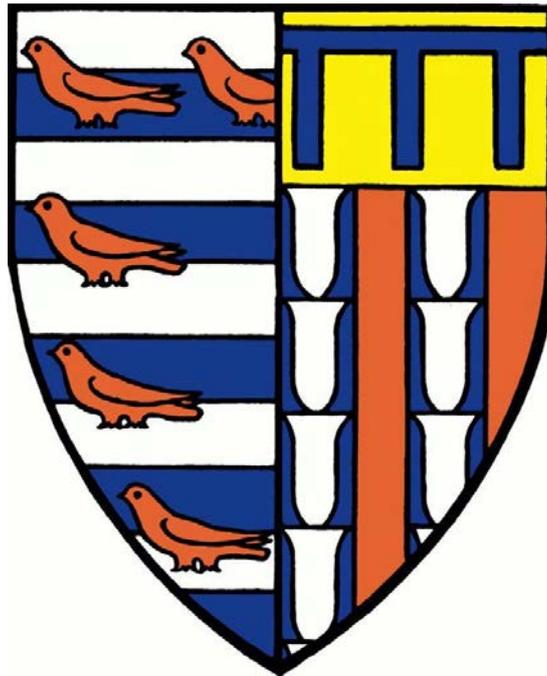


**PEMBROKE COLLEGE
CAMBRIDGE**



CASUAL WORKERS HANDBOOK

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PEMBROKE COLLEGE CAMBRIDGE

STAFF HANDBOOK

INTRODUCTION

CASUAL WORKERS HANDBOOK

This Handbook is a reference document setting out what our casual workforce needs to know when working for the College.

It refers to, and complies with, current employment, health & safety and equal opportunity legislation. It sets out how the College's HR policies and procedures operate. It should be read in conjunction with your appointment letter for casual workers. This handbook is not contractual but is intended as a general guide. Please ensure that you read it carefully and fully understand the contents.

Any questions should be discussed with your Head of Department or the HR Manager.

Amendments will be issued from time to time and we reserve the right to modify the policies and terms and conditions described in this Handbook. Notification of such changes will be given by the HR Manager. If it is deemed necessary, a period of consultation will be sanctioned.

Pembroke College is committed to the principles of equal opportunity in its employment practices. We aim to ensure that no worker receives less favourable treatment due to sex, race, disability, religion or belief, sexual orientation, age, marital status or civil partnership, maternity/pregnancy or gender reassignment or is disadvantaged by any conditions or requirements being placed on him/her which cannot be justified. We will not condone any discriminatory act or attitude in the conduct of our business with our workers, students, clients/customers, suppliers or anyone with whom we deal.



PEMBROKE COLLEGE · CAMBRIDGE

HISTORY OF THE COLLEGE

Pembroke College was founded by Marie de St Pol, daughter of Guy de Châtillon and widow of Aymer de Valence, Earl of Pembroke. Pembroke is the third oldest College still in existence, after Peterhouse and Clare. Marie was granted her licence for the foundation by Edward III on Christmas Eve 1347.

The College originally housed up to thirty scholars, and the original buildings – chapel, hall, kitchen, buttery, Master's lodgings and students' rooms – were arranged in a single court (now First Court). All the scholars were male and unmarried and would have been priests. The original statutes also provided for four staff – a manciple, cook, barber and laundress – to look after the needs of this small community.

Marie was closely involved with College affairs in the thirty years up to her death in 1377. She seems to have been something of a disciplinarian: the original Foundation documents had strict penalties for drunkenness and lechery, required that all students' debts were settled within two weeks of the end of term, and gave strict limits on numbers at graduation parties.

Founded on part of its current site, it took over 500 years to accumulate all the land of which is now comprised. Over succeeding centuries, the College buildings spread out from that first court along Pembroke and Trumpington Streets. One of the earliest major changes to the look of the College came in the turbulent years of the mid-seventeenth century. Matthew Wren, Bishop of Ely, was imprisoned for eighteen years for his support of the King during the Civil War. While languishing in the Tower of London, he vowed that if he was ever freed he would build a new chapel for the College. He kept his promise after his release in 1659, and approached his nephew, then known mainly for his mathematical skills, to build the chapel. Pembroke has gloried ever since in possessing the first building designed by Christopher Wren.

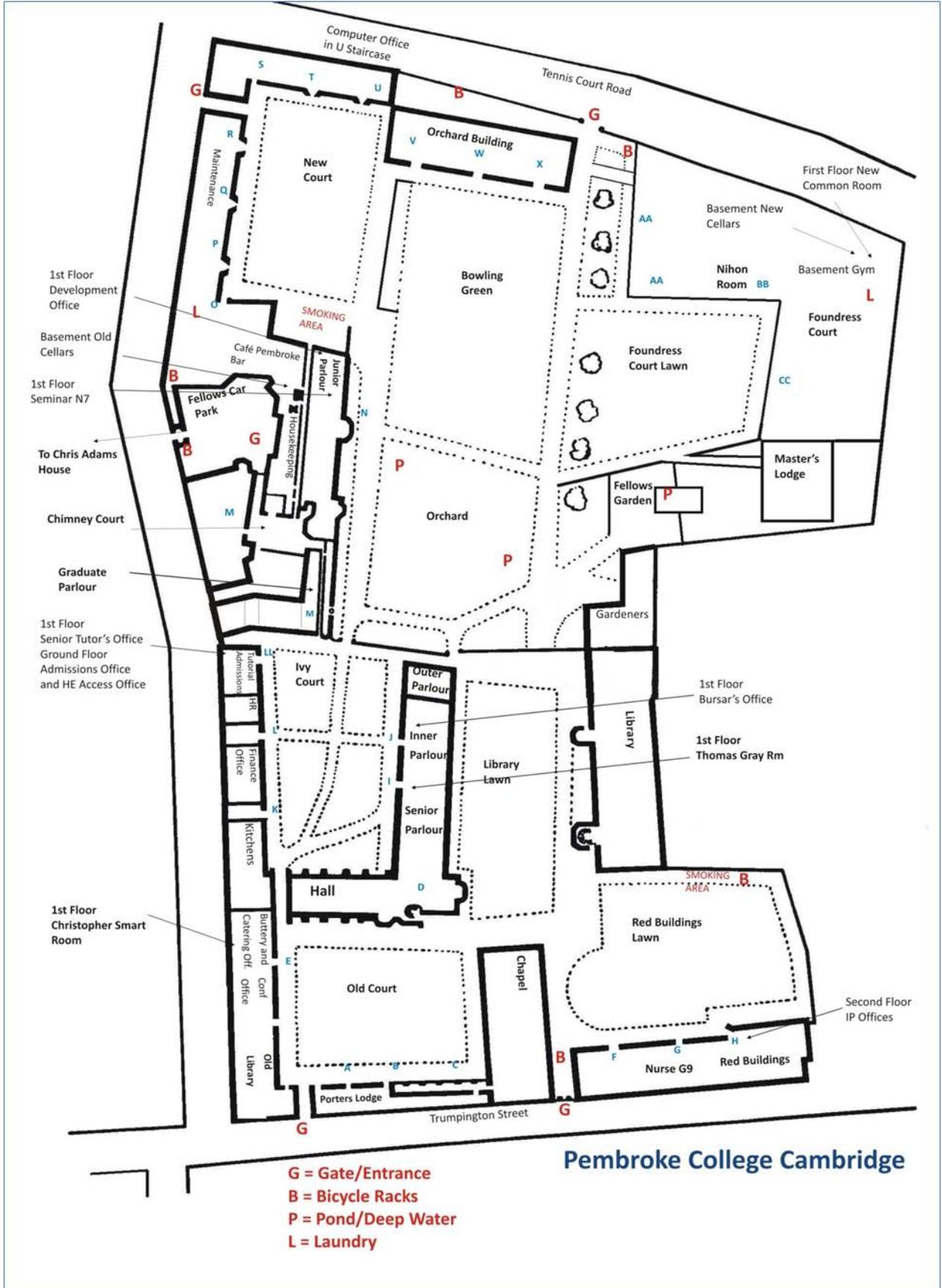
Ivy Court was built during the seventeenth century, but it was not until the end of the nineteenth century that Pembroke started to look much like it does today. A major expansion in student numbers at this time brought about a major building programme – a new hall, replacing the small medieval hall, Master's Lodge (N staircase), residential block (Red Buildings) and a new library, all designed by the fashionable architect Alfred Waterhouse. These were followed slightly later by New Court and the Pitt Building. At the same time, Pembroke undergraduates established a mission in south London, at Walworth: this survives today as Pembroke House, one of the few College missions still in existence.

