

Company Handbook

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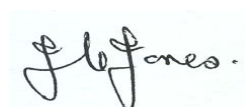
A Message from the Chair

May I take this opportunity of welcoming you to the company. I hope your career with us will be both enjoyable and rewarding.

It is our policy to communicate regularly with you on matters that are important to us all, such as our research work and projects, and information about your job and your terms and conditions of employment. We will encourage you to give us your views based on your own experience of the company's operation.

It is our firm intent that all employees should have an equal level of advancement, access to opportunity, and the training necessary to that end, irrespective of the employee's sex, race, colour, religion, disability, sexual orientation or age.

This booklet describes our general working conditions and the rules of the company. If you need further information or help in any way, do not hesitate to ask.



Judith Jones
Chair.



About the People and Work Unit

The People and Work Unit is an independent research and development organisation and a registered charity, based in Abergavenny. It is a not-for-profit company and operates in the field of education, economic and social research. The People and Work Unit was launched in 1982 as a part of the Newport and Gwent Mission and registered as an independent charity in 1984 in the wake of the economic and social dislocation caused by the closure of coalmines in South Wales.

Diversity

It is the company's intention that all employees should have an equal chance of advancement, access to opportunity, and the training necessary to that end, irrespective of the employee's:

- sex
- race, colour, nationality, ethnic origin
- sexual orientation
- religion or belief
- age

It is the company's policy to employ and provide a suitable environment for people with disabilities. All reasonable facilities will be provided for employees with disabilities to pursue their careers without difficulty or disadvantage.

It is the responsibility of the People and Work Unit to ensure that the terms of the policy are observed.

If you feel that the letter and general intent of the diversity policy has not been fully implemented then you should draw this to the attention of the People and Work Unit.

If the matter is not resolved satisfactorily you may raise a grievance through the company's grievance procedures.

Joining the company

Personal problems

If you have any personal problems with which you believe the company may be able to help then you should approach your director or chair of the board of trustees.

Probationary period

On joining the company you will serve a 12 week probationary period. During this time you will be making your own mind up about whether you wish to remain working with this company. Your manager, at the same time, will be assessing your capabilities, attitude and potential.

If you do not reach the standards required by the company your employment may be terminated at any time during the 12 week probationary period, or the probationary period may be extended beyond 12 weeks, but no longer than 24 weeks.

Induction

Your induction programme is designed so that you fit in quickly and effectively. You will meet your new colleagues and you will receive information on the company, your terms and conditions of employment, company rules, health, hygiene and safety.

Changes in personal circumstances

To help us to assist you, especially in cases of emergency, it is essential that all information on your personnel records is complete, correct and up to date. Please inform the personnel department of any changes in your personal circumstances, including a change of:

- address and telephone number
- name
- next of kin.

Your personal information is classified as confidential and will not be released to outside sources without your prior authorisation.

Pay and Benefits

Payment of wages

Wages are paid on the 25th day of each calendar month. Should this date fall on a Saturday, Sunday or Bank Holiday then the wages will be paid on the last working day or the Friday before. Wages are paid directly into your bank or building society account. An itemised pay statement showing gross earnings, fixed and variable deductions and net wage will be given to you at the time of each wage statement. Your starting wage is that stated in your written statement of your main terms and conditions of employment. We will let you know of any subsequent changes to your wages, which are normally reviewed in June/July.

Part-time employees

You are considered a part-time employee if you work less than thirty hours a week. Part-time employees will receive the same terms and conditions of employment as their full time counterparts, but these will be scaled down according to the number of hours worked. You will not be entitled to overtime payments unless you work more than thirty-eight hours a week.

Pensions

The People and Work Unit will contribute an amount of 5 percent of your gross annual wage into a personal pension scheme of your choice. There is no requirement for you to pay any of your wages into the pension scheme unless you wish to do so.

Hours of work

- Your normal hours are those set out at the time of your engagement in your written statement of your terms and conditions of employment
- The way in which you work these hours may be changed, and you may be asked to work extra hours on a week to week basis

- Your normal lunch and tea breaks are those notified to you at the time of your engagement, and must be taken at a time agreed with your supervisor or manager
- You will be given reasonable notice of and change to your hours or requirement to do overtime.

Overtime

From time to time, you may be requested to work outside of your normal working hours, and you will be expected to co-operate with any reasonable request. Payment is not given for any extra hours worked, however you will be able to take the time off in lieu of extra hours worked.

Public and bank holidays

You are entitled to twenty-five days holiday plus public and bank holidays.

The days of public and bank holidays in England and Wales are:

New Year's Day, Good Friday, Easter Monday, May Day, Spring Bank Holiday, Late Summer Bank Holiday, Christmas Day, and Boxing Day.

Holiday year

You must take your holidays between the 1st January and the 31st December. You will be allowed to 'carry over' into the next holiday year up to five days of holiday not taken within the holiday year. You must agree all holidays in advance with your manager.

Holidays are granted on a 'first come first served' basis so the earlier notice you give the more likely it will be that you will be able to take your holiday when you wish. You may have to reserve some days of your holiday to cover a 'shutdown' over the Christmas and New Year period. If this is the case the company will notify you at the beginning of the holiday year.

If you terminate your employment you will be entitled to payment in lieu of leave, which is untaken on the date which termination of employment takes

effect. Overpayment of leave will be recouped from your final pay.

Holiday payment

Holiday pay is calculated on the basis of the rate of pay recorded on your personnel records.

