigation can't start straight away because you're not fit for work – such as under the influence of drugs or alcohol, or there's been a fight in the workplace and a 'cooling off' period is needed
- When you are being at work may get in the way of a full and fair investigation
- When there have been complaints of bullying or harassment
- Where there's an allegation of theft, other financial irregularities or dishonesty

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Just so it's clear, redeployment to an alternative role or suspension aren't a disciplinary sanction and it doesn't mean we've made any decisions about what's happened. We will always tell you why we're moving your work location or suspending you.

If you are suspended, we will make sure this time is as short as possible. If suspension is necessary, this will be confirmed in writing. During a period of suspension, you will only be allowed access to the company or our clients premises for arranged meetings. Depending on the nature of the allegation we may remove access to company equipment.

During a period of suspension, you are expected to be available as per your contracted working hours, if you fail to attend any meetings without good reason, we'll treat this as unauthorised absence which means any suspension pay may be stopped.

### **Suspension Pay and Disciplinary Outcome**

- Suspension will initially be on full contractual pay.
- If the disciplinary outcome is dismissal for gross misconduct, the Company will recover or deduct any pay you received during the suspension period from your final salary or settlement, or otherwise reclaim it from you.
- By accepting your employment and this policy, you authorise the Company to make lawful deductions from your pay (including your final salary) for sums properly due to the Company, including suspension pay recoverable under this clause, subject to local law. The Company will provide you with a written itemisation of any such deduction or recovery.
- For the avoidance of doubt, this provision applies only where dismissal for gross misconduct relates to a deliberate and intended act knowingly carried out by you. It ensures that employees dismissed for gross misconduct do not obtain a financial benefit from suspension.

Consistent with the ACAS Code of Practice, suspension should be fair, reasonable, and not punitive. The above recovery clause deals solely with financial neutrality where the outcome is dismissal for gross misconduct, while maintaining suspension as a neutral step during the investigation.

If you are unable to attend your usual place of work during a period of investigation and alternative work is offered, any unreasonable refusals to complete offered alternative work will be considered unauthorised absence and will be unpaid.

If you become ill during a period of suspension, the normal sick absence procedure will apply.

Annual leave may be requested through the normal processes during any period of suspension.

### **6.4. DISCIPLINARY HEARING**

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Where the investigation recommends the matter processes to a disciplinary, a formal disciplinary hearing will be arranged.

An impartial manager will be appointed as hearing manager, they will not have been involved in the investigation process and will either be the same level or more senior than the manager who completed the investigation. The appointment will be guided by HR.

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You will be invited in writing to a disciplinary hearing, which will include details of the allegations and any evidence to be included in the hearing including an investigation meeting minutes. We will provide a minimum of 48 hours before the hearing.

You have the right to be accompanied at any disciplinary hearing by a Trade Union Representative or by a colleague. Your accompanying individual may not answer questions on your behalf.

### 6.5. RIGHT TO BE ACCOMPANIED

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If you are required to attend a formal disciplinary hearing you have the right to be accompanied by a trade union representative or workplace colleague.

You and your companion must make every effort to attend the hearing. Your companion is permitted to address the hearing, put and sum up your case, respond on behalf of you to any views expressed at the hearing and confer with you during the hearing. Your companion does not however have the right to answer questions on your behalf or address the hearing if you do not wish or to prevent the company or you from explaining their case. You may confer with the companion during the hearing and may be permitted reasonable time to confer privately in either the hearing room or outside, if appropriate.

### 6.6. POSTPONEMENT OF A HEARING

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If a postponement is required, it should be set for no more than 5 working days later than the original date.

Potential reasons for a postponement are that your accompanying individual is unavailable to attend or that you require further reasonable time in order to prepare for the hearing.

### 6.7. FAILURE TO ATTEND MEETINGS

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It is important to attend meetings and hearings as scheduled. If you fail to attend a meeting or hearing without prior notice or a valid reason, the meeting may proceed without you, and any decisions made may be made in your absence.

