Staff Retention Policy

1. Introduction

CAPITAL SHIELD SECURITY LTD recognizes the contribution of its employees is vital to the Company's success. The Company also recognizes that, in order to attract and maintain a committed and skilled workforce, CAPITAL SHIELD SECURITY LTD must ensure that all recruitment, selection and staff management processes are carried out in a fair, equitable and transparent manner.

2. Staff Development

2.1 Through its staff training and development activities, the CAPITAL SHIELD SECURITY LTD is committed to enabling staff to fully develop within their role and achieve the highest possible standards.

2.2 All staff will attend the CAPITAL SHIELD SECURITY LTD induction day as soon as possible before their deployment date. Attendance on the induction course will be arranged at the same time as the formal offer of employment is made.

2.3 The CAPITAL SHIELD SECURITY LTD training and development programme covers a wide range of activities which are offered on an individual or team basis, in or away from the workplace, and on a formal or more informal basis. Training offered includes:

- Formal courses;
- Conferences and study days;
- Workplace-based opportunities such as mentoring, secondments, job shadowing, projects, coaching and job rotations;
- On-the-job learning; and
- Personal study

3. Flexible Working

3.1 All eligible staff have the right to request changes to their working patterns in order to better manage their home and work commitments. In considering such requests, the Company will seek to balance the requirements of the individual employee with the needs of the team and business. Examples of flexible working arrangements include part-time hours, term-time hours, annualised hours, zero hours contracts, career breaks, compressed hours and job shares.

3.2 Managers have a responsibility to give such requests careful and serious consideration and to be as flexible as possible in accommodating them.

4. Performance Reviews

4.1 The Company is committed to conducting performance reviews on a yearly basis.

4.2 The performance review meeting is a two-way process, where the manager and the employee discuss the employee's achievements, strengths, and areas for development. The employee and manager will also set personal objectives for the year ahead.

4.3 Managers will give all staff regular and timely feedback on their work.

5. Remuneration and Benefits

5.1 The Company is committed to ensuring that its salaries and benefits remain competitive, by conducting a yearly salary review, and benchmarking salaries and benefits against industry standards and other employers.

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5.2 In respect of remuneration and benefits, the Company is committed to ensuring that employees are not discriminated against on account of gender, marital or civil partnership status, race, religion or belief, sexual orientation, age, disability, gender reassignment, pregnancy and maternity, or because they work part time or on a fixed-term contract.

6. Communication

6.1 The Company recognises that the quality of communication between the employer and the employee has a direct influence on the employee's engagement with the Company and whether he or she decides to stay. The Company's communication strategy is to encourage upwards communication from employees as well as down-wards communication, relaying management information. The Company is committed to listening to the opinions of all employees in the workplace and taking appropriate actions based on that feedback. To this end, the Company recognises the importance of good channels of communication and ensures that employees are kept informed of events by means of Regular Newsletters, Intranet, Staff Notice Board.

6.2 Employees will have regular opportunities to raise concerns and make suggestions by means of Regular Staff Meetings, Staff Committee.

6.3 In order for the Company to take account of employees' opinions and take appropriate action based on that feedback, a staff survey is conducted on an annual basis. The results of the staff survey will be discussed and circulated to employees**.**

7. Exit Interviews

7.1 The Company recognises that collecting information about employees' reasons for leaving can provide invaluable data about its employment practices, management style and anything perceived by employees as being unsatisfactory or unfair.

7.2 It is the Company's policy to ask all employees who decide to resign to Take Part in an Exit Interview. Any action points are passed on to State Job Title e.g. the HR Manager so that action can be taken to address any issues**.**

8. Policy Review

This Staff Retention Policy will be regularly reviewed by the HR Manager and updated as necessary.

The Managing Director shall review this policy annually or following significant changes.

CAPITAL SHIELD SECURITY LTD
This policy is reviewed on 01/01/2026