In its early years, Pembroke had a strong reputation for theology: the College produced twenty-two Bishops in 300 years. One of the most famous of these men was Nicholas Ridley, Master during the dangerous times of the Reformation. Ridley's involvement in Protestant politics led first to his imprisonment by Queen Mary and then burning at the stake in Oxford in 1556. His portrait hangs today next to the fireplace in Hall.

In more recent centuries, the College has produced famous scholars in all disciplines. Notable alumni include the physicist George Gabriel Stokes, the poets Edmund Spenser, Thomas Gray and Ted Hughes; politicians William Pitt the Younger and Rab Butler; musicians Sir Arthur Bliss and Emma Johnson; and entertainers Peter Cook, Clive James, Tim Brooke-Taylor, Bill Oddie and Eric Idle. It also has a strong sporting reputation and has nurtured many outstanding sportsmen and women including an England cricket captain, Peter May, an England rugby captain Wavell Wakefield, a two-times Wimbledon finalist, H. W. "Bunny" Austin, and most recently an Olympic rowing silver medalist, Cath Bishop.

By the early twentieth century Pembroke had taken on much of its current physical form. Student numbers had continued to grow, particularly the numbers of graduate students, thus contributing to the reputation of the University of Cambridge as one of the finest research universities in the world. Another highly visible change was the admittance for the first time of women undergraduates in 1984. The growth in numbers led to the building in 1997 of Foundress Court, adding 92 student rooms, allowing the College to house for the first time in many years most Junior Members on site; and to the renovation and extension of the Library, which was completed in 2002.

Today the College comprises approximately 442 undergraduates, 260 graduate students, 70 Fellows, and 145-150 staff. This number is supplemented as necessary at various times of the year by temporary staff. Pembroke contributes to teaching and research across all subjects in the University, and is currently performing very strongly in the academic league-tables. It has a reputation as a friendly college, in which Fellows, students and staff work together to create an environment in which people can excel. The College has also developed extensive development, conference and external study programmes in recent years, which have added much to the financial security of the College and enabled it to undertake many recent initiatives. Surely Marie de St Pol would not recognise the place today – but hopefully she would be pleasantly surprised about the size, scale and character of the College that she founded over 660 years ago.



APPLICATION OR CV

Your application form and/or CV must have been completed accurately and truthfully. Failure to do so may result in the termination of your employment and may be classed as gross misconduct. If you become aware of any inaccuracy or omission you should advise your Head of Department immediately.

REFERENCES

All offers of employment are made subject to satisfactory references. We normally take up two references from previous employers (or other relevant sources where employer references are not available). In the event of an unsatisfactory reference being received during or before employment starting, this could result in the withdrawal of our offer, or dismissal (if you have already started working for us). In such cases we will usually discuss the unsatisfactory reference with you before making a decision.

RIGHT TO WORK IN THE UK

By law, we are required to check that all new employees have the right to work in the UK. Unless you have already provided this information to us, it is essential that you provide one of the following original documents as failure to do so may result in us delaying your joining date and the offer of employment may be withdrawn:

- A passport showing that you are a British citizen (or are named in the passport as a child of a British citizen) or a citizen of the UK and Colonies having the right of abode in the UK.
- A passport or a national identity card which identifies you as a national of the EEA or Switzerland (or a child of such a person).
- A Registration Certificate or document certifying Permanent Residence issued by the Home Office to you as a national of the EEA or Switzerland.
- A Permanent Residence card issued by the Home Office to you as a family member of a national of an EEA country or Switzerland.
- A current Biometric Residence Permit issued by the Home Office which gives you the right to stay indefinitely in the UK, or which has no time limit.
- A passport or other travel document endorsed to show that you are exempt from immigration control, are allowed to stay indefinitely in the UK, have the right of abode in the UK, or have no time limit on your stay in the UK.

A copy of this document will be taken and retained on your personal file and the original returned to you. Note that you will not be permitted to start working for us until the right to work checks have been completed to our satisfaction.

Should you cease to be entitled to work in the UK at any time during your employment with us, failure to notify either your manager or the HR Manager may trigger disciplinary proceedings and amount to gross misconduct warranting summary dismissal.

Upon joining us you should also provide a P45; if you cannot do this within your first week, you will be requested to sign a declaration about your employment situation (this confirms whether this is your first job since 6 April or your only job, and what taxable benefits or pension payments you have received) and also we need to know whether any student loan repayments should be deducted from your pay.

INDUCTION

All casual workers will receive an introduction to Pembroke College (including a tour of the facilities) and attend a health and safety briefing. The induction will include a tour of the facilities. You will be asked to fill out required starter documentation and be given time to familiarise yourself with your new surroundings and the requirements of your new role.

Pembroke College recognises that starting a new job is stressful. Please do raise any queries or concerns that you may have as soon as possible in order that we may resolve them.

