

Third Party Pressure to Dismiss Policy

The Company provides services to clients and your duties are likely to involve working on clients' business premises. It is often a term of business between the Company and its clients that clients have the right to approve or disapprove the deployment or continued deployment of the Company's colleagues to work on their business premises. Clients' decisions in this respect are final. Therefore, if a client whose site you work on disapproves of your continued deployment on its business premises, and if the Company is unable to redeploy you elsewhere (for example, to work at a different client's site), it may be left with no alternative other than to dismiss you from its employment.

In these circumstances, the following procedure will generally be followed:

- a. The colleague may be suspended on full pay.
- b. A representative from the People Team will be assigned to the case and will ensure as far as possible that a fair and reasonable procedure is followed.
- c. The client will be asked to put their concerns in writing (if not already done so).
- d. The Company will investigate the reasons for the client's concerns. This will include meeting with the colleague to give them a chance to comment on the client's concerns. If the client has put their concern in writing, a copy will be made available to the colleague.
- e. Based on these investigations, plus consideration of the colleague's length of service and previous employment history, the Company will decide whether dismissal would cause the colleague an injustice. However, the Company must also consider the importance of its relationship with its client and its contractual obligations towards its client. The Company will consider what can be done to alleviate any injustice, by following the further procedures below.
- f. The Company will attempt to persuade the client to change its mind, where appropriate – including by suggesting alternative resolutions to the client's concerns such as applying the Company's Disciplinary Procedure.
- g. The Company will attempt to redeploy the colleague. The Company will provide copies of all vacancy lists.
- h. If the colleague requires training to carry out a particular role, then the Company will consider the cost and practicalities of providing such training.
- i. The Company will consider the possibility of swapping colleagues who carry out similar work within the business, provided both parties are happy to proceed.

- j. The above procedure will generally take around two weeks during normal term times. If, at the end of that period, the Company have not been able to change the client's mind or find an alternative role, the colleague will be invited to a meeting at which they will have the right to be accompanied by a work colleague or trade union representative. The colleague will be warned that dismissal is a possible outcome from that meeting.
- k. If notice of termination is given as a result of that meeting, the colleague will be given a right of appeal. The Company will continue to look for alternative roles for you during your notice period.
- l. This policy does not form part of any colleague's contract of employment, and we may amend this policy at any time.

Nelson Williams
Managing Director

(This policy will be reviewed in November 2023)

