



Staff Handbook

Version 3 - July 2017

Welcome to School Space

We would like to welcome you to our team and we very much hope that you find working within our Company an exciting, stimulating and rewarding experience.

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Our aim in producing this document is to create a comprehensive information point where you can access all the information you are likely to need in relation to your employment with us.

The handbook is provided solely for the use of you, the employee. It will be reviewed periodically and may be updated as necessary from time to time.

The handbook is a supplement to your contract of employment. The contents of this handbook do not form part of your contract of employment and may be amended from time to time as the need arises.

You should familiarise yourself with the contents of this handbook and comply with it at all times. We hope this will be useful guide for you, however, if you are unable to find the answer to your question here, please feel free to contact your line manager.

Where the terms in this Handbook differ from those detailed in our Contract of Employment, then your Contract of Employment will prevail.

In this Handbook the term 'Company' shall refer to our employing company.

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Valuing Diversity and Dignity at Work

Valuing Diversity

The Company is committed to valuing diversity and seeks to provide all staff with the opportunity for employment, career and personal development on the basis of ability, qualifications and suitability for the work as well as their potential to be developed into the job. We believe that people from different backgrounds can bring fresh ideas, thinking and approaches which make the way work is undertaken more effective and efficient.

The Company will not tolerate direct or indirect discrimination against any person on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation, whether in the field of recruitment, terms and conditions of employment, career progression, training, transfer or dismissal.

It is also the responsibility of all staff in their daily actions, decisions and behaviour to endeavour to promote these concepts, to comply with all relevant legislation and to ensure that they do not discriminate against colleagues, customers, suppliers or any other person associated with the Company.

Dignity at Work

The Company is committed to creating a work environment free of harassment and bullying, where everyone is treated with dignity and respect.

Bullying is offensive, intimidating, malicious or insulting behaviour, and/or an abuse or misuse of power that is meant to undermine, humiliate or injure the person on the receiving end.

Harassment is unwanted conduct related to relevant protected characteristics, which are sex, gender reassignment, race (which includes colour, nationality and ethnic or national origins), disability, sexual orientation, religion or belief and age

If a complaint of harassment or bullying is brought to the attention of management, it will be treated in the strictest confidence, investigated promptly and appropriate action will be taken.

Starting with School Space

Information about the company you have joined:

What?

School Space Limited (formerly known as 2JEvents) provides a comprehensive lettings package for schools, and a venue service for customers.

How?

We work with schools to rent out their facilities, providing them with a full service to do it, from staffing to customer invoicing. We provide extra income for the school by filling it with community lettings outside school hours.

Why?

Jemma and James started the business when they were 17, and at school. They realised that schools desperately need income, something that only increases year-on-year! We focus on increasing school budgets, allowing them to invest in education, with the handy by-product of providing much needed space for the local community; our customers!

The individuals who work at School Space:

- Care about your community. We seek to provide space for local groups, but also to support schools and enable them to be at the heart of their community. You will help us to do that, and should be motivated and excited by the idea!
- Are self-motivated and respond well to flexibility. You determine this job. We want to encourage growth within our Company, but also to take on your ideas for how we can have a better impact and structure.
- Focus on execution and detail. To provide good customer service, we need to ensure things are followed up, well organised and efficient - we need you to help us to do this!
- Love meeting new people. This job is all about the people who make our business tick, and providing the customer service we pride ourselves on. You'll be interacting with different people each week, which should be exciting rather than daunting!

Your induction

School Space believes its employees are its greatest asset and recognises its responsibility to ensure they are afforded appropriate development throughout their employment. This development begins at the induction stage when a new employee joins.

Our aim is to support and develop employees in their role so that they feel confident to undertake the responsibilities placed upon them and ultimately are able to contribute to the success of the Company.

Contract of Employment

As an employee of School Space you will have received a document setting out specific terms and conditions of service as they relate to your post. (If you have not received this, you will do so within 8 weeks of your commencement date.) This includes details of:

- The names of the employer and the employee
- The date when the employment (and the period of continuous employment) began
- Remuneration and the intervals at which it is to be paid
- Hours of work
- Holiday entitlement
- Entitlement to sick leave, including any entitlement to sick pay
- The entitlement of employer and employee to notice of termination
- Job title;
- Either the place of work or, if required to work in more than one location, an indication of this and of the employer's address

The Company reserves the right to change its terms & conditions and employment policies from time to time. You will be notified at the earliest opportunity of these changes by way of general notice to all employees affected by the change. Where there is a change to your written statement of particulars of employment, we will give you a written statement of the change at the earliest opportunity.

Probation Period

Unless otherwise stated in your offer letter or Contract of Employment, all new employees are required to work an initial period of probation.

During this time, references will be taken up (if not before) and your line manager will assess whether you are able to reach a satisfactory level of performance and conduct in the new role by the end of the probation period.

If received references are unsatisfactory to us, or performance in the role or conduct is unsatisfactory, you may be dismissed. Equally, if you decide that the role and/or company is not right for you, you may also resign, giving written notice as stated in your Contract of Employment.

In the case where performance or conduct is an issue, it is possible your line manager may extend your probation period by a reasonable period of time.

Hours of work

Your hours and working pattern will be specified in your Contract of Employment.

A daily unpaid lunch break of a minimum of 30 minutes must be taken if you work more than six hours daily.

The Company reserves the right to vary your hours and pattern of working, following consultation and agreement with you.

Working Time regulations

The Regulations restrict the working week to 48 hours averaged out over a 17 week period; a longer period can be mutually agreed. An individual may wish to work more than 48 hours a week, and receive the appropriate overtime payment, but must sign an 'Opt-out' agreement (also included in your Contract of Employment) to do so. The 'Opt-out' is totally at your discretion and you can cancel the 'Opt-out' agreement by giving one month's notice to the Company in writing. Employees under the age of 18 are not able to opt-out of the regulation.

Appraisals

The appraisal process encompasses regular feedback, discussion and a review against agreed objectives on an ongoing basis.

You will have informal reviews with your line manager and at least one formal discussion each year when you will review your performance and your contribution towards the Company's goals and objectives.

Disclosure and Barring Service checks (DBS)

Certain employees, and everyone who accesses our partner schools, are be required to undergo an Enhanced DBS check (previously called criminal records check), especially where your employment with us means you are likely to come into contact with children or vulnerable adults (or certain other particular circumstances). Should this be the case, we will discuss the situation with you prior to confirming your appointment or relevant change to your job. *Your employment may be subject to a clear DBS check, and should anything show up, you will be required to risk assess this with your line manager.*

Your Attendance at Work

The Company values good attendance at work and is committed to improving the general well being of its employees to achieve this. Although we aim to secure regular attendance, we do not expect employees to attend when they are unwell.

For Community Connectors, once shifts have been signed up to, you are committed and required to fulfil these.

- Notification of Absence

It is our policy to support staff who are genuinely sick and unable to come to work. Whilst we understand that a certain level of sickness absence is inevitable, absence from work can damage efficiency, reputation and place an additional burden of work on other staff to cover events. We aim to strike a reasonable balance between protecting the business and the genuine needs of staff.

Your line manager should be notified as early as possible if absence from work is anticipated for hospitalisation and other medical treatment.

If you are ill and unable to come to work, you must notify your line manager, by telephone of the reason why you cannot attend work at the latest within two hours of your contractual start time, on your first day of absence, and if possible indicating a date of return. If you are too unwell to make contact yourself then you should arrange for a relative or friend to do so on your behalf. If you fail to notify us of your absence as required then you may, unless there is good reason, lose your eligibility to sick pay and/or face disciplinary action.

For Community Connectors who are too ill to attend their meet and greet shifts, giving as much notice as possible is particularly important (still with at least 2 hours notice).