JOB DESCRIPTION

A job description for your role detailing the main duties of the position to which you have been appointed will be issued to you with your contract. Amendments may be made from time to time in relation to the changing needs of the College. Changes in duties will not take place without consultation and the opportunity to comment on the proposed change(s). A new job description will be issued to cover any changes.

Please note that we do expect employees to be flexible and you may be requested to take on tasks usually conducted by colleagues (but similar to your own) during times of holiday and/or sickness or in order to help meet deadlines if the need arises.

GENERAL TERMS AND CONDITIONS

HOURS OF WORK

NORMAL HOURS OF WORK

You will have no normal hours of work, but once you have been offered and accepted a period of work, our normal standards apply. We place a high emphasis on good time-keeping as lateness or early departure affects productivity and puts extra burden on your colleagues.

You are expected to be at your place of work and prepared to begin work at the start of any shift. Habitual lateness or early departure may result in deductions from pay and termination of your casual agreement.

If you expect to be late on any occasion you should inform the appropriate person to explain the circumstances of the delay and advise your anticipated time of arrival. You are expected to make every possible attempt to attend work when you experience difficulties and disruptions to your normal means of transport, e.g. due to strike action, the failure of public or private transport or adverse weather conditions. If you are aware of or experience any difficulties you should notify your Head of Department as soon as possible and explain the reasons for this and, if you are late, you may be required to make up the time on that or a subsequent day.

If for any reason you need to leave work due to a personal emergency or illness, you must inform your manager and await permission to leave site. Leaving site without permission may result in disciplinary action.

WORKING TIME REGULATIONS

You do not fall within the scope of the Working Time Directive as your role allows you to pre-determine your own working time. You should however ensure that you do not work excessive hours over sustained periods.

REMUNERATION

PAY ADMINISTRATION

Your rate of pay is as shown in your casual agreement or as subsequently notified to you.

All casual workers are paid weekly by direct bank transfer after submission of a time sheet. All casual workers are paid an hourly rate and are not eligible to receive any overtime or bonus payment. Statutory deductions such as Income Tax and NI contributions will be made from the payments unless the worker has confirmed to us, in writing, that they have made other arrangements with statutory bodies. Pay statements will show the hours paid and any statutory deductions which may be made.

Non-submission or incorrectly completed documentation or the absence of appropriate HMRC documentation will result in delayed payment.

Deductions from pay may be made for the following:

- Failure to return any College property which is in your possession or for which you have responsibility

Deductions will be made from the next payment due and/or any monies outstanding at the end of your contract.

Any pay queries should be raised in the first instance with your Head of Department and may subsequently be raised with the Payroll Officer. You should notify your Head of Department of any changes to your bank details.

OVERPAYMENTS

If you are overpaid for any reason you should notify your Head of Department. The total amount of the overpayment will normally be deducted from your next payment. If however, you have not been offered or accepted any work within the following 4 week period, you will be requested to reimburse the College for the overpayment.

PAYE

If you have a query regarding any tax codings or Income Tax deductions, the telephone and reference code of the Tax Office which deals with our affairs is as follows:

Telephone No:	0845 3000 627
Pembroke College Employer Reference:	126/U33

HOLIDAY ENTITLEMENT AND CONDITIONS

ANNUAL HOLIDAY

You are entitled to paid annual leave in accordance with the relevant statutory provisions and the College uses a system called “rolled up holiday pay” for Casual Workers which is explained below. Your leave year commences on the date you start a period of work or series of periods of work. Payment in respect of statutory annual leave will be in accordance with the Working Time Regulations.

Your holiday entitlement will be paid at the rate of 12.07% of your hourly rate of pay for each hour worked. The holiday element of your payments will be separately identified on your payslip. As holiday payments will be included each time you receive payment, you are strongly advised to set aside and save up the holiday element of your pay in order that you have funds to draw on at the time you take holidays.

SICKNESS/INJURY PAYMENTS AND CONDITIONS

If you are unable to attend work on a day when you have been offered and accepted work, you should contact your Head of Department personally as soon as possible, but in any event no later than 30 minutes after your normal start time on your first day of absence. In order to minimise disruption it is important that you give as much notice of your absence as practically possible. If you are unable to notify us personally, please ensure that you get a relative, neighbour or friend to contact us. In addition, we ask that you notify your Head of Department of the reason for your absence and provide an indication of its likely duration. The reason for your absence will be kept confidential.

It is your responsibility to keep the Head of Department informed of your situation on a regular basis.

Any payments made in respect of absence due to sickness or injury will be made only in accordance with the Statutory Sick Pay scheme.

Provided you meet the conditions of the scheme, Statutory Sick Pay scheme is payable for up to 28 weeks of sickness absence in either:

- One period of incapacity for work (PIW).
- Any number of periods linked by 56 calendar days (8 weeks) or less. These cannot extend for more than three years.

The first three days of any period of sickness are classed as “waiting days”, and are therefore unpaid, unless they are part of a linked PIW. The government fixes the rate of SSP. To be entitled to SSP you must earn at least the equivalent of the Class 1 National Insurance lower earnings limit.

For SSP purposes, your “qualifying days” will be the days on which you normally work.

YOUR WORKING ENVIRONMENT

HEALTH AND SAFETY POLICY FOR PEMBROKE COLLEGE

Pembroke College has a separate Health & Safety Policy. Copies of this Policy are available in all departments and on the College Website: <http://www.pem.cam.ac.uk/the-college/human-resources/>. All employees should ensure they are familiar with this policy.

The Governing Body regards health and safety matters to be a high priority and an integral part of all its activities, including the maintenance of quality and standards, and aims to provide and maintain a working and educational environment that is safe and without risks to health, adequate as regards welfare facilities, and ensures that persons not in the College's employment are not exposed to risks that may arise from the College's activities. However, you also have a personal responsibility for ensuring adherence to our Health and Safety Policy. You are required to take reasonable care of your own wellbeing and that of all other employees. You must not take any action that could threaten the health or safety of yourself, other employees, students, Fellows or members of the public.

It is our policy to ensure, so far as is reasonably practicable, the health, safety and welfare of all our employees and that any other person who may be affected by our work activities are protected from risks to their health and safety.

We are committed to effectively managing health and safety risks arising from our work activities and complying with our legal obligations. In particular, we will ensure, so far as is reasonably practicable, that:

- Adequate financial and operational resources are made available for managing health and safety risks.
- Plant and safe systems of work are provided and maintained that are safe and without risks to health.
- Arrangements are in place for safety and absence of risks to health in connection with the use, handling, storage and transport of articles and substances.
- Such information, instruction, training and supervision as is necessary are provided for the health and safety at work of employees and workers.
- The place of work under our control is maintained in a safe condition and that the means of access to and egress from it are provided and maintained in a safe condition without risks to health.
- The working environment is provided and maintained so that it is safe, without risk to health and adequate with respect to facilities and arrangements for the welfare of employees.

