TRISET LTD · GOVERNANCE & COMPLIANCE

People & HR Policy

Triset Ltd social and HR policy: fair pay, written contracts, working time, equality, grievance and training for every person we employ or engage.

Triset Ltd

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People & HR Policy

TRISET LTD · GOVERNANCE & COMPLIANCE POLICY

Triset Ltd's social and HR policy: how we employ, pay and treat every person who works for or with us.

Document	People & HR Policy
Owner	Triset Ltd (Company No. 17116041) - Stretford, Manchester M32 8PS, UK
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Approved by	Javerya Memon, Director — Triset Ltd
Operated by	Fahad Nazeer, Founder & Lead Engineer
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1. OUR COMMITMENT

Triset Ltd (Company No. 17116041) is committed to being a fair, lawful and decent employer. As a social policy, this document sets out how we employ, engage and treat the people who work for and with us — employed engineers, office staff and self-employed field subcontractors alike — in compliance with the Employment Rights Act 1996, the Working Time Regulations 1998, the National Minimum Wage Act 1998, the Equality Act 2010 and the Immigration, Asylum and Nationality Act 2006. Good work is treated as a condition of the business, not a marketing claim.

2. FAIR PAY & WRITTEN TERMS

- Every worker receives a written statement of employment particulars (or a written contract for services for subcontractors) before their first day of work
- Pay meets or exceeds the UK National Living Wage as an absolute floor, and our aim is the Real Living Wage for directly employed staff
- Itemised payslips are provided every pay period; deductions are lawful, transparent and never take pay below the NMW
- Out-of-hours and emergency work is paid at the enhanced rates confirmed before dispatch, never discovered after the fact
- No unpaid trial shifts, no deductions for training or equipment, no charges for being a worker

3. WORKING TIME, REST & LEAVE

Working hours comply with the Working Time Regulations 1998: an average 48-hour week maximum unless a worker has signed a written opt-out of their own free will, rest breaks as prescribed, and 11 consecutive hours of daily rest between shifts. Annual leave of 5.6 weeks pro-rata is the statutory minimum for employed staff; subcontractors price their own time and are never directed into exclusive-hours patterns. Because we run a 24/7 service, on-call rotas are planned in advance and shared fairly — always-on support must never mean always-working staff.

4. RIGHT TO WORK & NO UNDERAGE LABOUR

Right-to-work checks are completed for every worker before engagement, in line with the Home Office employer guide. We do not employ anyone under school-leaving age, and no one under 18 is assigned to work that the law restricts for young persons. Identification, qualifications and competence claims are verified before any engineer represents Triset on a client site.

5. EQUALITY, DIVERSITY & ANTI-HARASSMENT

Recruitment, pay, task allocation and advancement are decided on competence and conduct alone. We do not discriminate on any protected characteristic under the Equality Act 2010 — age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. Harassment, bullying and victimisation are not tolerated: a single complaint is investigated, and our grievance procedure below applies. Field work can be male-dominated — we actively welcome applicants from groups under-represented in UK engineering.

6. GRIEVANCE & DISCIPLINARY

Grievances and disciplinary matters follow the ACAS Code of Practice on disciplinary and grievance procedures: concerns are raised in writing, investigated fairly, heard in a meeting with the right to be accompanied, and decided in writing with a right of appeal. For a company of our size this means the Founder and Director handle matters personally, and either may step aside where the concern involves them, with an independent ACAS-supported route offered instead. Nothing in this policy removes statutory employment rights.

7. TRAINING, DEVELOPMENT & WELLBEING

- Technical and safety training is funded or facilitated by the company wherever competence gaps appear
- New tools and platforms (Microsoft 365, RMM, ITAD tooling) come with proper onboarding, not sink-or-swim
- Workload, lone-working and out-of-hours pressure are monitored as wellbeing matters, not just safety ones
- Flexible and family-friendly working — statutory maternity, paternity, adoption and shared parental leave are supported in full, and reasonable flexible-working requests are considered properly under the statutory process

Alignment: this policy works alongside our Modern Slavery Statement, Health & Safety Policy and Whistleblowing Policy.

FAIR WORK AT A GLANCE

- Written terms for every worker, before day one — no verbal-only arrangements
- Pay at or above the National Living Wage, aiming at the Real Living Wage for employed staff
- 48-hour average week unless the worker chose to opt out, rest breaks honoured on every shift
- Right-to-work verified before any engineer reaches a client site
- ACAS-code grievance and disciplinary process, with a right to be accompanied and to appeal
- Anti-harassment enforced on client sites as well as our own — we walk engineers off bad sites
- Out-of-hours work planned into rotas, not dumped on whoever answers the phone

Clients and portal reviewers may request evidence of these practices — contracts, pay records summaries, right-to-work process and training logs — and we will respond the same working day through Info@triset.co.uk.