Any employee who has been absent due to sickness and is found not to have been genuinely ill will be subject to disciplinary action, which could include dismissal.

From your first day of absence you will be required to complete a self-certification form available through your line manager on your return; if greater than 7 days you will require a statement of Fitness for Work from your G.P.

For details of sick pay see section on pay and benefits.

- Monitoring & Controlling Sickness Absence

Everyone falls ill at some time during his or her working life. However, at a certain level, sickness absence becomes unacceptable because of its impact on work colleagues and the business as a whole. Staff who have been sick on two (or more) occasions within a three-month, or three (or more) in a rolling six-month period fall into this category.

If your sickness absence record reaches an unacceptable level, you need to be aware of the Company's concerns and the steps that will be taken to resolve those concerns.

Your line manager will monitor sickness absence on an on-going basis, taking into account absence frequency/patterns, duration of absences and reasons for absences.

The Company recognises that different factors and considerations apply in cases of short-term and long term sickness absence and therefore a different approach will be taken.

If deemed necessary there will be an investigation, followed by a number of counseling meetings, dependent on the circumstances but if there is no

improvement disciplinary action may be taken.

- Medical Reports & Examinations

Whilst the Company will normally accept medical certificates and reports from your own doctor the Company reserves the right to require you to be medically examined by a doctor nominated by the Company who will be required to give a second opinion on your illness.

If you refuse to cooperate in providing medical evidence or to be medically examined, any decision that may affect your continued employment will be based on the information available to the Company at the time.

- Disability

If you are suffering from any disability, or have had a disability in the past which is likely to recur, which may affect your ability to perform your job properly or safely, then you must notify the Company immediately so that the Company can carry out a risk assessment and/or seek a medical opinion. If necessary, and if it is practicable to do so, the Company will make reasonable adjustments to your duties or working arrangements in order to allow you to return to work and/or minimise your level of sickness absence in the future.

- Sickness Absence while on holiday

Where an employee falls sick or is injured while on holiday, the employer will allow the employee to transfer the days to sick leave and take replacement holiday at a later time, provided the sickness notification and evidence procedure is followed.

Shifts Cancelled by the Company (for Community Connectors)

It is in the nature of community lettings that there will be cancellations throughout the month. Should a customer cancel and their letting be no longer running, the Company will endeavour to let staff know as soon as possible.

If your shift is cancelled within 24 hours, the Company will pay the hourly rate committed to for the event, but no other related expenses will be reimbursed.

Medical Appointments

It is appreciated that visits to doctors and dentists and other medical practitioners are necessary and, whilst time off will normally be granted, such appointments should, as far as possible, be taken outside of normal working hours or with the minimum disruption to the working day (i.e. at the beginning or end of the working day). Your line manager must approve time off for such appointments in advance and no more than 2 hours should be taken off work for any one appointment. There is no contractual entitlement to remuneration for absences relating to attendance at medical appointments. Payment of salary during attendance at such appointments is at the absolute discretion of the Company.

Standards of Performance and Behaviour at Work

- Capability

The Company has employed you in the belief that you are capable, qualified and skilled for the position to which you have been appointed. It is expected that you will consistently perform to the required standard during the course of your employment.

- Timekeeping

Persistent poor timekeeping means that colleagues are put under pressure to cover your duties. This is not acceptable and will therefore be treated as a potential disciplinary offence under our disciplinary procedures. The Company reserves the right not to pay in respect of working time lost because of poor timekeeping.

- Appearance

The Company does not seek to inhibit individual choice in relation to your appearance. However, you are expected to dress appropriately at all times in relation to your role, and to ensure that your personal hygiene and grooming are properly attended to prior to presenting yourself at work.

If special clothing or equipment is issued to you, e.g. for health and safety reasons, you are required to use it whilst at work. Such clothing must be returned to your line manager when you leave the Company.

If you have any queries about what is appropriate, these should be directed to your line manager.

- Company Property and Premises

You must not bring any unauthorised person onto the Company's property without prior agreement from your line manager, unless you are authorised to do so as part of your job. In these circumstances you are responsible for ensuring that your visitors are appropriately monitored during their stay, and that they do not access areas or Company property inappropriately.

If you are on annual leave for more than ten working days then you must return keys for our partner schools to your line manager.

You must not remove Company property from the Company's premises unless prior authority from your line manager has been given.

You must not access client premises, especially our partner schools, outside working hours without seeking permission from your line manager.

- Behaviour When Working Away From The Office

When you work away from the office you must remember that you are a representative of the Company and you must behave in a manner that does not compromise the Company's reputation.

- Personal Searches

The Company may reasonably request to search your clothing, personal baggage, personal storage areas or vehicles. An authorised person must conduct any such search in the presence of an independent witness. Should you refuse such a request, the Company will require the appropriate authorities to conduct the search on behalf of the Company. Failure to co-operate with the Company in this respect may be treated as gross misconduct.

- Personal Property

Any personal property such as jewellery, cash, credit cards, clothes, cars, motorbikes or bicycles etc. left on Company premises is done so entirely at your own risk. You are strongly advised not to leave any valuables unattended on the premises. The Company does not accept liability for loss or damage to any personal property whatsoever.

- Telephones & Correspondence

Personal telephone calls are not allowed, except in cases of emergency, or with the prior permission of your line manager.

Company provided equipment, including telephone / mobile phone or postal facilities must not be used for private purposes without prior permission from your line manager.

- Handling Money

If your role involves handling money/cash you must be aware of and comply with the Company's procedures and any discrepancies must be reported immediately to your supervisor.

Fraudulent recording of financial transactions would be deemed as gross misconduct.

- Expenses

Costs which are reasonable and necessary, wholly and exclusively incurred in connection with Company business will be reimbursed, provided they are authorised by your line manager.

Submission of fraudulent expense claims is a serious matter and may result in summary dismissal in accordance with the Company disciplinary procedures.

- Smoking and Other Substances at Work

Legislation now exists which makes it illegal to smoke in enclosed public spaces and this includes all of our partner schools. Smoking is therefore strictly prohibited on Company premises (including entrances and exits) and vehicles.

Bringing alcohol or any unlawful drugs to the workplace is strictly prohibited both during work time or during a period prior to work where the effects carry over to the workplace. Any such instances will be dealt with under the disciplinary procedure and may lead to your summary dismissal.

- Outside Activities and Other Employment

You are not permitted to engage in any activity outside your employment with the Company that could reasonably be interpreted as competing with the Company.

You are required to seek permission from management before taking on any other employment while employed by the Company.

- Confidentiality

It is a condition of your employment that you have a duty of confidentiality with regards to the Company.

During the course of your employment you may find yourself in possession of sensitive information, the disclosure of which could be construed as a breach of confidentiality. It is a condition of your employment that you have a duty of confidentiality to the Company, and you must not discuss any Company sensitive or confidential matter whatsoever with any outside organisation, including the media. This especially relates to our customers' or partner schools information, or anything you may have access to in a school through your work.

Any such breach of confidentiality would be deemed as gross misconduct except as otherwise provided or as permitted by any current legislation (e.g. the UK Public Interest Disclosure Act 1998) and could lead to your dismissal.

- Computer, Email and Internet Use

Communication and information are key to the success of our business. Therefore, the Company provides you with communication tools and access to information resources that enable you to do your job effectively. To protect both you and the Company, these tools must be used in a responsible way.

If you have access to the Company's computers including email and access to the internet as part of your job, you must not abuse this by using these facilities for purposes unrelated to Company business.

Limited personal use of the internet is permitted during your formal breaks. All internet use is monitored and accessing pornographic or other unsuitable material, including auction or certain social networking sites, is strictly prohibited and would be considered a serious disciplinary offence which may result in dismissal.