We firmly believe that the success of our policy relies on the full co-operation of all employees; therefore, we will ensure that it is brought to their notice. We will regularly review our health and safety policy to take account of any significant changes in our operations.

HOUSEKEEPING AND USE OF RESOURCES

Both from the point of view of safety and of appearance, personal and general work areas, the Porter's lodge and the dining areas must be kept clean and tidy at all times.

We also try wherever possible to ensure minimum waste of resources and equipment, to ensure the cost-effective and efficient running of our activities. Employees are asked to take care to avoid unnecessary or extravagant use of services, time, materials and equipment.

The following are illustrations of the ways you can help:

- Turn off any unnecessary lighting and heating. Preserve heat whenever possible.
- Turn off computers and other electrical equipment at the end of the day; do not leave equipment on standby.
- Ask for other work if your job has come to a standstill.
- Start with the minimum of delay after arriving for work and after breaks.

Please refer to your contract of employment for our rules on repayment for loss or damage of College equipment.

ACCIDENT REPORTING, MEDICAL CONDITIONS AND FIRST AID

If you have an accident or are taken ill while at work, you should let your Head of Department or Supervisor know as soon as you can. Assistance is available within College from the Nurse and First Aiders. The Nurse is available at set times, Monday to Friday (for current details, consult the glass notice boards outside the kitchen area). A list of current First Aiders is displayed on all College notice boards.

If you are given assistance by a First Aider or the College Nurse because of an accident at work, the First Aider will be required to complete a First Aid Report. This form is given to the HR Department for investigation.

You should report all accidents at work, no matter how minor, to the HR Department, Room L9. Any exposed cut or burn must be covered with a first-aid dressing.

Please note that our First Aiders will be informed of any ongoing medical conditions that you declare to us, and of any medication that you are taking, so that in the event of an accident or injury, any treating paramedic or ambulance staff may be notified of these details. We will treat these records confidentially; update them as appropriate; and ensure that the information is available to the relevant people in an emergency situation. This applies particularly if you are taking any medication that may affect your ability to work safely, or that may cause drowsiness or fatigue, and especially if your job involves working with machinery or driving. Medication should also be reported to us if there is likely to be any involvement needed in providing the treatment (e.g. diabetic employees requiring insulin injections which may need to be stored in a fridge; or those who have epilepsy). Obviously it is also important that you update us of any changes to your medication information, or if you cease to take this. We also request that employees attending any counselling or other course of treatment designed to reduce a form of dependency inform us of this.

CLOTHING AND EQUIPMENT

Protective clothing and other equipment that may be issued for your protection because of the nature of your job must be worn and used at all appropriate times and as instructed. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this protective wear/equipment is your responsibility and you should ensure that it is looked after and kept clean and serviceable.

Protective clothing and equipment will be replaced when necessary due to reasonable wear and tear. If you lose your protective clothing or equipment or damage it to the extent that it cannot be used/worn (or it is not doing the job it was designed for) we will replace this for you, but you will be responsible for meeting the cost of the replacement article. This will be deducted from your pay.

USE OF PERSONAL MUSIC SYSTEMS

Personal music systems and/or headphones or earpieces may only be used where these will not distract either the wearer or those who work in close proximity to the wearer; adversely impact on job performance or create a health and safety risk due to inattention or impaired hearing. Such equipment may therefore only be used at work with the prior consent, and at the discretion of your Head of Department.

EMERGENCY PROCEDURES

Full details of the College's emergency procedures are held at the Porters' Lodge.

SMOKING

You are not permitted to smoke in any office, function room or College building. There are two designated smoking areas within the College grounds (see map page 5 for details). Extra smoking areas may be designated for other College functions.

Smokers may use their standard rest breaks to smoke in the designated areas only, but should not take additional breaks to do so. Please note that failure to observe our "no smoking" policy may lead to disciplinary action being taken.

ALCOHOL AND DRUGS

We have a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all its employees and you have a similar responsibility to yourself and your colleagues. The use of alcohol and/or drugs may impair the safe and efficient running of the College and/or the health and safety of our employees is forbidden both during working hours and in the time prior to this where this could affect your ability to work safely. To be unable to work properly, or to cause your fellow workers to have reason to object to your conduct, caused through either alcohol or drug use (including solvent misuse), may lead to action being taken under our disciplinary procedure.

If we suspect that you are under the influence of alcohol or drugs you may be suspended immediately and we may ask for an alcohol or drug test to be carried out by a nominated person on the day suspected or after suspension.

The effects of alcohol and drugs can be numerous. These are examples only and not an exhaustive list:

- Absenteeism (e.g. unauthorised absence, lateness, excessive levels of sickness, etc.)
- Higher accident levels (e.g. at work, elsewhere, driving to and from work).
- Work performance (e.g. difficulty in concentrating, tasks taking more time, making mistakes, etc.).

Action will also be taken in the same way if the misuse takes place at a conference, seminar, exhibition or social event either organised by the College, or that you are attending as a representative of Pembroke College.

If you face a situation where you have become dependent on alcohol or drugs, and you bring this to our attention prior to us raising any concerns or taking any disciplinary action, we may help you to seek appropriate treatment and allow time to recover. Disciplinary action may be suspended provided that you follow a suitable course of action outlined in an agreement that can be monitored by your Head of Department. Your duties may be restricted during this period and we will seek to offer alternative tasks that you are capable of undertaking without risk to your, or others, safety. If we are not able to keep your post open during a prolonged period of absence, or if you are not able to return to the same job after effective treatment or this is not advisable for whatever reason, we may offer suitable alternative employment where possible but cannot guarantee this.

If a prescription drug affects your working capabilities, your Head of Department should be informed as to any risks this may cause to you and those who work with you.

HYGIENE

- Any exposed cut or burn must be covered with a first-aid dressing.
- If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.
- Contact with any person suffering from an infectious or contagious disease must be reported to your Head of Department and the HR Office before commencing work.

HYGIENE FOR FOOD HANDLERS/CATERING STAFF

- You must wash your hands immediately before commencing work and after using the toilet.
- Any cut or burn on the hand or arm must be covered with an approved visible dressing.
- Head or beard coverings and overalls/uniforms, where provided, must be worn at all times and long hair must be tied back.
- No jewellery should be worn, other than plain band wedding rings, without the permission of the Head of Department.
- You should not wear excessive amounts of make-up or perfume. Nail varnish/nail extensions are not permitted.
- If you are suffering from an infectious or contagious disease or illness, or have a bowel disorder, boils, skin or mouth infection, you must not report for work without clearance from your own doctor.
- Contact with any person suffering from an infectious or contagious disease must be reported and you must have clearance from your own doctor before commencing work.
- You must report to your Head of Department or Supervisor before commencing work.