Time off from Work

Antenatal care

All pregnant employees are entitled to time off with pay to keep appointments for antenatal care. Antenatal care may include relaxation classes and parent-craft classes made on the advice of a registered medical practitioner, midwife or health visitor. Except for the first appointment, you must show your manager, if requested, a certificate from a registered medical practitioner, midwife or health visitor, confirming the pregnancy together with an appointment card or some other document showing that an appointment has been made.

Maternity

Women are entitled to 26 weeks maternity leave, during which time they are entitled to benefit from all their normal terms and conditions of employment, except for remuneration (monetary wages or salary). At the end of it, they have the right to return to their original jobs.

Women who have completed 26 weeks' continuous service by the beginning of the 14th week before the expected week of childbirth are entitled to an additional 26 weeks' maternity leave. During this period their contract of employment continues but with limited terms and conditions. This means a woman can be away from her job on maternity leave for 52 weeks or longer.

Maternity pay

A woman is entitled to Statutory Maternity Pay (SMP) if the company has employed her for a continuous period of at least 26 weeks ending with the 15th week before the expected week of childbirth, and has average weekly

earnings at least equal to the lower earnings limit for National Insurance contributions. SMP can be paid for up to 39 weeks; it is payable by the employer but partly (or, for small firms wholly) reimbursed by the state. You will receive 90 percent of your average earnings for the first six weeks and a flat rate for the rest of the time (unless the 90 percent rate is less than the flat rate in which case you will get that for the whole time). Tax and National Insurance are payable on SMP.

The standard rate of SMP is reviewed every April.

Time off to deal with a family emergency

All employees are entitled to a reasonable time off work without pay, at the discretion of the Unit's Associate Director, to deal with an emergency involving a dependant. For example, if a dependant falls ill or is injured, if care arrangements break down, or to arrange or attend a dependant's funeral. (A dependant is classified as: the husband, wife or partner, child or parent of the employee: someone who lives in the same household as the employee, as a member of the family, e.g. elderly aunt or grandparent: in the case of illness or accident, it may be someone who reasonably relies on the employee for assistance, e.g. an elderly neighbour or aunt who lives nearby for whom the employee is the primary carer. Not classified as dependants are: tenants or boarders living in the family home: an employee in the household e.g. a housekeeper.)

Time off for Public Duties

The People and Work Unit is required to allow employees **reasonable** time off for public duties. Such duties may include: duties as a justice of the peace: meetings of boards of school governors: attendance as a member of a statutory tribunal: meetings of NHS Trusts etc. (*A complete list is obtainable from the People and Work Unit's office.*)

The employee should notify his/her line manager in advance of any time off required for public duties, and the line manager will forward the notification to the Associate Director. All **reasonable** requests will be granted.

There is no obligation on the People and Work Unit to pay the employee for such time off, and any payment will be entirely at the discretion of the Unit's Associate Director.

Any employee who considers that the People and Work Unit have not dealt properly with a request for time off for public duties should, in the first instance, appeal using the Grievance Procedure.

Parental leave

Employees who have completed one year's service with the company are entitled to 13 weeks' unpaid parental leave for each child born or adopted. The leave can start once the child is born or placed for adoption with the employee or as soon as the employee has completed a year's service, whichever is later. It may be taken at any time up to the child's fifth birthday (or until five years after placement in the case of adoption). Parents of disabled children can take 18 weeks up to the child's 18th birthday.

Paternity leave

Employees are entitled who:

- have or expect to have responsibility for the child's upbringing
- are the biological father of the child or the mother's husband or partner and
- have worked continuously for the company for 26 weeks ending with the 15th week before the baby is due or the end of the week in which the child's adopter is notified of being matched with the child.

They can choose to take either one week or two consecutive weeks' paid paternity leave (not odd days). Paternity leave must be completed: - within

56 days of the actual date of birth of the child, or - if the child is born early, within the period from the actual date of birth up to 56 days after the first day of the week in which the birth was expected.

Employees have the right to return to the same job after paternity leave. Most employees are entitled to Statutory Paternity Pay (SPP) from the company.

Adoption leave and pay

Adoption leave and pay are available to:

- individuals who adopt
- one member of a couple where a couple adopt jointly (the couple must choose which partner takes adoption leave).

The partner of an individual who adopts, or the other member of a couple who are adopting jointly, may be entitled to paternity leave and pay. Statutory adoption pay (SAP) is paid for up to 26 weeks and is the same as the standard rate of Statutory Maternity Pay.

To qualify for adoption leave, an employee must:

- be newly matched with a child for adoption by an adoption agency
- have worked continuously for their employer for 39 weeks ending with the week in which they are notified of being matched with a child for adoption.

Flexible working

Parents of children under the age of six or disabled children under the age of eighteen have the right to apply to the company to work more flexibly. The request can cover hours of work, times of work and place of work and may include requests for different patterns of work. From April 2007 carers of adults also have the right to apply for flexible working.

The request must be made in writing and the company has a statutory duty to consider the request seriously and to refuse it only if there are clear business

grounds for doing so. Employees making applications for flexible working have the right to be accompanied at meeting by a fellow employee.

Absence

Your attendance is important to the business and is monitored. This policy identifies points at which the company will take action if your sickness absence reaches unacceptable levels.

Statutory sick pay

You are entitled to Statutory Sick Pay (SSP) when you are absent from work due to sickness.

- The first three days of incapacity are unpaid (called 'waiting days')
- SSP is paid for up to 28 weeks
- Once SSP is exhausted, an employee normally transfers onto benefits paid directly by the Department for Work and Pensions.
- If two periods of sickness are separated by less than eight weeks (56 days) then they are linked and the employee need not serve the waiting days again.