Only software packages properly authorised and installed by the Company may be used on Company equipment, therefore you must not load any unauthorised software onto Company computers.

If you have a Company email address, this is provided for responsible use on Company business and should not be used in any other way whatsoever and care should be taken with the appropriate way all emails are written.

- Monitoring of email

The Company reserves the right to monitor employees' emails, but will endeavour to inform an affected employee when this is to happen and the reasons for it. The

Company considers the following to be valid reasons for checking an employee's email:

- If the employee is absent for any reason and communications must be checked for the smooth running of the business to continue
- If the Company suspects that the employee has been viewing or sending offensive or illegal material, such as material containing racist terminology or nudity (although the Company understands that it is possible for employees inadvertently to receive such material and they will have the opportunity to explain if this is the case)
- If the Company suspects that an employee has been using the email system to send and receive an excessive number of personal communications
- If the Company suspects that the employee is sending or receiving emails that are detrimental to the Company

When monitoring emails, the Company will, save in exceptional circumstances, confine itself to looking at the address and heading of the emails. Employees should mark any personal emails as such and encourage those who send them to do the same. The Company will avoid, where possible, opening emails clearly marked as private or personal

The Company reserves the right to retain information that it has gathered on employees' use of email for a period of one year.

- Social Media in your Personal Life

The Company recognises that many employees make use of social media in a personal capacity. While they are not acting on behalf of the Company, employees must be aware that they can damage the Company if they are recognised as being one of our employees.

Employees are allowed to say that they work for the Company, which recognises that it is natural for its staff sometimes to want to discuss their work on social media. However, the employee's online profile (for example, the name of a blog or a Twitter name) must not contain the Company's name.

If employees do discuss their work on social media (for example, giving opinions on their specialism or the sector in which the Company operates), they must include on their profile a statement along the following lines: "The views I express here are mine alone and do not necessarily reflect the views of my employer."

Any communications that employees make in a personal capacity through social media must not:

- Bring the Company into disrepute
- Breach confidentiality
- Breach copyright (for example using someone else's images or written content without permission)
- Do anything that could be considered discriminatory against, or bullying or harassment of any individual

- Include images of customers or anyone on school premises without express permission

- Disciplinary Action over Social Media Use

All employees are required to adhere to this policy. Employees should note that any breaches of this policy might lead to disciplinary action. Serious breaches of this policy, for example incidents of bullying of colleagues or social media activity causing serious damage to the Company, may constitute gross misconduct and lead to summary dismissal.

- Receipt of Gifts

Your working relationships may bring you into contact with outside companies where it is normal business practice or social convention to offer hospitality, and sometimes gifts. Offers of this kind to you or your family can place you in a difficult position. Therefore no employee or any member of his or her immediate family should accept from a supplier, customer or other person doing business with the Company, payments of money, discounts or gifts, unless;

- They are, in each instance, of a very minor nature usually associated with accepted business practice
- They do not improperly interfere with your independence of judgment or action in the performance of your employment

In every circumstance where a gift is offered, the advice of your line manager must be sought.

- Bribery and Other Corrupt Behaviour

A bribe is defined as: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so.

If you bribe (or attempt to bribe) another person, intending either to obtain or retain business for the company, or to obtain or retain an advantage in the conduct of the Company's business, this will be considered gross misconduct. Similarly, accepting or allowing another person to accept a bribe will be considered gross misconduct. In these circumstances you will be subject to formal investigation under the Company's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.

- Betting and gambling

Betting and gambling are not allowed during working hours or on the premises.

Data Protection and Access to Information

The Company holds personal data about you. In your Contract of Employment you have consented to the data being used as set out in the contract. If this information changes, you should let us know so that our records can be updated.

In the course of your work you may come into contact with and use confidential

personal information about people, such as names and addresses and other information about customers' or other third party's circumstances.

The Company will comply with all statutory requirements of the Data Protection Act by registering all personal data held on its computer and/or related electronic equipment and by taking all reasonable steps to ensure the accuracy and confidentiality of such information.

The Data Protection Act protects individuals' rights concerning information about them held on computer. Anyone processing personal data must comply with the eight principles of good practice. Data must be:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate
- Not kept any longer than necessary
- Processed in accordance with the data subject's rights
- Secure
- Not transferred to countries without adequate protection

Employees can request access to the information held on them by the Company. All requests by employees to gain access to their personnel records should be made in writing.

Changes in Personal Information for Employment Purposes

It is important that our records are correct, as inaccurate or out of date information may affect your salary or cause difficulties in situations where contact is required for emergencies. You **must** notify your line manager immediately of all changes in the following personal information:

- Name
- Home address
- Telephone number
- Bank account details
- Examinations passed/qualifications gained
- Emergency contact
- Driving licence penalties (if you are required to drive on Company business)
- Criminal charge, caution or conviction
- Conflict, or potential conflict of interest

Pay, Benefits & Pensions

Salary Arrangements

Your basic rate of pay, overtime rates, method of pay and payment intervals are set out in the Contract of Employment or as most recently notified by the line manager.

Part-time employees will be paid on a pro rata basis based on the hours they work. In all other aspects, salaries will be paid in accordance with the pay arrangements for full-time employees of the Company.

If any queries arise with regard to pay, or if it looks as if a mistake has been made, speak to your line manager immediately so that they can take appropriate action. Unless agreed otherwise, any pay errors, whether of over or underpayment, will be rectified in the next salary payment.

Appropriate deductions will be made from pay including income tax and National Insurance Contributions (NICs), which are subject to each employee's earning level, family status and the number of hours worked.

As stated in the your Contract of Employment the Company may deduct from any sums owed to you, any outstanding sums owed to the Company.

Income Tax

If there are any changes in your personal circumstances that will affect your tax status, you should notify HMRC, who will automatically inform the Company of any changes to your tax code.

Sickness Pay Provision

Statutory Sick Pay (SSP)

Regardless of your length of service, if you are absent from work because of sickness or injury, you will normally be entitled to receive Statutory Sick Pay (SSP) from the Company at the prevailing rate. The payment of SSP is conditional upon you satisfying the following qualifying conditions:

- Your period of absence consists of at least four consecutive work days
- You earn at least the 'Lower Earnings Limit' for National Insurance Contributions (NIC), which is reviewed on an annual basis
- You have followed the Company sickness absence notification procedure.

The first three days of sickness absence are classed as waiting days, and will not normally be paid.

Once you have met the necessary qualifying conditions and provided the required medical evidence that you are unfit for work, SSP will be paid for each subsequent work day that you remain absent due to sickness or injury. You will only be paid for those days on which you would normally work or are scheduled to work.

SSP is normally payable for a maximum of 28 weeks.

The provisions relating to SSP are extremely complex. If you have any questions about this policy, you should discuss these with your line manager.

Leave Arrangements

Annual Leave

Details of your holiday & bank holiday entitlement are stated in your Contract of Employment.

Holidays must be agreed with your line manager as early as possible. The Company will, where possible, try to accommodate individual preferences for holiday dates but the needs of the business may have to take precedence, particularly where short or inadequate notice is given.

Please note the following:

- The holiday year runs from 1st January to 31st December
- Leave for employees joining after the start of the leave year accrues at the rate of one twelfth of the annual entitlement for each complete calendar month of service
- Leave for employees who terminate their employment during the leave year is calculated on the same basis. If, however, the annual leave entitlement has been exceeded, there will be a deduction from the final salary payment
- Holiday pay in lieu of accrued leave will be paid only on termination of employment
- Up to 3 days holiday can be carried forward to 31st January of the following year

For more detail about our Annual Leave processes and procedures, please refer to the Annual Leave Policy.