LIFTING AND HANDLING TECHNIQUES

All reasonable effort is made to limit the need for manual handling within the College. However, we do ask that employees take sensible precautions to protect themselves, as set out below:

Wherever possible, design your workload to minimise any lifting, for example, by keeping heavy files and breakable items on the middle and lower shelves, placing the most frequently used files and books closest to your workstation, splitting loads before lifting them, making use of any trolleys that are available for conveying goods.

You should always take care when lifting heavy loads and obtain help if necessary, especially with computers/heavy stationery. When carrying files or boxes, make sure that you can see where you are going, particularly if moving up or down stairs. Always follow these guidelines when:

Lifting

1. Before lifting the object, check there are no sharp or rough parts sticking out.
2. Place your feet slightly apart to give a comfortable stance.
3. Keeping your feet flat on the floor, squat down, keeping your back straight.
4. Take a firm grip of the object and keeping it as near as possible to the body, stand up using your legs to do the work.
5. If the object feels too heavy, or is awkward to manage on your own, **do not attempt to lift it**, get assistance.

Pulling/Pushing. Pushing is much easier than pulling.

1. Always remain upright.
2. Keep your spine straight.
3. Put your hands straight out in front of you and grasp the object firmly.

4. Depending on the direction, lean backwards and/or forwards, transferring the weight to the most backward or forward foot.
5. Remain upright at all times, keeping your spine straight.

Where necessary, employees will be provided with information and training on safe handling.

SECURITY

If you are issued with keys to our premises, you should never let another person have these unless that person is a Head of Department. If you lose a key you should report this immediately to your Head of Department.

It is the responsibility of all employees to ensure that on leaving the premises windows are shut and secured, internal and external doors are locked, and all computers and electrical equipment shut down and locked away, where appropriate.

CLOSED CIRCUIT TELEVISION

CCTV records are kept for a period of three months. CCTV coverage can be stored to disc for evidential purposes.

- College security is assisted by CCTV surveillance. The system is monitored.
- The College reserves the right to use any information obtained in this manner in any disciplinary issue.
- Staff who have questions regarding the operation of the CCTV system should speak to the Bursar. Staff who wish to access any personal data about themselves on the CCTV system should complete and return an Access to Personal Data Form (can be downloaded from the College website), with the requisite fee and with as much information as possible to enable the data to be located (including, if possible, details of the relevant camera, date and time).

RIGHT OF SEARCH

We reserve the right of search to combat theft or the misuse of drugs/alcohol or any other illegal substances on College premises. To this end, we may carry out random checks on visitors' and employees' identities, person and property, including vehicles whilst on College premises, many of which are simple precautionary measures and do not imply suspicion.

Any employee who is searched will have the right to be accompanied by a colleague who is on the premises at the time of the search. We also reserve the right to call the police for assistance at any stage should we believe this to be necessary.

ACCIDENTAL DAMAGE OR LOSS OF YOUR PROPERTY

We do everything possible to keep College premises secure, but there is always the risk that petty crime will occur. We cannot and do not guarantee the security of your personal belongings nor can we make insurance claims or offer financial compensation if thefts do occur, without evidence of a physical break-in. You should not therefore leave your belongings unattended or unsecured. Any items of personal or financial value should be kept with you or locked away and should either be taken home with you at the end of the day or locked away in a drawer, cupboard, filing cabinet or locker. Similarly, we do not accept any liability for cars, other vehicles or bicycles brought onto College premises.

LOST PROPERTY

Articles of lost property should be handed to the Porters' Lodge who will retain them whilst reasonable attempts are made to discover the identity of the owner and inform that person. Lost property items will be kept for one month.

REMOVAL OF WASTE OR SCRAP PRODUCTS

All materials and equipment kept on College premises remain the property of Pembroke College and may not be removed without the prior approval of a Head of Department.

The College reserves the right to define 'materials' in specific instances, but generally, if it does not belong to you, do not remove it even if you consider it to be scrap or unwanted material. For the avoidance of doubt, any materials or equipment include those which may be deemed to be scrap, broken, obsolete or surplus to requirements and includes consumables such as food and beverages.

Unauthorised removal of any College property is regarded as theft. We operate a zero tolerance policy on theft and regard it as gross misconduct. Theft is considered grounds for immediate dismissal and may cause us to bring criminal charges against you.

PARKING

1. Car Parking

Car parking on-site is extremely limited and under considerable pressure. Not all staff who wish to park on site are able to do so, though some additional parking is available at nearby hostels. Spaces are allocated by the Bursar's Office on the basis of need, taking into account factors such as distance travelled, hours worked and disability. If you wish to apply for a parking space, contact the Bursar's Office. Only staff with permission to park from the Bursar's Office may do so.

2. **Bicycles/Motorcycles:**
 - a. Bicycles should be kept in the designated cycle storage areas.
 - b. Motorcycles may be kept in the car park behind the Orchard Building. Please do not leave motorcycles elsewhere as they can constitute a fire hazard.
3. No liability is accepted for damage to private vehicles/bicycles or motorcycles brought onto College premises, however it may be caused. Any vehicle left on College property is left at the owner's risk.
4. Under no circumstances should you park in areas designated for disabled people or visitors unless eligible to do so.

OTHER RULES AND INFORMATION

CONFIDENTIALITY

1. Pembroke College holds confidential information on all employees, Fellows and students. All staff, students, Fellows and customers of the College have a right to confidentiality in their private affairs, their personal information being handled properly and not disclosed irresponsibly or unnecessarily. Therefore, it is important that staff who have access to confidential information ensure that confidentiality is maintained properly at all times.
2. If during the course of your employment you have access to, or reason to handle, personal information, you should make every effort to comply with the Data Protection Act 1998. If you are unsure of the current legal requirements please check with your Head of Department.

In general, all information that:

- a. Has been acquired by you during or in the course of your employment, or has otherwise been acquired by you in confidence and;
- b. Relates to College affairs, College members, employees, Fellows, students or other persons or bodies with whom we have dealings of any sort and;
- c. Has not been made public by, or with, College authority.

will be considered confidential.

Other than in the course of your legitimate work activities, or as required by law or permitted under the Public Interest Disclosure Act 1998, you must not at any time, whether before or after the termination of your employment, disclose such information to any person without the Bursar's written consent.