Short-term absence

Your absence record will be reviewed if in any three month period there are three separate periods of absence, (whether certificated or not), or if there is an unacceptable pattern of absence, for example, regular time off on Mondays or Fridays.

Long-term absence

- Long-term absence is a period of sickness which lasts longer than two calendar weeks

- The company will take a sympathetic view about genuine ill-health problems and will provide a supportive approach to all employees in such circumstances
- Your absence will be monitored and if you are likely to be away from work for more than four weeks the People and Work Unit will telephone you every fortnight and someone may wish to visit you in your home. This will be arranged with you and no one will visit your home without your consent.
- Ultimately, if absence does reach problematic levels then the company may have no choice but to dismiss you. The point at which this action may be taken will depend on the nature of your work and the difficulty caused to the company by your continued absence. Dismissal will be regarded as a last resort and the company will try to ensure that the following criteria are fulfilled.
 - Relevant medical information is sought and considered
 - Options for alternative duties or working arrangements are examined
 - Your views will be taken into account
 - Before any dismissal the company will comply with any applicable statutory dismissal procedure.

Company training policy

The aims of our training policy are to:

- help you develop the skills and give you the knowledge necessary to do the jobs for which you have been recruited
- help you develop the skills and give you the knowledge required in other jobs in the company, so that flexibility may be achieved at all levels in the company
- equip you for promotion, should the possibility arise
- increase the effectiveness of everyone in the company, and therefore of the company as a whole

Appraisal

Your manager will complete a formal annual appraisal which he or she will discuss with you. You will have the opportunity to air your views, record any comments and discuss plans for your development.

Promotion

All promotions are made solely on the basis of individual merit, and all suitable candidates will be considered regardless of their sex, race, religion, disability, sexual orientation or age.

Your potential for promotion is assessed by considering many aspects of both your current performance and your future capabilities.

Board of Trustees

The board of trustees meets every month and they are responsible for the general control and management and administration of the People and Work Unit as set out in the governing document. They are volunteers and receive no payment for their work. They may discuss matters which affect your employment with the company.

The company does not recognise trade unions to bargain on your behalf, but you have the right to belong, or not to belong to a trade union.

Disciplinary Procedure

Wherever possible, disciplinary matters of a minor nature will be dealt with informally by the employee's Line Manager or the Unit's Associate Director as appropriate. However, if it appears that formal disciplinary action may be required, the Line Manager/ Unit Associate Director will conduct an initial investigation and take the following steps to ensure fair and equitable treatment for the employee involved:

Gross Misconduct

Gross Misconduct is defined as misconduct that is serious enough to justify dismissal at the first offence. The following are examples of behaviour constituting Gross Misconduct. The list is not exhaustive.

- Theft, fraud, deliberate falsification of records
- Fighting, physical assault, dangerous horseplay and threats to colleagues
- Wilful damage to property
- Incapacity due to alcohol or substance misuse
- Negligence causing loss, damage or injury
- Sexual misconduct, racial or sexual harassment at work
- Unauthorised absence from place of work without just cause
- Flagrant disregard of the People and Work Unit's policies or procedures.
- Action liable to bring the People and Work Unit's reputation into disrepute
- Being an accessory to, or conniving at an act of gross misconduct by another person.

Suspension

If the offence appears to be of a serious nature, the Unit's Associate Director may at any stage suspend the employee on full pay pending an investigation.

Hearings

Any employee under threat of dismissal through Gross Misconduct has the right to a Disciplinary Hearing. An employee wishing to take up this right must inform the People and Work Unit within 5 working days of notification of the offence. The Hearing will be held within 15 working days of the employee's request.

Dismissal

If, after the fullest investigation, the offence appears to be one of constituting Gross Misconduct, the Unit's Associate Director will refer the matter to the Chair of the Board who can take the decision to dismiss.

Other Misconduct

The following are examples of misconduct, which, although not normally serious enough to warrant dismissal without previous warning, will nevertheless warrant formal disciplinary action. The list is not exhaustive.

- Poor or negligent performance of duties
- Disregard of the Unit's policies and procedures
- Bad timekeeping and/or absenteeism
- Abuse of authority or refusal to obey legitimate instructions
- Being an accessory to or conniving at any disciplinary offence by another person

Disciplinary Interviews

The Unit's Associate Director will interview the employee not later than 7 working days from being informed of the alleged offence. The following principles will be observed in preparing for and conducting the disciplinary interview:

Before the interview takes place:

- the Unit's Associate Director will write to the employee clearly stating the nature of the alleged disciplinary offence and the type of disciplinary action which might be considered should the subsequent disciplinary investigation establish that such an offence has been committed.
- the Line Manager/ Unit's Associate Director will collect all the available facts of the case and find out if there are any other circumstances affecting the situation.
- the employee will be given as much notice as possible of the date of the interview.
- Both employer and employee will be given 5 working days before the interview to consider the facts.

- the employee has the right to be accompanied at any formal disciplinary interview or appeal, by a 'friend' of their choice who could be a fellow employee, trade union representative or other suitable person. The right of accompaniment must not under any circumstances delay the holding of the interview for more than a maximum of 14 days.
- during the interview, the employee will be given every opportunity to state his/her case in a reasonable manner, either in person or via the accompanying 'friend'.
- the Unit's Associate Director will aim for a positive outcome from the interview.
- the Unit's Associate Director will keep a careful record of the interview. This will be recorded in writing and a copy given to the employee. The Unit's Associate Director and the employee will sign the record.