Special absence

- Jury Service

You are entitled to time off work for jury service. You should notify management immediately on receipt of the jury summons, giving full details.

You will not normally be paid for this time off, and you are advised to claim the expenses to which you are entitled from the Court. These will typically include compensation for loss of earnings.

- Time Off for Religious Observance

You should make any requests for time off for religious observance to your line manager as early as possible. Although you have no legal or contractual right to religious leave or time off to pray, the Company will consider all such requests.

Time off for religious observance must be taken from your rest periods or annual holiday entitlement. Alternatively, at the Company's discretion, you may work additional hours in lieu of the time taken off.

If you wish to take the time off as annual holiday, you should make the request in accordance with the Company's annual holiday procedures.

- Bereavement Leave

In addition to your right to take reasonable unpaid time off following the death of a dependant, the Company may, at its discretion, permit you to take paid or unpaid leave following the death of an immediate or close relative. Please ask your line manager for further information.

- Adverse Weather and Other Exceptional Circumstances

If you are unable to attend work due to adverse weather conditions or other exceptional circumstances, you will not be paid for any periods of non-attendance. You may request to take paid holidays or work additional hours at an alternative time to make up for the time you have been absent. The Company reserves the right to refuse such requests depending on the needs of the business.

If the Company cannot operate due to these exceptional circumstances, it reserves the right to require you to take holidays during this time or impose a period of lay-off, when appropriate. The Company also reserves the right not to provide you with advance notice of this requirement.

- Other Types of Leave

The Company will adhere to statutory requirements in providing time off when you have commitments relating to public office or role, trade union duties and activities and the Territorial Army. You should discuss such requests for time off with your line manager at the earliest opportunity in order to work out the necessary arrangements, allow planning time and work with your line manager to minimise any potential disruption to the Company.

- Disabilities

If you have a disability that impacts on your attendance at work, the Company will give consideration to whether there are any reasonable adjustments that could be made to your job or other aspects of your working arrangements to minimise absenteeism or assist your return to work.

Family Friendly Policies & Procedures

Maternity Leave and Pay

On becoming pregnant, an employee should notify her line manager by the end of the qualifying week (15th week before the expected week of childbirth), or as soon as reasonably practicable afterwards. The employee is required to inform the Company in writing of:

- The fact that she is pregnant
- Her expected week of childbirth
- The date on which she intends to start her maternity leave.

The employee must also provide a MAT B1 form, which is a certificate from a doctor or midwife confirming the expected week of childbirth.

If you are pregnant, you have certain statutory rights:

- There is a basic entitlement to 52 weeks' maternity leave for any pregnant employee, regardless of length of service.
- Maternity leave can start at any time after the beginning of the 11th week before the employee's expected week of childbirth, at the earliest, up to the date of the birth at the latest.
- Reasonable paid time off for antenatal appointments.
- Risk assessment to be carried out on the job role.
- You accrue holiday while you are on maternity leave and you can take it at the beginning or end of your leave.
- When you return to work it will normally be to the same job you were doing before you left.
- Statutory maternity pay is payable for up to 39 weeks during maternity leave as long as the employee has been continuously employed by the Company for at least 26 weeks at the end of the qualifying week.
 - Six weeks' pay at 90% of average earnings, plus a further 33 weeks' SMP at the current statutory maternity pay rate or 90% of your average weekly earnings (whichever is lower).

If you have not accrued the necessary length of service you may be eligible for Maternity Allowance from the Department of Social Security.

SMP is taxable earnings and is therefore subject to normal statutory deductions.

Please speak to your line manager for further information.

Adoption Leave and Pay

If you are adopting a child you are eligible to 52 weeks adoption leave if:

- You have been matched with a child by an approved adoption agency
- You have formally agreed to the child being placed with you and you have a date for the placement

Statutory Adoption Pay is payable for up to 39 weeks at the statutory rate or 90% of your average earnings if this is less.

Shared Parental Leave

Eligible employees are entitled to shared parental leave. The right to shared parental leave enables mothers and their partners to choose how they share time off work after the child has been born or adopted. Shared parental leave is also available to adoptive parents.

For employees to be eligible to take Shared Parental Leave, both parents must meet certain eligibility requirements:

- They must have been continuously employed by their employer for at least 26 weeks by the end of the 15th week before the child's due date or the week of the adoption placement, and remain in employment until the week before any period of Shared Parental Leave is due to start
- They must share the main responsibility for the care of the child with the other parent (i.e. the child's father or the employee's partner)

The other parent also needs to satisfy an 'employment and earnings test' by having worked, as an employee or self-employed earner in Great Britain, for at least 26 weeks of the 66 week period leading up to the child's due date, or adoption placement date, and having average weekly earnings of at least the maternity allowance threshold for any 13 of those 66 weeks.

Parents who wish to take shared parental leave must comply with the relevant notice requirements. The mother's maternity leave must be brought to an end and the employee must, at least eight weeks before the start date of the first period of shared parental leave to be taken by the employee, provide a written notice showing that he/she is entitled to shared parental leave and giving an initial, non-binding indication of each period of shared parental leave that he/she is requesting. In addition, at least eight weeks before each period of shared parental leave, the employee must provide a written notice setting out the start and end dates of each period of shared parental leave that he/she is requesting. Similar notice requirements apply to adoptive parents who wish to take shared parental leave.

Statutory shared parental pay may be payable during shared parental leave if the employee is eligible to receive it. Any statutory shared parental pay due during shared parental leave will be paid at a rate set by the Government for the relevant tax year, or at 90% of the employee's average weekly earnings, if this figure is lower than the Government's set weekly rate.

For further details see your line manager.

Paternity Leave and Pay

You can qualify for paternity leave if:

- You have a newly-born or newly adopted child
- If you have at least 26 weeks continuous employment by the end of the 15th week before the mother's expected week of childbirth
- You have responsibility for the child's upbringing and are the biological father or the mother's husband or partner who is not necessarily biologically related to the child. In an adoption situation, should the father wish to take adoption leave then the 'mother' or female carer of the adopted child may take paternity leave

Paternity leave is up to two weeks' leave paid in a block of either one or two weeks.

If you are eligible you must inform your line manager in writing of your intention to take paternity leave, inform:

- The week the baby is due
- The number of weeks you intend to take
- You may be required to provide evidence that you are eligible for paternity leave
- The date you wish to start the leave
 - o This must be taken within 56 days of the birth of the child
 - o This start date may be changed by providing at least 28 days notice in advance

Paternity pay is paid at the weekly rate of ordinary statutory paternity pay or 90% of average weekly earnings where this figure is less.

Ordinary Parental Leave

An employee who has or expects to have responsibility for a child is entitled to take parental leave to care for that child. To be eligible to take parental leave, an employee must have been employed by the Company for at least one year and both parents can take parental leave for each child they have.

Parental leave consists of 18 weeks' unpaid leave and can be taken at any time up to the child's 18th birthday. Up to four weeks' parental leave can be taken in respect of each child, each year, in blocks of one week or more. Employees cannot take the leave in blocks of less than one week, unless the child is disabled.

You must give your line manager at least 21 days' notice of your intention to take parental leave and provide evidence that you are entitled to take parental leave. (The Company is entitled to postpone the leave up to 6 months in some circumstances).

Time Off For Dependants

You are legally entitled to take a reasonable amount of time off to deal with certain prescribed emergencies involving certain dependants. Time Off For Dependants can be taken, 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 your child (including adopted child), husband, wife or parent. It also includes someone who lives in your household, and someone who reasonably relies on you, such as an elderly relative. Any time taken off must be necessary and reasonable in the particular circumstances. The right is only to deal with emergencies and to put arrangements in place.