3. It is also important that good standards of confidentiality are maintained within the College. Please ensure that you pursue your daily work in a way that has regard to the information you hold, see or hear, and make sure that you do not compromise this through your working practices, for example, by leaving papers out in view when visitors are around, or at the end of the day, or discussing confidential information with colleagues. If you are in any doubt about what confidential information is, or how to deal with it, please seek advice from your Head of Department.
4. You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your employment with the College, or at any other time upon demand, return to the College any such material in your possession.

You should also endeavour to prevent any such information from unauthorised disclosure or publication. The restrictions in this clause shall cease to apply to such information which comes into the public domain, other than as a result of an unauthorised disclosure by you or any employee or ex-employee of Pembroke College.

THE DATA PROTECTION ACT 1998

For the purposes of administration, it is necessary that we hold and process personal data on our employees. Data relating to you will be held for the duration of your employment or for any longer period to enable us to answer any question relating to your employment with us.

1. The Data Protection Act protects individuals from having their personal data disclosed without permission, or inaccurate information being held on them. The College holds personal data on all staff (for example personnel and payroll records) and staff may come into contact with the personal data of other people in the course of their work (for example student records).
2. There are eight data protection principles to which all staff must adhere when dealing with personal data. Data must:
 - Be processed fairly and lawfully and shall not be processed unless certain conditions are met.
 - Be obtained for a specified and lawful purpose and shall not be processed in any manner incompatible with that purpose.
 - Be adequate, relevant and not excessive for those purposes.
 - Be accurate and, where necessary, kept up to date.
 - Only be kept for as long as is necessary for the purpose for which it was obtained.
 - Be processed in accordance with the data subject's rights.
 - Be kept secure from unauthorised or unlawful processing and protected against accidental loss, destruction or damage by using the appropriate technical and organisational measure.

- Not be transferred to a country or territory outside the European Economic Area, unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.
3. You will be expected to assist the College to comply with its obligations under the Data Protection Act when dealing with all data, including manual data and computerised data.
 4. You must only access, vary, erase, copy, or make use of any information in the College's records for the proper discharge of your duties of employment and to the extent that you are authorised to do so. You must not access, vary, erase, copy, or use any information in the College's records in such a way as to place the College in breach of its legal obligations under the Act. Any failure to abide by this provision may result in disciplinary action being taken.
 5. In accepting employment with the College, you give consent to the College to process such data on you as is essential for processing your pay, record keeping, and administrative procedures.
 6. If you have any concerns over the requirements of the Data Protection Act, or over the handling of your own or another person's personal data, please discuss them with your Head of Department, the Senior Tutor, or the College Registrar.
 7. Pembroke College's Data Protection Policy is situated on the Pembroke College Website: the address is: <http://www.pem.cam.ac.uk/the-college/human-resources/>.

STATEMENTS TO THE MEDIA

No interviews with, or statements to, the media should be given about your employment at the College or on issues surrounding College business without the prior consent of the Master, Bursar or Senior Tutor. You should refer all communications and enquiries from the media to your Head of Department.

Please do not discuss the College or any of its students, whether officially or 'off the record', or endorse any product or service or person without our specific College permission. If approached by a member of the press, do not say "no comment". Take a contact name, telephone number or e-mail address and deadline date (this gives a timeframe within which the College may respond). Ensure that the message is passed on immediately to the Master, Bursar or Senior Tutor.

No publication of any material or opinion based on experience gained with us may be made without the written consent of the Master, Bursar or Senior Tutor.

INTERNAL COMMUNICATIONS

Good communications are essential to the effective running of the College and we welcome the contributions of all staff to improving communications.

It may not always be possible to communicate issues to all employees at the same time. Face to face sharing of information is encouraged but alternative forms of communication, such as email, intranet and notice boards, may also be utilised to keep you informed. All notices, vacancies, and other information of general interest will be displayed on our intranet/noticeboards. Please do not display any information of your own without gaining the prior permission of your Head of Department.

COPYRIGHT

All material, whether held on paper, electronically, magnetically or other formats, which was created by you solely for Pembroke College, in the course of your employment, is College property and copyright. At the time of termination of your employment with the College, or at any other time upon demand, you shall return to the College any such material in your possession.

PERSONNEL INFORMATION AND RECORDS

For the purposes of administration, it is necessary that we hold and process personal data on our employees. Data relating to you will be held for the duration of your employment or for any longer period to enable us to answer any question relating to your employment with us.

Personnel files are kept securely in the HR Office. The information contained in these records includes personal data, sensitive personal data, salary and benefit details, details of jobs held and information on performance and conduct. The information is used to administer salaries and benefits, to assist with appointment decisions and in managing employee performance. It is also used to provide management information. We will not give out your personal details to any external body unless these are required for the purposes of payroll administration, health and safety, e.g. medical condition, or a criminal or PAYE investigation etc. We will only give references for mortgage or other purposes, or employment references, if you have given your permission.

We make every effort to ensure that the information is held securely and we will comply with legislative requirements in terms of allowing you access to the information held about you. Should you wish to view your personnel file, you may do so at any time by sending a request to the HR Manager and enclosing a fee of £10. We will aim to deliver a copy, in your preferred format, of any information requested within 40 days. If any of the information is inaccurate, please let us know and provide full details so that we may correct any error.

We will not ask you for, or record on paper or electronically, personal information which is not necessary for the College to operate effectively. We will also do our best to keep your information safe, accurate and up-to-date.

We will not give out your personal details to any external body unless these are required for the purposes of payroll administration, health and safety reasons (e.g. the provision of details to paramedics about a medical condition or the details of any medication being taken), or a criminal or PAYE investigation etc. We will only give references for mortgage or other purposes, or employment references if you have given your permission for this.

If during the course of your employment you have access to, or reason to handle, personnel information, you should make every effort to comply with the Data Protection Act. If you are unsure of the current legal requirements please check with the HR Manager.

Please refer to our data protection policy, a copy of which is on the College Website for further details: <http://www.pem.cam.ac.uk/the-college/legal-information/data-protection/>

CHANGES TO PERSONAL DETAILS

The Data Protection Act requires that any personal information kept by us is maintained, up to date and accurate.

Please ensure that the HR Department is informed immediately of any changes to your personal details. These include change of name, address, home telephone number, marital status, emergency contacts, gain or loss of a dependant and attainment of a professional qualification or membership of a professional organisation. Please also advise the HR Department of any changes in your personal circumstances which could affect your employment, e.g. changes in health, endorsements on your driving licence (if you are required to drive on business) etc.

Approximately every two years the HR Office will send to all employees a copy of the details held on them on the HR Database. It is the responsibility of each employee to check this information and inform the HR Office of any changes. If there are no changes and the information is correct this should also be acknowledged and the form returned to the HR Department stating this

PERSONAL RELATIONSHIPS

We recognise that, from time to time, close personal relationships may develop between members of staff and between staff and students. Employees whose personal relationship may potentially adversely impact on their ability to fulfil their roles for us in any way are strongly recommended to advise the HR Manager.