Possible Actions

Except in a case of Gross Misconduct, and depending on the severity of the offence, the Unit's Associate Director may decide to take no further action, or one or all of the following disciplinary actions:

- **Stage 1: a verbal warning**, recorded on the employee's personal file. The warning will remain 'live' for six months from the date of issue.
- **Stage 2: A first written warning**, one copy of which is retained by the employee and one enclosed in the employee's personal file. This warning will make it clear that the employee is on the way to being dismissed. The warning will remain 'live' from 12 months from the date of issue.
- **Stage 3: A final written warning**, one copy of which is retained by the employee and one enclosed in the employee's personal file. This warning will give details of the complaint, the length of any probationary period, and notification that dismissal will probably result if the terms of the warning are not met. The warning will remain 'live' as a final written warning for 12 months from the date of issue, following which it will revert to the status of a first written warning for a further period of 12 months.

Warnings

If the decision is to give any of the above warnings, the Unit's Associate Director must provide the employee with information on what is expected to improve his/her performance to the required standard. The Associate Director must also include in the warning information on the next stage of the procedure, should the necessary improvements fail to occur, or should a further disciplinary offence take place.

Dismissal after disciplinary proceedings

If the misconduct is serious enough to warrant dismissal **and** the employee has been given every opportunity to respond to the warnings but failed to do so, the Unit's Associate Director will refer the matter to the Chair of the Board who can take the decision to dismiss.

Right of Appeal

The employee has the right of appeal against dismissal or any other formal disciplinary action, to the Board of the People and Work Unit. Notification of intention to appeal must be submitted in writing within 5 working days of the action. Members of the Board not involved in the original disciplinary action will hear the appeal within a further 7 working days. Pending any appeal, the disciplinary action will stand.

New Employees

A new employee's progress is under continuous review during his/her induction period, as specified in the letter of offer of employment. With the exception of Gross Misconduct, the above procedure is not applicable during this period. The new employee will however, receive informal warning of and guidance on any shortcomings in conduct or performance.

The Grievance Procedure

In the interests of good relations in the organisation, employees, volunteers and learners are urged to take what steps they can to informally resolve differences they may have with any colleagues before using the formal

grievance procedure (see *People and Work Unit Code of Conduct*). Line Managers, the Unit's Associate Director and the Chair of the Board are available for confidential, informal discussions, mentoring and support on such issues. The steps below are open to all employees, volunteers and learners who wish to take up a grievance on any aspect of their employment, excluding matters being addressed by the disciplinary procedure. **It is important to recognise that the Grievance Procedure is only invoked when the following steps are followed, and employees may be disadvantaged if they do not follow this procedure.**

In the first instance any grievance should be discussed with an appropriate Supervisor/Line Manager. (This will be the person the employee or learner normally reports to/takes instructions from.)

If the matter has not been resolved through informal discussions, employees should put their grievance **in writing** to the Unit's Associate Director. To avoid any confusion, the complainant should explain clearly that s/he has a grievance and that s/he wants it to be dealt with under Stage 1 of the Grievance Procedure. Both complainant and employee will have 5 working days from receipt of the written grievance to consider the facts. The Unit's Associate Director will give a response within a further 5 working days in an endeavour to resolve the matter. At this stage, the Unit's Associate Director, or, in her absence, a designated representative, is responsible for:

- Establishing the details of the complaint
- Establishing the circumstances which have led to it, including the views of the other people involved
- Providing a written answer to the complainant, within 5 working days, including a statement of any action which will be taken as a result. If the Unit's Associate Director considers it appropriate, a meeting may be held at this point with the complainant and/or independent mediation may be sought.

If the grievance is not resolved to the complainant's satisfaction, s/he should refer it, in writing, to the Chair of the Board or his/her deputy, who will arrange a meeting to discuss it within 7 working days of the grievance being received. The Chair's decision will be final.

Right of Representation

The complainant has the right to be accompanied, at any stage in the Grievance Procedure, by a 'friend' of their choice who could be a fellow employee, trade union representative or other suitable person.

Company Rules – Code of Conduct

This Code of Conduct sets out minimum standards of personal and professional conduct for all employees of the People and Work Unit.

The Code of Conduct applies to all people representing the People and Work Unit, including those working voluntarily. It forms a part of the contractual relationship between the People and Work Unit and its employees. Any conduct contrary to this code will be dealt with in accordance with the disciplinary procedure.

Code of Personal Conduct

All employees are required to:

- 1.1 deal fairly and honestly with colleagues, clients and funders and the public at large.
- 1.2 be loyal to, and positively promote, the reputation, integrity and aims of the People and Work Unit and its partners and funders, avoiding any act which may bring the Unit into disrepute.
- 1.3 act within the law and within any statutory or regulatory codes relevant to the work practices of the People and Work Unit and, where relevant, of partner organisations within which the employee is based.