Time Off For Dependants is not paid.

- Procedure:

- You must inform the Company as soon as practicable of your unavailability for work, the reason for it and how long you expect to be away from work
- You do not have to do this in writing, but you will need to give the Company sufficient information for it to be determined that your time off falls under the Time Off For Dependants provision
- You may be required to provide evidence to the Company of your need to take time off under this provision
- If you fail to inform the Company as soon as is reasonably practicable that you need time off, or if you abuse the rights under this provision, you may be subject to disciplinary proceedings, up to and including dismissal without notice.

Flexible Working

The Company has a policy of trying to assist staff to balance their work and home life, and is therefore willing to consider requests from staff to vary their working hours or work pattern. Such requests will be considered, taking into account the impact on the Company, work colleagues and any other relevant factors. Should you wish to discuss this you should speak to your line manager.

All staff have a statutory right to request flexible working and the Company has a duty to seriously consider this request.

Resolving problems - Policies and Procedures

Public Interest Disclosure ('Whistleblowing')

The Company constantly strives to safeguard and act in the interest of the public and its employees. It is important to the Company that any fraud, misconduct or wrongdoing, by employees or other agents, is reported and properly addressed.

For full details please see Appendix C – Whistleblowing Policy.

Disciplinary Procedure

The disciplinary procedure is designed to encourage employees to achieve and maintain the required standards of conduct, performance and attendance. It ensures fairness and consistency in the treatment of individuals who do not attain these standards and therefore become liable to disciplinary action. The procedure is also designed to help managers deal with these situations promptly and constructively.

The procedure will be used where any employee, who has successfully completed their probationary period, breaches their contract of employment or fails to meet the required standards of performance or conduct in their job.

The disciplinary process is non-contractual and the Company reserves the right not to follow it during the first 24 months of employment.

- Principles:

- Alleged breaches of performance or conduct will be investigated fully before any disciplinary action is taken
- Employees will be informed of the issues causing concern and be given the opportunity to present their views before any final decision is reached
- The procedure may be instigated at any stage according to the seriousness and nature of the alleged misconduct, as determined by the line manager. In most cases, once the procedure has been initiated, the process is cumulative, i.e. it will progress through a series of stages
- No employee will normally be dismissed for the first occurrence of misconduct, except in the case of gross misconduct or where an employee is still within their probationary period
- Employees have the right to be accompanied at all formal disciplinary meetings
- Employees have the right to appeal against any disciplinary action taken against them.

This procedure will not discriminate, either directly or indirectly, on the grounds of gender, race, colour, ethnic or national origin, sexual orientation, marital status, religion or religious beliefs, age, union membership or disability.

For full details please see Appendix A - Disciplinary Policy.

Right to Suspend

The Company may suspend you on full or part pay or without payment in the event that it has reason to believe that you have been guilty of misconduct. If you are suspended on part or no pay and any subsequent disciplinary meeting clears you of the allegations your pay would be adjusted so that you will not have suffered a detriment. Furthermore, the Company may suspend you with pay for any reason relating to your health and safety or that of any other person, or for concerns that may arise regarding safeguarding, or where a full and/or satisfactory DBS is not received.

Grievance Procedure

In the event of a member of staff wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. It is understood, however, that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters that aggrieve the Company's employees.

For full details please see Appendix B - Grievance Policy.

Harassment & Bullying

This Company is committed to providing a working environment for all staff that is comfortable and free from all forms of bullying and harassment. The Company adopts a zero-tolerance approach towards bullying and harassment and any employee who is found to have harassed or bullied a colleague will be subject to disciplinary action, up to and including summary dismissal.

If the Company has grounds to believe that an employee may have been bullying or harassing another employee, whether or not there has been a formal complaint, the Company will instigate an investigation into the alleged bullying or harassment.

Any employee who believes that another employee's conduct amounts to bullying or harassment has the absolute right to complain to the line manager. Furthermore, employees have the right to complain if they believe that they have been bullied or harassed by a third party, for example a customer, client or supplier.

Employees are encouraged to report any incidents of bullying or harassment that they experience or witness so that the Company can investigate and resolve the matter. The Company will take all such complaints seriously and an employee who

makes a genuine complaint of bullying or harassment will be protected and will not be penalised or victimised in any way and actions will be taken.

Health and Safety

The Company recognises and accepts its responsibility as an employer to maintain, so far as is reasonably practicable, the safety and health of its employees, and of other persons who may be affected by its activities.

It is your duty as an employee not to put at risk either yourself or others by your acts or omissions. You should also ensure that you are familiar with the Company health and safety arrangements. Should you feel concern over any health and safety aspects of your work, this should be brought to the attention of your line manager immediately.

Personal Safety

As the majority of our workforce are have to work alone, you need to develop an awareness of the risks and how to minimise them.

Prior to making an appointment with someone you do not know, obtain as much information as possible about the person you are meeting and arrange to meet the person in Company premises. Always ring back the telephone number you have been given to confirm that it is legitimate. If a mobile number is given you should always ask for an alternative fixed line number.

If visiting, let your colleagues know where you are going, with whom and what time you are expecting to return. If you think that you are going to run over your original timescales, let your colleagues know.

Staff should also carry a mobile phone that is fully functional and charged and has all relevant number stored on it.

If you are at all concerned that you are being placed in a dangerous situation through your employment, you must discuss this with your line manager.

For full details please see Appendix D – Lone Working Policy.

Stress

The Company recognises that its staff are its most important asset and it is committed to providing the support to assist its staff to undertake their work and develop their skills in an environment that is as stress free as possible. It is recognised that all staff are subject to stress in their daily lives and that this can reach a level that will cause performance at work to suffer.

The Company is committed to help staff deal with stress, both physical and mental, by providing a support system that will help minimise and alleviate stress within the workforce. If your work suffers because you are suffering from stress, the Company will not normally treat this as a disciplinary matter but may treat it as a capability or

sickness issue.

If you feel that your work is suffering because of stress that is occurring outside the workplace you may raise this informally with your immediate line manager who will do everything within his or her power to assist you. This may include referring the matter to more senior management who will consider what they can do to help you and will handle matters in a sympathetic and helpful way.

The same applies where matters within the workplace cause stress. If you consider that to be a problem then you may take the same approach as is set out above.

The Company will ensure that its managers are able to recognise stress in the workplace and will be able to assist with stress related problems if an employee requesting help or advice approaches them.

Vehicles and Driving

- Use of your own car on Company business

Employees using their own car for Company business must:

- Hold a full UK driving licence
- Ensure their car is roadworthy and fully registered. Under no circumstances should employees drive a vehicle that is not roadworthy, does not have a valid MOT or is illegal to drive
- Hold comprehensive motor insurance that provides for business use
- Drive in a safe, lawful and efficient manner, paying due regard to all traffic and weather conditions
- Advise management of any problems or delays that could affect the scheduling for that day
- Give access to their DVLA driving licence record to the Company every year, and
- Notify their manager whenever there is any change to the details on their driving licence, such as the addition of penalty points

The Company accepts no liability for any accident, loss, damage or claim arising out of any journey made on Company business and will not pay for the cost of any insurance policy for the car owned by the employee.

You will be liable for any speeding and parking fines incurred while working on Company business.

- Mobile Phones and Driving

You must not use a mobile phone, including a hands-free phone, while driving. Mobile phones should only be used when the vehicle has been parked in a safe place and the engine has been switched off.

You should divert your phone to voicemail so that messages can be left while you are driving and picked up when it is safe to do so.

Alcohol and drugs

For obvious health and safety reasons, your fitness to work must never be impaired by alcohol or illegal drugs.