### 6.8. WARNINGS

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Following the disciplinary hearing, the hearing manager may decide to issue you with one of the following disciplinary warnings, depending on how serious the matter is and whether you already have a live disciplinary warning. The possible outcomes of a hearing are:

- No Further Action
- Letter of Concern (informal warning)
- Written Warning
- Final Written Warning
- Dismissal with notice
- Dismissal without notice

**No Further Action** – When the disciplinary hearing manager feels that the evidence does not support the allegation or there is insufficient evidence from which to draw a reasonable conclusion.

**Letter of Concern** - Normally awarded in cases of very minor offences, first offences or minor concerns regarding conduct. A letter of concern is not a formal warning.

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**Written Warning** - Normally awarded if conduct or performance remains unsatisfactory, or if the offence is of a more serious nature. A Written Warning remains in force for 6 months.

**Final Written Warning**- Normally awarded where there is a failure to improve following previous warnings or where conduct or performance remains unsatisfactory, or if the misconduct is sufficiently serious to warrant a final written warning. Such as gross misconduct where the actions does not warrant a dismissal. A Final Written Warning remains in force for one year.

**Dismissal with notice** - If conduct or performance continues to be unsatisfactory following a final written warning, Dismissal will normally result with the appropriate notice being given.

**Dismissal without notice** - Dismissal without notice will only be issued in instances of Gross Misconduct.

We may offer the option to be transferred, demoted or downgraded as an alternative to dismissal.

Details of any disciplinary decision taken will be given to you in writing, with a copy kept on your personal file.

### 6.9. RIGHT OF APPEAL

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You have the right of appeal against any formal disciplinary sanctions issued. If you wish to appeal, you should write to the HR Department at [hadmin@lodgeservice.com](mailto:hadmin@lodgeservice.com) within 5 working days of receiving the decision in writing, giving the grounds for your appeal.

The appeal will normally be heard by a manager above the level of the Manager/Supervisor who decided upon the disciplinary action to be taken, they will have had nothing to do with the original decision. The appointment will be guided by HR.

The appeal manager will invite you to an appeal meeting providing at least 48 hours' notice. This will usually be within 14 calendar days of getting the appeal letter, but we'll let you know if it's going to take longer.

If you want to be accompanied to the appeal meeting by a trade union rep or another colleague, you will need to let the appeal manager know before the meeting.

At the appeal meeting, we'll ask you to explain the reasons for your appeal and why you feel that the original outcome isn't appropriate. The appeal manager may adjourn the meeting if necessary to get further evidence or interview witnesses.

If there is any further evidence, we'll make sure you are given a copy or provided access to it and give them the opportunity to respond to it.

### 6.10. APPEAL OUTCOME

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Once the appeal manager has reached their decision, they will confirm it in writing. This will normally be within 14 calendar days, but again, if it's going to take longer, we'll keep you informed

The appeal manager may decide to:

- Reject the appeal - so the original decision is upheld
- Uphold the appeal - and replace the sanction with a lower level one

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- Uphold the appeal - and replace the sanction with a higher level one

The decision of the appeal hearing will be final.

### **6.11. REARRANGING THE APPEAL OUTCOME**

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If a postponement is required, it should be set for no more than 5 working days later than the original date.

## **7. GRIEVANCES DURING A DISCIPLINARY**

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If you raise a grievance during the disciplinary process and it is unrelated to the disciplinary matter, the disciplinary process will continue, and another manager will deal with your grievance separately. But, if the two matters are connected, we may deal with the grievance during the disciplinary process or pause this process while we deal with your grievance.

## **8. ABSENCE DURING DISCIPLINARY PROCEEDINGS**

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We recognise that it can be stressful to be notified of an investigation or disciplinary process and that individuals may suffer from absence whilst completing disciplinary proceeding. The company has an obligation to conduct investigations and disciplinary hearings promptly and without undue delay.

If you are off work due to absence you will still be expected to co-operate fully in respect of this policy and procedure, which may include reasonable attendance at investigation meetings and disciplinary hearings whilst you are off sick. Should this occur, this will be discussed with you taking into account the individual circumstances and the nature of your illness.