- 1.4 act in accordance with the policies and procedures of the People and Work Unit and (where relevant) any partner organisation within which the employee is based.
- 1.5 ensure that all health and safety policies and rules are adopted and take reasonable care to ensure their own health and safety at work and that of others with whom they working.
- 1.6 declare any personal interest, which might conflict with or be seen by others to affect their ability to perform their duties fairly and impartially.
- 1.7 notify the People and Work Unit immediately of any change of circumstances which may prevent them from carrying out, or jeopardise their ability to carry out, the tasks itemised in their job description.
- 1.8 treat all information relating to projects, studies and individuals they are working with, the People and Work Unit and (where relevant) the partner organisation they are based with, as strictly private and confidential.
- 1.9 refuse to discuss or share information given in confidence, except, where appropriate, with colleagues and through confidential project recordings.
- 1.10 work to the same high standards with all people regardless of their gender, sexuality, race, disability or religion, respecting their privacy and personal choice of lifestyles, customs, values and spiritual beliefs.
- 1.11 refuse gifts or money that have been offered as a result of their position with the People and Work Unit, unless agreed by their Line Manager/employer.

Employees are expected to:

- 2.1 deal with all enquiries courteously and confidentially.
- 2.2 be able to explain briefly and clearly the aims of the People and Work Unit and the project/work on which they are engaged.

Working with colleagues:

- 3.1 Each employee is personally responsible for their own behaviour, attitudes and working relationships.
- 3.2 Each employee has a responsibility to find a way of working constructively with colleagues. If he/she is finding this difficult they have a responsibility to take action to seek help.
- 3.3 Each employee has a responsibility to treat all colleagues with courtesy, respect and tolerance and a right to receive such treatment themselves.
- 3.4 Effective communication forms the basis of all working relationships. To ensure communications are effective:-
 - each employee needs to establish for themselves, and agree with colleagues, what they need to know about and what is not relevant to them.
 - employees have a responsibility not to divulge information inappropriately.
 - each employee has a responsibility to tell colleagues who need to know (e.g. managers, project partners) what they are doing and when.
 - employees must always explain to the appropriate colleague/manager if, for any reason, they are unable to do what they said they would do, when they said they would do it.

- it is each employee's responsibility to ensure that they comply with the communication systems developed in the workplace - such as office movement diaries.

3.5 Whilst it is important to develop a friendly working environment, bantering and making jokes at colleagues' expense should be treated with great care. There is a fine line between friendly bantering and bullying in the workplace. Bullying will not be tolerated, and will lead to disciplinary proceedings.

Complaints about colleagues

4.1 Employees have a responsibility to behave appropriately themselves and to refuse to tolerate inappropriate behaviour in the workplace. In the first instance this may involve them challenging the colleague involved and asking him/her to stop the behaviour. If this does not work, or is not felt to be appropriate, the issue should be reported to an appropriate manager.

4.2 All employees are expected to note and abide by the following:

- where an employee has a concern about a colleague which is related to serious professional misconduct, including dangerous or illegal behaviour, these concerns must always be reported urgently and directly to their Line Manager.
- Under no circumstances is it appropriate to discuss complaints about a colleague with anyone other than that colleague and/or the appropriate Line Manager.

4.3 All complaints about colleagues, which cannot be settled informally between employees, will be dealt with through the People and Work Unit's Grievance Procedure.

Personal issues

- 5.1 During working hours all workers are paid to concentrate fully on their work. For this reason phone-calls and visits from friends, family or in relation to private, non-work related matters, should be kept to emergencies. Any time taken to deal with personal matters during working hours must be through prior arrangement with a line manager.
- 5.2 Any emergency personal visits to the office base should be immediately reported to a line manager, or an office manager if that is not possible. These visits should be dealt with as quickly as possible and in private (i.e. in a room away from other colleagues).

Inappropriate behaviour

- 6.1 The following types of behaviour are completely unacceptable and may lead to the employee being asked to leave the workplace. In this circumstance the employee will be asked to attend a disciplinary meeting with his/her line manager before returning to work.
- The use of swearing and personal insults about colleagues or members of the public.
 - Violent physical acts including door-slamming or throwing objects.
 - Shouting at colleagues or members of the public.
- 6.2 Physical assaults and threats to colleagues or members of the public will lead to instant suspension and will be treated as Gross Misconduct.

Out of hours

You are not permitted on company premises outside normal working hours unless you have authorisation from your manager.

Personal property

The company will not accept responsibility for loss of, or damage to your property whilst it is on company premises. However, if you lose or find any article please notify the administrator without delay.

Visitors and telephone calls

You must get permission before you receive personal visitors during working hours.

In cases of emergency you should seek your line manager's agreement to make outgoing 'phone calls.

Outside interests

Should you wish to take on part-time employment outside working hours, you must first discuss the matter with your line manager.

Collections

If you wish to carry out collections for charities, for employees, or for outside organisations you must first get the approval of your manager.

Health and Safety Policy

This Statement is produced in respect of the People and Work Unit and forms the basis of future planning and implementation of health and safety matters within the organisation.

The Board of the People and Work Unit takes responsibility for the health, safety and welfare of all their employees, volunteers and learners during working hours.

All employees, volunteers and learners have a personal duty of care towards their colleagues, and the responsibility of co-operating with their managers in achieving a healthy and safe place of work. They should notify their line manager or tutor if they become aware of a health and safety issue, or if they develop any health condition which may affect the performance of their duties.

1. Statement Of General Policy

1.1 The Board of Directors is responsible for setting out the overall policy insofar as Health and Safety is concerned.

1.2 The planning and implementation of the policy is the direct responsibility of the Associate Director, ensuring that Managers and all employees, volunteers and learners fulfil their duties to co-operate with it. Arrangements will also be made to bring it to the notice of all staff, volunteers and learners, including new recruits.

1.3 The Board recognise the need to consult staff, volunteers and learners on health and safety matters and the need to consult individuals before allocating particular health and safety functions.