The Company's policy is that, if you are unfit to drive safely, you are unfit to work safely. It is strictly forbidden to consume alcohol or illegal drugs while at work.

If you have an alcohol or drug addiction problem, the Company will aim to provide you with sympathetic support.

Training and Development

Personal Development Planning

The Company recognises that all employees play a crucial role in ensuring the success of the business and is therefore committed to providing training and development to improve the skills and competence of all of its employees.

The Company will provide you with appropriate training to develop the knowledge and skills necessary for you to perform your duties effectively. Wherever possible, the Company will ensure you have every opportunity for career development.

Leaving

Notice Period

An employee who resigns must provide the Company with their notice of resignation in writing. Upon resignation, the employee will be required to work their full contractual notice period, unless otherwise agreed.

If an employee fails to work their full contractual notice period without prior authorisation from the Company, the employee will not be paid for the portion of the notice period that they have not worked.

The Company may require that you do not attend your workplace during your notice period or that you may be required to work your notice period in another department. During any such period you will receive the pay and benefits to which you are contractually entitled. If you are not required to attend your place of work for the duration or part of your notice period, you will remain an employee and remain bound by your terms and conditions of employment. You will be required to remain available and contactable. You will not be permitted to work for any other person, company, client or as self employed without the Company's prior written consent.

Holiday entitlement

Your full remaining annual leave entitlement should be taken during your notice period in agreement with your line manager. Exceptionally, if this is not possible, your line manager may agree to make a payment in lieu of this. If you leave any day other than the last working day of that month, that month will not count for annual leave purposes.

Company property

Upon leaving, you must immediately return to the Company any of its property in your possession or control, e.g. keys and documents.

Exit interview

Before or on your last day of employment, you will be invited to an exit interview. During the meeting you will have an opportunity to share your comments regarding your job and the Company.

Dismissal

Where the Company dismisses an employee, it will give the employee his/her full contractual notice and, unless otherwise agreed, will require the employee to work the full period of notice.

In certain circumstances, including dismissals for gross misconduct, the Company may dismiss the employee without notice. If this is the case, the Company will explain the reason(s) why.

Retirement

In line with current legislation the Company does not have an age where it expects employees to retire. It is, however, our policy to have regular workplace /appraisal discussions with all our staff where they can discuss performance and any development needs they may have, as well as their future aims and aspirations. Staff and their managers can also use this opportunity to discuss retirement planning should the employee wish to do so.

You should ensure that you inform your line manager at least 6 months before you plan to retire to ensure all appropriate arrangements are made.

Appendix A – Disciplinary and capability Procedure

1. Overview

1.1 All employees are covered by this policy, which sets out how we will deal with allegations of poor performance or misconduct. It does not form part of your employment contract but applies regardless of how long you have been our employee. Self-employed contractors are not covered.

1.2 We reserve the right to amend this policy at any time.

2. When we will take informal action

2.1 Sometimes we will choose to discuss a misconduct or performance issue with you before taking formal action. If this fails to resolve the problem, or we feel this approach is inappropriate in the circumstances, we will normally use this procedure.

3. How we investigate

3.1 When we investigate a misconduct or performance issue, we may hold one or more meetings. We will not take disciplinary or capability action without inviting you to a formal meeting, but – depending on the specific circumstances – that hearing may be the only meeting we invite you to attend. In other words, there may not be separate meetings for the investigation and disciplinary stages.

3.2 If you face a misconduct allegation, you may be suspended, in which case you must stay away from work, not visit any Company premises or make contact with staff, clients, suppliers or contractors (unless we authorise this in writing). Being suspended from work is part of the formal process and does not amount to a separate, standalone disciplinary action.

4. Your right to be accompanied

4.1 You are entitled to be accompanied by a colleague or trade union representative at any meeting called under this policy where you face formal action (including dismissal).

4.2 If you want to exercise this right, you should tell us as soon as possible who you want to accompany you. It is your responsibility to arrange for them to attend. If you choose a work colleague, we will not prevent them from attending, but we may rearrange the meeting if their absence from work causes operational problems.

4.3 Your colleague or union representative can, if this is your preference, explain the key points of your case to the meeting and can respond on your behalf. You can also confer with them during the meetings. They must not however answer questions put

directly to you or try to prevent the Company asking questions or outlining its arguments.

5. How we carry out the formal hearing

5.1 We will write to you to tell you:

- When and where your disciplinary or capability hearing will take place
- The details of the allegation of poor performance or misconduct made against you
- The possible consequences

We will usually include copies of witness statements and other relevant documents.

5.2 You are entitled to bring a companion with you to the hearing – see above at paragraph 4 for details of what they can and cannot do.

5.3 You must let us know as soon as possible if you want to bring your own witnesses to the meeting and/or you have documents or other evidence you want to present.

5.4 It is your responsibility to attend the hearing but, if you cannot, we will normally reschedule it provided we are satisfied with your explanation for why you cannot attend. We may however be obliged to make our decision without you being present, and we will in any case only reschedule the meeting once unless there are very good reasons to justify a second rescheduling.

5.5 Please do not record the meeting without our consent, as this suggests that you do not trust the Company's process or the managers who are conducting it. If you do have misgivings about either the process or the managers leading it, you should tell us openly so that we can address your concerns. For our part, we in turn will not record the meeting without your knowledge.

5.6 We will go through all the details at the meeting so that you fully understand the allegation of poor performance or misconduct made against you. We will also outline the evidence we found when we carried out our investigation.

5.7 We will give you the time you need to respond to the allegations made against you and to put your own case. We will also give you the opportunity to question us, to present your own evidence, to call your own witnesses, and to respond to evidence the Company's witnesses put forward. If there are any questions you want us to put to the Company's witnesses, please tell us and (unless there is a good reason not to) we will make sure they are asked.

5.8 The Company's decision following the hearing will be sent to you in writing. We try to do this within two weeks of the disciplinary hearing.

6. The disciplinary action and dismissal process

These are the three stages of our procedure for dealing with cases of poor performance or misconduct.

6.1 First stage: We will issue you with a **first written warning**. Unless you already have active written warnings relating to your performance and/or to disciplinary matters on your work record, a first written warning will usually remain in place for 6 months from the date you are notified of the decision. It will then be removed from your record.

6.2 Second stage: If there is an active first written warning on your record and your performance has failed to improve or you are involved in further misconduct, we will usually issue you with a **final written warning**. In serious cases of poor performance or misconduct, we may issue a final written warning *without* first issuing a first written warning. In either case, the final written warning remains active for 12 months from the date you are notified of the decision. It will then be removed from your record.

6.3 Third stage: If there is an active final written warning against you and your performance has failed to improve or you are involved in further misconduct, you may be **dismissed**. You may also be dismissed for a serious case of misconduct or poor performance, or if you are involved in gross misconduct. We explain what 'misconduct' and 'gross misconduct' comprise in the lists given below.

6.4 Sometimes we are prepared to explore other actions short of dismissal. These may include deploying you to a different role, demoting you, and/or extending your final written warning period to allow us further time to review how you respond.

7. Your right to appeal

7.1 You have the right to appeal against any capability or disciplinary decision taken against you. To do this, you need to respond within a week of being told of the action by writing directly to whoever is named in the letter you received. In your response to that letter, you must explain exactly why you are appealing.

7.2 Wherever possible, the appeal meeting will not be led by the manager who held the meeting at which we decided what disciplinary action to take. A work colleague, in line with the process outlined in paragraph 4 above, may accompany you.

7.3 The Company's final decision will be sent to you in writing. We try to do this within two weeks of the appeal hearing. You do not have any further right to appeal against our decision.

8. How we define 'gross misconduct' and 'misconduct'

8.1 You will usually be dismissed without warning, without notice, and without payment in lieu of notice if we find you have committed an act of gross misconduct. This is known as summary dismissal.