We fully acknowledge the right of employees to privacy in their personal affairs; however, experience has shown that the effect of such relationships may have an adverse impact on the College, especially where a conflict of interest or breach of confidentiality may arise.

Close personal relationships are of concern to us where there may be an abuse of the employee's position of trust, a breach of our required standards of propriety, a compromise of professional standards, and a conflict of interests or a potential breach of confidentiality.

Any such information will be treated in the strictest confidence if requested; the focus will be on determining whether there is potential or actual conflict of interest and if so, to determine what, if any, steps may need to be taken to protect both the individuals and the College. We fully acknowledge the right of employees to privacy in their personal affairs. However, experience has shown that the effect of such relationships may cause a blurring of judgement if conflicts of interest arise.

Information Technology equipment such as computers and telephones are provided to employees in order to carry out their jobs. The College will replace, supplement or remove equipment from time to time as necessary for maintenance purposes.

PERMITTED USE

To ensure that equipment is available for use when needed, and to ensure that the College's time and money isn't wasted, the following must be observed:-

ONLY AUTHORISED STAFF MAY USE THE EQUIPMENT

1. Only authorised software may be used.
2. Only work-related tasks may be carried out during working hours.
3. Heads of Department may approve personal use of College IT equipment outside working hours.

Computers and telephones are connected to Cambridge and national networks. The rules of those networks also apply, as set out by the University's Information Strategy and Services Syndicate (ISSS) and the University Computing Service – see <http://www.cam.ac.uk/cs/iss/rules/>.

IMPROPER USE

The following are some examples of use that is not permitted. The list is not exhaustive – if you want to do something that is not covered under "Permitted Use", you must seek permission in advance from your line manager or supervisor. Failure to do so may result in disciplinary action. Acts that severely waste the College's resources, damage its reputation, or damage another individual, may result in disciplinary action.

1. Copying software from or to the equipment without permission from a member of the IT Department.
2. Disabling virus-checking software.
3. Sending messages that constitute bullying or harassment.
4. On-line gambling.
5. Accessing or transmitting pornography (in this context material with a violent or sexual content that offends others).
6. Handling copyright information without the appropriate permission or payment.
7. Transmitting confidential information about other employees, members of the College, the College itself, customers or suppliers to unauthorised persons or by insecure or unauthorised methods.
8. Carrying out any commercial activity.

SOCIAL MEDIA

Social media includes blogs; Wikipedia and other similar sites where text can be posted; multimedia or user generated media sites (YouTube); social networking sites (such as Facebook, LinkedIn, Twitter, Ning or MySpace); virtual worlds (Second Life); text messaging and mobile device communications and more traditional forms of media such as TV and newspapers. Care should be taken when using social media at any time, either via our systems or from home.

Inappropriate comments can adversely affect the reputation of the College, even if it is not directly referenced. It should be noted that if comments/photographs are likely to be construed as linked Pembroke College or, in more direct cases, if comments about Fellows, student, colleagues, or customers could be regarded as abusive, humiliating, discriminatory or derogatory, or could constitute bullying or harassment, we will treat this as a serious disciplinary offence.

In addition, postings to websites should not breach copyright or other law or disclose confidential information, defame the College or its suppliers, clients/customers, Fellows, students or employees, or disclose personal data or information about any individual that could breach the Data Protection Act 1998.

The College does not encourage employees to write about their work in any way and would prefer them not to do so. If individuals choose to do so they should not disclose our name nor allow it to be identified by any details at all. Employees should be aware that competitors or other organisations may read employees' personal weblogs, to acquire information on, for example, their work, products, and employee morale.

If something is not public information, it should not be shared. In particular, the following must not be posted on social media:

- Photos, videos and/or sound recordings taken on our property, unless explicit written permission has been given by the Bursar to do so.

- Photos or videos showing any employee or worker in uniform or other clothing that includes our logo and that could reflect negatively on the employee, his/her job, his/her colleagues or the College.
- Our logos, trademarks, graphics, or advertising materials.
- Details of any kind relating to any events, conversations, materials or documents that are meant to be private, confidential or internal to the College. This includes manuals; procedures; training documents; sales databases; non-public financial or operational information; personal information regarding other employees, Fellows or students; anything to do with a disciplinary case, grievance or legal issue; any other secret, confidential, or proprietary information or information that is subject to confidentiality agreements.

Any contact relating to a posting that concerns the College should not be responded to, but should be referred to the Bursar.

Even if the College is not mentioned, care should be taken with any views expressed and any views should clearly be stated to be the writer's own (e.g. via a disclaimer statement such as: "The comments and other content on this site are my own and do not represent the positions or opinions of my employer." Writers must not claim or give the impression that they are speaking on behalf of the College.

Note that we may from time to time monitor external postings on social media sites. Any employee who has a profile (for example on LinkedIn or Facebook) must not misrepresent him/herself or his/her role with us. Employees are also advised that social media sites are not an appropriate place to air business concerns or complaints: these should be raised with a manager or formally through our grievance procedure.

If, however, an employee is asked to contribute to an official weblog on behalf of the College then the specific details will be discussed at the time. If writing any such weblogs, employees will normally be asked to state that any personal views expressed do not necessarily reflect the views of the College. Links to our website are not allowed without the consent of the Bursar.

It is important to note that our clients'/customers' contact details and information remain the property of the College. Upon leaving our employment, for any reason, direct contact from our existing or prospective clients/customers should be directed to the Bursar and any contacts gained whilst in our employment (including those on LinkedIn or any other networking platform) should not be used for any purposes that may be in competition with us. In addition, employees leaving the College will be required to delete all work related data including client/customer contact details from any personal device/equipment (e.g. BlackBerrys).

In summary, the guidance has to be: "If in doubt, check and always think through possible consequences before you post, text or discuss anything on social media."

PERSONAL VIEWS DISCLAIMER

Care should be taken when using social networking sites (such as Facebook or MySpace) at any time, either via College systems or from home.

Any member of staff who takes part in activities such as internet chat rooms, newsgroups or blogs must state clearly that any views expressed are their own and not the views of their employer or any other party. The College will not be responsible for any action taken against an employee arising from views they express on such sites.