1.4 The Board accepts its responsibility to take all steps within its power to prevent personal injury, health hazards and damage to property: to protect its

employees, volunteers, learners, people the Unit works with and members of the general public, from foreseeable risks.

1.5 The Board recognises its responsibility under the Health and Safety at Work etc Act 1974 so far as is reasonably practicable to:

- a) provide plant, equipment and systems of work which are safe and without risks to health
- b) make arrangements for ensuring so far as is reasonably practicable and without risks to health, the handling, storage and transportation of articles and substances
- c) provide adequate training, information, instruction and supervision so far as is reasonably practicable to enable all those working with the People and Work Unit to perform their work safely and efficiently
- d) to promote the development and maintenance of sound safety, health and welfare practices
- e) to maintain work premises in a condition that is safe and without risks to health and the maintenance of access to and egress from the premises
- f) to provide and maintain a working environment that is so far as is reasonably practicable safe without risks to health and adequate as regards welfare facilities for staff
- g) to ensure sufficient funds are available to provide as necessary protective clothing/equipment to all staff employed, learners and volunteers for the safe use of machinery, equipment and substances
- h) maintain a close interest in all health and safety matters insofar as they affect activities under the control of the People and Work Unit.

1.6 The People and Work Unit Board will require the Associate Director to present an annual management audit on health and safety matters in order to determine the strengths and weaknesses and to determine the way forward. The audit will include a review of: -

- i) All accidents reported. Included in this will be reports on accidents investigated, together with any preventative measures that have been put into place
- ii) The Health and Safety Policy, to ensure that it is working effectively.
- iii) Emergency procedures, including fire precautions and first aid

1.7 The Board has the responsibility to ensure that all reasonable steps have been taken to reduce the possibility of accident or injury to staff, volunteers and learners and people the Unit works with, although it should be emphasised that individual responsibility cannot fall on specific members of the Board. The Associate Director or employees cannot avoid their responsibility for referring urgent matters to that body for information and for decision. Board Members will be kept informed of all developments relating to Health and Safety matters.

Health and Safety Policy Action Checklist

The People and Work Unit will:

- Report all accidents coming under the auspices of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrence Regulations) to the local Health and Safety Inspector.
- Keep an accident book which notes all accidents to staff, volunteers, learners, clients or visitors
- Ensure that the office has a first aid box (Health and Safety (First Aid) Regulations 1981) and a person appointed to deal with matters of health and safety.
- Carry out a detailed risk assessment of its premises and equipment, including display screen equipment.

- Ensure that the office undertakes regular fire drills, extinguisher inspections and alarm checks (Fire Precaution Act 1971)
- Maintain a register of chemical hazards, stored in accordance with the regulations and issue the relevant health and safety data sheets to staff (The Control of Substances Hazardous to Health Regulations 1988)
- Keep a register of all electrical equipment and ensure that maintenance is carried out by authorised contractors or trained qualified people with an inspection every three years (The Electricity Act at Work Regulations 1989)
- Ensure that all machinery is repaired and maintained by appropriately qualified contractors
- Display a current certificate of Employers Liability Compulsory Insurance in the office
- Check the details of individuals' vehicle insurance cover if they are using their car for business purposes on an annual basis and keep a record of this on their personal file
- Not permit smoking in the office premises.
- Not permit the consumption of alcohol during working hours
- Give a copy of the Health and Safety Policy to all existing and new members of staff.

2. Specific Responsibilities

2.1 Overall and final responsibility for the health, safety and welfare arrangements for the People and Work Unit rests with the Board of Directors.

2.2 The Associate Director is responsible for the implementation of this policy for Unit personnel both in their premises and on field operations

2.3 In the absence of the Associate Director, responsibility for the Policy implementation will revert to the Administrator.

2.4 Individual Managers will be responsible for the daily operation of the Policy in their designated projects.

2.5 All employees, volunteers and learners have the responsibility to cooperate with their manager, to achieve a healthy and safe place of work and to take reasonable care of themselves and their staff.

2.6 Whenever a member of staff, volunteer or learner becomes aware of a health and safety issue they should notify their Line Manager, Team Leader or Tutor.

2.7 At all project and line management meetings, Health and Safety will be an agenda item. The purposes being :-

- a) To give staff, volunteers or learners the opportunity through Line Managers, Team Leaders or Tutors to relate and discuss both problem areas and items of good practice.
- b) The reporting of accidents and remedial action taken.

3. Other Identified Responsibilities

3.1 Training - All staff, volunteer and learner training in Health and Safety matters will be facilitated by the Administrator or through Line Managers.

3.2 Accident Reporting

3.2.1 Health and Safety legislation requires all employers to keep a record of accidents at work. All accidents to staff, volunteers or learners people the Unit works with or visitors will be noted in an Accident Report Book kept by the Administration Manager. Information recorded should include date and time of accident, occupation of the individual concerned and factual details of the incident itself.

3.2.2. All records relating to an accident will be retained by the People and Work Unit for a period of not less than (7) seven years.

3.2.3 The reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) places a duty on employers to report the following to their Health and Safety Inspector.

Fracture of the skull, spine or pelvis.

Fracture of any bone:

- i) in the arm or wrist but not in the hand
- ii) in the leg or ankle but not in the foot

Amputation of a hand or foot, a finger, thumb or toe or any part thereof if the joint or bone is completely severed.

The loss of sight of an eye, a penetrating injury of the eye(s), or a chemical or hot metal burn to the eye(s).