8.2 The following list gives examples of what we would normally regard as **gross misconduct** likely to lead to summary dismissal. This list is not exhaustive and should be referred to as a guide:

- Breaches of safeguarding expectations
- Bullying or physical violence
- Fraud, theft, or any act of dishonesty
- Serious negligence leading to loss, damage, or injury
- Serious health and safety breaches
- Serious and intentional damage to Company property
- Unlawful harassment or discrimination
- Viewing, receiving, or sending anything that breaches the Company's harassment, bullying and equal opportunities policies
- Knowingly accessing websites containing offensive, obscene or pornographic material
- Serious subordination
- Serious breaches of confidence
- Being under the influence of illegal drugs
- Being under the influence of alcohol, unless this is with your line manager's express knowledge and permission – for example, where you are involved in entertaining on the Company's behalf
- Any other act entitling the Company to end your employment immediately without giving you notice and without the requirement to make any further payments to which you would otherwise be entitled under your contract of employment.

8.3 The following list gives examples of what we would normally regard as **misconduct** but not gross misconduct. This list is not exhaustive and should be referred to as a guide:

- Minor breaches of Company policy

- Minor breaches of your Employment Contract
- Unauthorised use, or damage to, Company property
- Absence from work that has not been authorised
- Poor attendance and timekeeping
- Refusing to follow instructions
- Making an excessive number of personal calls using Company phones
- Sending and receiving an excessive number of personal emails
- Using the internet to excess for personal purposes
- Using obscene language or otherwise behaving offensively
- Being careless when carrying out your duties
- Wasting time during your contracted working hours
- Smoking in areas where smoking is not allowed

8.4 The following list gives examples of what we would normally regard as **misconduct/gross misconduct** for Community Connectors specifically. This list is not exhaustive and should be referred to as a guide:

- Late to a shift = misconduct
- Not arriving at a shift = gross misconduct

The above will be investigated in line with the Disciplinary Policy and you will be given the opportunity to explain. However, these are subject to a swifter disciplinary/warning procedures due to the nature of the job.

Appendix B - grievance Procedure

1. Overview

1.1 All employees are covered by this policy, which helps the Company ensure that complaints, concerns, and problems to do with employment are dealt with fairly and consistently. It does not form part of your employment contract but applies regardless of how long you have worked for us.

1.2 We reserve the right to amend this policy at any time, or to depart from it, depending on the conditions of each case.

1.3 You should only use this procedure to raise a grievance connected with your employment. Complaints made against you are dealt with under our disciplinary procedure.

1.4 We also have separate policies covering:

- Harassment and bullying
- Whistleblowing

2. Taking informal action

2.1 You should approach your line manager before doing anything else, as we find most grievances can be resolved informally. If your grievance is about your line manager – or you do not want to raise it with them for some other reason – you must instead notify their line manager or somebody else holding the same level of responsibility as your line manager.

2.2 Should taking the informal approach not resolve your problem, you must use the formal procedure.

3. Taking formal action: First stage

3.1 You will need to set out the details of your complaint in writing. Include dates, names of individuals involved, and any other relevant facts, and tell us clearly that you want to lodge a formal grievance.

3.3 You must also explain clearly what you want to see the Company do. You could for example say: 'I want you to issue a warning to (the name of the individual you are complaining about)', or: 'I want you to change your policy on overtime working'.

3.4 Send or hand your written grievance to your line manager. If your line manager is part of your grievance, their line manager needs to receive your written complaint instead.

3.5 You must co-operate with us to ensure our investigation is fair and thorough. How we investigate will depend on the nature of your grievance. We may need to take a statement from you and from other people able to provide information. We may also interview you and we will consider all relevant documents.

4. Taking formal action: Second stage

4.1 We will invite you to a meeting, usually within five days of you lodging your grievance. The meeting is your opportunity to explain your problem and how you think we should resolve it, and we ask that you make every effort to attend.

4.2 You can bring somebody with you to the meeting – this will typically be a work colleague or a trade union representative (full details in paragraph 6 below). You must let us know as soon as possible if either you or your companion is unable to attend the meeting and we will try to reschedule.

4.3 Please do not record the meeting without our consent, as this suggests that you do not trust the Company's process or the managers who are conducting it. If you do have misgivings about either the process or the managers leading it, you should tell us openly so that we can address your concerns. For our part, we in turn will not record the meeting without your knowledge.

4.4 After the meeting, we will take any investigative steps that we consider appropriate. Sometimes this will involve looking at documents, or interviewing other people. We will not normally allow you to participate in this part of the investigation (for example, you will not normally be allowed to question other people directly). Sometimes, we may ask you for more information or for another meeting.

4.5 Within a week of the final meeting – this may be the first or the second, depending on the circumstances – we will tell you our decision and let you know if we plan to take any action to address your grievance.

5. Taking formal action: Third stage

5.1 You can appeal in writing within a week of us giving you our decision. You must address whomever is named in the letter you received telling you of our decision, and you must explain clearly why you are appealing. You should also give us any new evidence you may have acquired since the initial investigation was completed.

5.2 We will invite you to a meeting, usually within two weeks of you lodging your appeal. Wherever possible, the appeal meeting will not be led by the manager who held the original grievance meeting. A trade union representative or work colleague, in line with the process outlined in paragraph 6 below, may accompany you.

5.3 The Company's final decision will be sent to you in writing. We try to do this within two weeks of the appeal hearing. You do not have any further right to appeal against our decision.

6. Your right to be accompanied

6.1 You are entitled to be accompanied by a colleague or trade union representative at any meeting called under this policy.

6.2 If you want to exercise this right, you should tell us as soon as possible who you want to accompany you. It is your responsibility to arrange for them to attend. If you choose a work colleague, we will not prevent them from attending, but we may rearrange the meeting if their absence from work causes operational problems.

6.3 Your colleague or union representative can, if this is your preference, explain the key points of your grievance to the meeting and can respond on your behalf. You can also confer with them during the meetings. They must not however answer questions put directly to you or try to prevent the Company asking questions or outlining its views.

Appendix C – Whistleblowing Policy

1. Overview

1.1 This policy outlines what you should do if you suspect something happening at work is putting you or others in danger, or is illegal or unethical.

1.2 It applies to all employees, contractors, consultants, officers, interns, casual and agency workers. It does not form part of your contract of employment and can be amended at any time.

2. What is whistleblowing?

2.1 Our aim is to maintain the highest standards of integrity in everything we do, but all Companies can occasionally be affected by conduct that is dangerous, against the law or breaches ethical or professional codes. Should you have such concerns, we encourage you to report them immediately – this is called ‘whistleblowing’. You can be assured that we will take your concerns seriously, they will be thoroughly investigated, and you can be confident there will be no reprisals.

2.2 The types of concerns you may want to raise with us by whistleblowing include:

- Any activity you suspect may endanger or compromise a child’s safety
- Any activity you suspect is criminal
- Any activity you suspect puts health and safety at risk
- Any activity you suspect may damage the environment
- Any activity you suspect is a miscarriage of justice
- Any activity you suspect breaches our policy on bribery and corruption
- Any failure to comply with legal or regulatory obligations
- Any failure to meet professional requirements
- Any attempt to conceal one or more of these activities

2.3 Speak to your line manager if you are not sure whether something you have become aware of is covered by this policy. Note that this policy does not cover anything to do with you personally – how other people are treating you, for example. For this, please refer to our grievance procedure for guidance on how to proceed.

3. How to raise a whistleblowing concern

3.1 In most cases, you should start by raising your concerns with your line manager, either face-to-face or in writing.

3.2 If you would prefer not to go to your line manager, or your line manager fails to address all your concerns, you should write to **Jemma Phibbs** (Jemma@school-space.org). You should also do this if your concerns are of a very serious nature.