Injury (including burns) requiring medical treatment, or loss of consciousness, resulting in either case from an electric shock

Loss of consciousness as a result of lack of oxygen

Decompression sickness

Acute illness requiring medical treatment, or loss of consciousness, resulting in either case from the absorption of substance by inhalation, ingestion or through the skin.

Acute illness requiring medical treatment believed to have resulted from exposure to a pathogen or infected material.

Any other injury where immediate admittance to hospital for a period of more than 24 hours is required.

3.2.4 Certain diseases incurred by people require to be reported under RIDDOR. Notifiable diseases include tuberculosis, hepatitis, anthrax and poisoning by a specific list of substances

3.2.5 Dangerous occurrences where plant and equipment break causing a potential risk of injury must be reported under RIDDOR.

3.2.6. An accident to any person arising out of or in connection with work which results in major injury must be reported to the Local Health and Safety Inspector by telephone and followed within 7 days by a full written report. Minor injuries which occur whilst an employee is at work, resulting in the employee being absent from work for more than 3 consecutive days, must be reported to the Local Health and Safety Inspector within 7 Days.

The death of an employee within one year of an accident suffered at work must be reported to the Local Health and Safety Inspector.

3.2.7 All accidents that are reportable under RIDDOR should be reported to the Chair of the People and Work Unit Board, by telephone and followed within 7 days by a full written report.

3.3 Accident Investigation - All accidents coming under the auspices of RIDDOR will be investigated and reported on by a person nominated by the Chair/ Associate Director. That person will be someone who has received the appropriate training and has the degree of appropriate experience required. It may be someone from outside the organisation.

4. FIRST AID FACILITIES

4.1 All staff working with the public will be offered training in First Aid.

5. FIRE SAFETY

5.1 All fire equipment; extinguishers etc. will be inspected and maintained annually by authorised contractors employing competent persons.

5.2 All fire drill, extinguisher inspections, equipment, alarm checks etc. will be recorded within the schemes' or offices' fire log.

5.3 A smoking policy will designate all of the People and Work Unit's offices as strictly no smoking. Visitors will not be allowed to smoke on any of the Unit's premises.

5.4 All employees based in the premises of partner organisations will comply with the smoking policies adopted by that partner.

5.5 All People and Work Unit employees, volunteers and learners will comply and conform with:

- a) The Fire Certificate
- b) Fire Precaution Act 1971
- c) The requirements of their local Fire Service

(Information regarding 5.5 is available from the local Fire Service)

6 Training/Information.

6.1 All Health and Safety training will be recorded on both the individual staff members personal file and also on a general register file maintained by the Administrator.

6.2 The areas of training listed are not a definitive list. Training should include the following: Fire Safety, General Evacuation procedures and requirement of Safety Systems.

Emergency First Aid Procedures.

6.3 Appropriate training courses should be provided by a competent organisation. The Local Health and Safety Inspectorate should be able to advise.

6.4 Training needs of staff should be assessed annually and training updated as appropriate.

7. Fit For Work Policy

7.1 All People and Work Unit personnel, including volunteers and learners, must present themselves fit for work.

7.2 At any time whilst in work no Unit personnel, including volunteers and learners, will partake of any alcoholic beverage or non-prescribed substance that may impact on their fitness for work.

8. All Electrical Equipment

8.1 The People and Work Unit will comply with the Electricity at Work Regulations 1989.

8.2 The maintenance of all electrical equipment, fixtures and fittings together with the removal or installation of all electrical equipment, fixtures and fittings will be carried out by authorised contractors or trained qualified persons. Registers of all electrical equipment on premises controlled both by the People and Work Unit will be maintained.

8.4 All faulty electrical equipment must be clearly identified and isolated from the work area pending repair or disposal.

9. Medical

9.1 All People and Work Unit personnel, volunteers and learners must ensure that their managers are aware of any health condition which may in any way affect the efficient performance of their duties.

10. Insurance

10.1 All personnel, volunteers and learners employed by the People and Work Unit will be insured as required by the Employers Liability (compulsory insurance) Act 1969.

10.2 A current certificate of Employers' Liability Insurance will be displayed at all People and Work Unit premises.

10.3 Additional insurance will be arranged with an accredited insurance company/broker to take account of future People and Work Unit developments and may include Public Liability Insurance and Professional Indemnity Insurance as deemed relevant by the Board.

10.4 Motor Vehicle Insurance. All staff using vehicles on People and Work Unit business and in receipt of mileage expenses will ensure that the vehicle is adequately insured as required by their individual insurance company .i.e. business use.

10.5 Details of individuals' vehicle insurance cover and regular renewal evidence will be recorded on the individual staff members personnel record.

11 Dissemination Of Information.

11.1 All managers in the People and Work Unit will be conversant with the agreed Health and Safety Policy.

11.2 The Policy will be brought to the attention of all staff, volunteers and learners

11.3 All staff will receive a personal copy of the Health and Safety Policy in their Employment Pack.

Termination of Employment

If you wish to resign you must give the required written notice to your line manager. If the company decides to terminate your employment you will be notified in writing.

Unless your written statement of your main terms and conditions of employment specifies longer periods of notice, the minimum period of notice is one month.

Redundancy, Short-time Working and Lay-offs

It is our wish to provide regular employment to our staff. However, the flow of work can be uneven and in certain circumstances redundancy cannot be avoided.

The company will consult with appropriate trade unions, employee representatives and individual employees as soon as practicable and as fully as possible.

The company will seek to reduce the effect of any redundancy situation by:

- re-appraising its recruitment policy
- reducing or eliminating overtime
- investigating the possibility of re-deployment and natural wastage
- seeking applicants for early retirement
- introducing short-time working or temporary lay off.