3.3 Your letter should say that you are raising your concerns under this policy and then explain what they are. Include all the key facts, dates, and the names of the people involved.

3.4 You will be invited to a meeting to discuss your concerns, and you are entitled to be accompanied at this and any subsequent meetings by a colleague or trade union representative. If you bring a companion, you must both agree to keep your disclosures confidential before and after the meeting and during any investigation that may follow.

3.5 After the initial meeting, we will investigate your concerns and we may ask you to attend further meetings. To investigate properly, we may involve specialists with particular knowledge or experience of the issues you have raised.

3.6 You will be kept informed about how our investigations are progressing and how long they are likely to take. Sometimes, however, we may be unable to give you details about the investigation (or any action it leads to) as we need to protect confidentiality. We understand this may be frustrating and give you concerns about whether we have actually done anything, and if this happens we will do our best to sit down with you and explain why we are acting in the way we are.

3.7 Your concerns will be addressed fairly, but we cannot guarantee the outcome of our investigations will be the one you want. If you are not satisfied with how we have conducted the investigations, you can take the matter to one of our board directors for further consideration.

3.8 Most concerns are raised with us in good faith, but occasionally someone makes a false allegation out of malice or because they believe they have something to gain. Anyone found doing this will face action under our disciplinary policy and may be dismissed for misconduct, or even gross misconduct.

4. Confidentiality and anonymity

4.1 There is a significant difference between wanting to keep your concerns confidential and making a disclosure anonymously. We actively discourage anonymous whistleblowing.

4.2 You are always encouraged to raise concerns openly, and if you prefer to do so in confidence we will do all that we can to ensure your identity remains hidden. We may want to disclose your identity to people involved in the investigation, but will always discuss this with you first.

4.3 You are protected from reprisals under this policy (see paragraph 5), but if you are still worried we encourage you to discuss this with us and we will explore how far we can go in keeping your concerns confidential.

4.4 Concerns raised anonymously are very difficult – and sometimes impossible – to investigate. We can't properly establish whether your allegations are credible without being able to ask you for more details or for clarification, and this makes it hard to reach an informed decision. This is why we urge you not to report matters anonymously.

5. How we protect whistleblowers

5.1 If you raise a concern in good faith under this policy, we will support you fully even if we find through our investigations that you made a mistake. However, if you feel you have been treated detrimentally as a result of raising a concern, you must tell us at once. First inform your line manager and, if the matter remains unresolved, you must follow the formal process in our grievance procedure.

5.2 All whistleblowers are afforded the same protection, so you must not threaten others who have raised concerns. You may face disciplinary action if we find that you have.

5.3 You can seek further advice on whistleblowing, protecting confidentiality, and being protected from reprisals from the independent charity Public Concern at Work, which offers a confidential helpline on 020 7404 6609; www.pcaw.org.uk.

6. Taking your concerns outside the Company

6.1 This policy outlines the process for raising, investigating, and resolving wrongdoing within the workplace. It is rarely necessary – or, from our point of view, desirable – for anyone outside the Company to become involved when a whistleblowing allegation is made.

6.2 In some exceptional circumstances, you may need to go to an external body – an industry regulator, for example – and the independent charity Public Concern at Work (contact details in paragraph 5.3) can direct you towards the appropriate regulator for the type of issue you want to raise.

6.3 This policy covers the actions of third parties such as suppliers, service providers, and clients, as well as our staff. Should you have concerns about a third party, you are encouraged to raise them with us before approaching anyone else. Your line manager will be able to explain how you should proceed.

6.3 Alerting the media to a concern – particularly before or during an internal investigation – is almost never justified or appropriate in any situation. We strongly

discourage you from doing so, and will treat any contact with the press as a serious disciplinary issue justifying dismissal unless exceptional circumstances exist. We would normally expect you to have taken all reasonable steps to deal with the matter internally or with an external regulator, and to have taken full advice from a lawyer or Public Concern At Work before being justified in approaching the press.

Appendix D – Lone Working Policy

1. Overview

1.1 This policy is designed to outline risks presented by lone working, to identify responsibilities each person has, and to describe procedures which will minimise such risks. It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing potentially risky situations.

1.2 It applies to all employees, contractors, consultants, officers, interns, casual and agency workers, in any of the situations described in the definition below.

1.3 We reserve the right to amend this policy at any time, or to depart from it, depending on the conditions of each case.

2. What is Lone Working?

2.1 Lone Working refers to situations where staff, in the course of their duties, work alone in the community, at our partner schools, or may be the only staff member present in an office.

2.2 Within School Space, unless a known situation poses such a high risk, most staff will be asked to lone work when carrying out day-to-day work.

2.3 Lone working itself is not necessarily a high risk but the activity that is performed, or the environment where it takes place may well be.

2.4 All staff have responsibilities to take reasonable care of themselves and to cooperate with School Space management if they feel the risk is proportionate.

3. Arrangements and Procedures to minimise risk

3.1 All staff should have a mobile phone, have it switched on at all times and have relevant contact numbers of managers / make others aware of their mobile number.

3.2 When I Work should be used for all shifts at our partner schools:

3.2.1 Staff should confirm the start of their lone working period by clocking-in to the application.

3.2.2 You should remain clocked-in for the duration of your time at the venue.

3.2.3 Having left the school premises, or when you are in a safe place (a car), staff should confirm the end of their lone working period by clocking-out of the application.

3.2.4 If When I Work is not available, staff should inform their line manager by text/call that they have arrived/left their shift.

3.3 If applicable, other adults on site must know where staff are.

3.4 Contact telephone numbers for escalation must be shared with all staff.

3.5 All staff must ensure they are familiar with the exits and where the nearest first aid kit is.

3.6 Staff should wear the correct clothing to make sure it is suitable for tasks to be carried out including outdoor and evening work.

3.7 Staff should adhere to any changes School Space implements immediately to improve safety as and where necessary.

4. What to do if you feel at risk

Risk is subjective depending on the actions of the people around you and how much you feel in control of yourself and the situation.

4.1 You must act on your feeling of risk, in all situations use 'gut instinct'.

4.2 Send a blank/rubbish text to or phone your line manager who then becomes responsible for your wellbeing.

4.3 When on the phone to your line manager, if you are in a position where you need to reduce escalation or are unable to compose yourself, use the script "I need to go and collect the green folder"

4.4 Call the Police if necessary.

5. What to do if you receive an emergency text/call

You are now the responsible person and MUST act.

5.1 Immediately text the staff member back to confirm

5.2 If you are not their line manager, contact their manager and escalate up the chain of command until you speak to someone. They then become the responsible person.

5.3 Gather as much information from staff member to inform on-duty staff member or emergency services.

6. Monitoring and reducing the risk

6.1 Staff members are made aware of, and should adhere to our standard Risk Assessment for Lone Working at all times.

5.2 If a staff member has not clock-in as expected, a follow-up process will immediately be followed by their line manager.

5.3 Should an incident occur, the identified person should debrief to their line manager in the first instance who in turn will produce an incident report.

5.4 School Space will continue to assess the risk posed to Lone Workers at particular sites and will implement Lone Worker devices if the risk is deemed great enough.

5.4 The ongoing implementation of the Lone Working Policy will be monitored through the supervision process.

5.5 Lone working and risk assessment will be regular agenda items for team meetings.

5.6 Any member of staff with a concern regarding these issues should ensure that it is discussed with their supervisor or with the whole team, as appropriate.

5.7 The policy will be reviewed as part of the regular cycle of reviews, unless changing circumstances require an earlier review.