Selection for redundancy

Where the above measures fail to prevent a redundancy situation the company will use the following selection criteria to determine which employees will be made redundant:

- skills or experience
- standard of work performance or aptitude for work
- attendance or disciplinary record.

Lay offs and short-time working

Although every effort will always be made to ensure full employment, in the event of a temporary shortage of work the company reserves the right to temporarily lay-off or place on short-time working any employees affected. If you are placed in these circumstances you will be entitled to the statutory guarantee payments for five days of any lay-off in any period of three months.

Human Rights Policy

The People and Work Unit is aware of the Human Rights Act 1998 and is committed to upholding all aspects of the Act in its work. In particular the Unit and its work is governed by the following Articles of the Act (a copy of the full text of the Articles is available from the People and Work Unit):

Article 8: Right to Respect for Private and Family Life

The Unit accepts the right of all staff, project participants, research contributors and volunteers to respect for their private and family life, home and correspondence.

Article 9: Freedom of Thought, Conscience and Religion

The Unit respects that right of all staff, project participants, research contributors and volunteers to freedom of thought, conscience and religion and to manifest their beliefs within any limitations prescribed by law or a democratic society.

Article 10: Freedom of Expression

The Unit respects that right of all staff, project participants, research contributors and volunteers to freedom of expression.

Article 11: Freedom of Assembly and Association

The Unit respects that right of all staff, project participants, research contributors and volunteers to freedom of association with others including the right to form and to join trade unions.

Article 14: Prohibition of Discrimination

The Unit accepts that the rights and freedoms set out in the Human Rights Act 1998 apply to all people without discrimination on any ground.

Environmental Policy

The People and Work Unit is committed to promoting and practising responsible behaviour in respect of environmental issues. It aims to increase awareness of environmental responsibilities among all staff, volunteers and project participants and to minimise waste and pollution by

- Re-use and recycling of all paper and card products
- Provision of IT network to enable office staff to conduct correspondence via email and research via the internet (to cut down on use of paper and need to travel).
- Recycling of printer cartridges and other consumables
- Support the use of public transport and car-sharing
- No-smoking policy in the Unit's offices
- Economical use of lighting, heating system and water supply

Child Protection Policy

The People and Work Unit will carry out Criminal Record Bureau checks on all employees and volunteers working with children and young people i.e. those who have not yet reached their 18th birthday.

All employees, volunteers and consultants working for and with the People and Work Unit must remember that:

- a. a young person's welfare is paramount and must always be the most important consideration.
- b. it is not your responsibility to decide if child abuse has occurred, but, if you suspect it has occurred or is occurring, it is your responsibility to take the correct and appropriate action by informing a Child Protection Officer, however small your concerns.

The People and Work Unit is committed to:

- Working with the area Child Protection Committees and Social Services, and making proper use of their procedures.
- Seeking to safeguard and protect children and young people, regardless of age, disability, racial or ethnic origin, gender, religious belief or sexual orientation, through staff recruitment and personnel procedures which are compatible with its responsibilities under the Children Act 1989.

Procedure

- Raising awareness of all staff on the importance of child protection by providing appropriate staff development and training to employees so that they will be aware of their local Area Child Protection Committee procedures
- Providing specialist training to staff directly involved in working with young people, so that they will be aware what constitutes child abuse in terms of:
 1. Physical Injury
 2. Sexual Abuse
 3. Emotional Abuse

4. Neglect.

- Providing training and guidance in identifying and eliminating any practices which could be mistakenly interpreted and perhaps lead to a false allegation of abuse.
- Establishing and maintaining clear procedures for dealing with suspicions or allegations of child abuse, ensuring that:
 1. There is a system of secure confidential recording concerning information relating to child abuse and allegations of child abuse.
 2. All concerns are reported to the Duty Social Worker at the appropriate Local Authority.
 3. Where there is an immediate risk to a young person out of office hours, the Social Services Emergency Duty Team or the police are contacted.

The above to be in line with recommendations and procedures laid down in the NSPCC guide – *StopCheck*

Vulnerable Adults Policy

The People and Work Unit promotes best practice throughout its organisation and recognises that the protection of vulnerable adults is the responsibility of everyone involved in the Unit's work, including volunteers and learners.

A vulnerable adult (aged over 18) is defined as: *someone who 'is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself against significant harm or exploitation'*. (Law Commission)

The welfare of the vulnerable adult, regardless of age, disability, gender, racial or ethnic origin, religious belief or sexual orientation, is the paramount consideration.

It is the responsibility of everyone to act on any suspicion or evidence of abuse or neglect.

Procedures

1. The selection process for staff, volunteers and learners will involve an enhanced criminal records check for all those who may work with vulnerable groups
2. Everyone working with vulnerable adults should contribute to the work of those who have direct responsibility for them and should follow and be complementary to Local Authority procedures.
3. Staff should be aware that, in order to protect vulnerable adults, in some circumstances it will be necessary to share what normally might be deemed confidential information, so;
 - a. Information should be shared only on a need to know basis
 - b. Information will be shared only when it is in the best interests of the vulnerable adult
 - c. Confidentiality must not be confused with secrecy
 - d. Informed consent should be obtained but if this is not possible and other vulnerable adults are at risk it may be necessary to override it.
4. Training and guidance will be provided in identifying and eliminating any practices which could be mistakenly interpreted and perhaps lead to a false allegation of abuse.

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