ELECTRONIC COMMUNICATIONS

1. Various means of electronic communication may be made available to employees, e.g. e-mail, social networking, mobile phones and SMS ("texting"). Anything you say or write may appear to the recipient to have been said or written by the College. Any views expressed could therefore be assumed by the recipient to represent the views of the College.
2. If, with permission, you use such systems for private purposes, or if you express personal opinions as part of your work, you should make it clear that nothing you say represents the views of the College.
3. Personal communications sent or received via College systems may be stored and/or logged by the College. They should not be considered private and may be accessed by the College when necessary and when permitted by the Data Protection Act or by the Regulation of Investigatory Powers Act 2000 or by the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000.
4. Many forms of electronic communication are as legally binding as letters. Think before you press "Send".
5. Disagreements in electronic conversations can all-too-easily and rapidly descend into abuse. The College strongly advises employees to discontinue such conversations before anything is

said that might be regretted. Three e-mails, postings or texts in each direction are usually more than enough. Go and meet with the other person face-to-face instead.

6. Anything written on a web page, or on social networking sites (such as blogs, Twitter, Facebook), could be regarded as a public declaration, equivalent to hanging a poster on the Senate House railings or standing up and making a speech during Formal Hall. Think before you Post.

STANDARDS

PROFESSIONAL CONDUCT

We aim to encourage the highest professional and ethical standards and require all employees to maintain our good reputation by behaving with responsibility and integrity and acting in a courteous, honest and fair manner towards anyone with whom they deal.

College employees are our best ambassadors and they represent us whenever they meet the public, visitors, our students and alumni. We therefore ask that the dress, appearance, conduct and personal hygiene of all our employees presents us in a professional light at all times. This includes at events outside of the workplace such as training courses, seminars and conferences, or social functions.

We aim to create pride in the College and generate a feeling of loyalty and trust with everyone with whom we come into contact.

All of our employees must comply with the laws of any country in which they operate, and meet the requirements of any relevant regulatory authorities and/or appropriate codes of practice and conduct. If you are in any doubts as to what is required you should discuss this with your Head of Department.

Whilst you are in our employment, you are strictly forbidden from contacting (whether formally or informally, and by any means) any of our past, current or prospective suppliers, customers/clients for any purpose other than for the legitimate business interests of the College. This includes but is not limited to activities which may be linked to setting up in a competing business or working for a competitor after leaving our employment. We would regard such behaviour as gross misconduct which could result in summary dismissal.

DRESS CODE AND APPEARANCE

Your personal appearance is an important contribution to the image and reputation of the College and we expect that all staff will maintain a high standard of personal presentation including dress, cleanliness and personal hygiene.

Uniforms must be worn where they are provided, as must personal protective equipment where it has been judged essential for safe working, e.g. Catering. In some departments particular standards are required. Your Head of Department should ensure that you receive the information and training you need, but ask if you are in any doubt. Where uniforms are not provided staff should present a professional image with regard to appearance and standards of dress, as appropriate to their responsibilities. We aim to be fair and reasonable and for our requirements to apply with equal formality to both sexes.

Please observe standards of dress and appearance (e.g. hair and body adornment, including tattoos) appropriate to working in a professional environment. In all cases we expect you to be both conventionally dressed and smart. This means that clothes should fit properly and be wrinkle free, with no tears, rips or holes. Clothing that distracts other people is unacceptable, including T-shirts with offensive slogans, graphics or imprints, and tight clothing. These items never generate a professional image. Your dress should be wholly appropriate and should not distract or offend the people you are working with, to the point that it impacts on your ability to perform your role responsibly. Jeans, sportswear, and flip-flops are also not acceptable.

GENERAL UPKEEP OF PERSONAL WORK AREAS

Both from the point of view of safety and of appearance, personal work areas must be kept clean and tidy at all times.

COMMUNICATIONS

INTERNAL COMMUNICATIONS

1. Good communications are essential to the effective running of any organisation and Pembroke welcomes the contribution of all staff to improving its communications. Information on developments and opportunities within the College can be found on the staff notice board in L staircase, and on the College's website: <http://www.pem.cam.ac.uk/>
2. Staff meetings are held periodically and all staff are invited to attend. These provide an opportunity to ask questions or raise general issues of concern. Agenda items should be sent to the HR Office at least five days before the meeting. Staff meetings are not an appropriate forum for airing personal or individual matters, which should be raised with your Head of Department or the HR Manager, as appropriate.

TELEPHONE CALLS/MOBILE PHONES

Telephones are essential for College business. Personal calls should be kept to a minimum and the College reserves the right to charge for excessive personal calls made.

Personal mobile phones should be only be used for essential calls during normal working hours and their use is not permitted in the Hall or serving areas. If we consider the personal use of a mobile phone to be excessive we reserve the right to require the employee to keep it turned off during working hours.

PERSONAL MAIL AND PARCELS

Personal mail, as distinct from business correspondence, may be sent to the College address, but employees should seek prior authorisation of their Head of Department. Such mail may be opened if it cannot be identified and we cannot accept responsibility for the safe delivery of the contents to individuals. Parcels must be collected from the Porters Lodge as soon you are notified they have arrived.

In exceptional circumstances employees are permitted to use the College franking machine, for which payment should be made to the Finance Office immediately after use. A record book showing personal usage will be placed in the Porters Lodge and must be completed each time the franking machine is used.

USE OF COLLEGE FACILITIES FOR PRIVATE PURPOSES

College facilities, such as the photocopier, fax and franking machines and computers are intended for College use only, and may only be used for personal matters with the prior authorisation of your Head of Department.

MISCELLANEOUS

BUYING OR SELLING GOODS

You are not allowed to buy or sell goods on your own behalf on College premises unless you have the prior authorisation of your Head of Department. This includes catalogue sales and sales of items to benefit charitable or other causes

COLLECTIONS

No collections of any kind are allowed on College premises without the prior authorisation of your Head of Department.

Suppliers or clients/customers should also not be approached for any charitable donations without the previous agreement of your Head of Department.

GIFTS

Note that it is an offence under the Bribery Act 2010 to offer, promise or give a bribe or to receive a bribe. (The latter includes requesting, agreeing to receive or accepting a bribe.)

It is a strict rule therefore that nothing that could be viewed as an inducement, e.g. personal gifts, hospitality or entertainment of any kind, may be accepted from a supplier, client/customer or a prospective supplier without the prior agreement of your Head of Department. The details of any offer of such a gift/hospitality must be declared immediately in the record kept by the HR Department. If you are found to have accepted or given any bribe you will face disciplinary action, which could include dismissal for gross misconduct.

At times of special occasions such as Christmas, small gifts of nominal value may be accepted by prior agreement with your Head of Department. Gifts such as wine or consumables are normally pooled and then distributed amongst all of our staff.

FRAUD, THEFT AND SUSPICIOUS ACTS

If you have knowledge of, or reasonably suspect, any fraud theft or other suspicious act taking place within the College you should report this to your Head of Department, or use our Whistleblowing Policy, a copy of which is included at the back of this Staff Handbook. Equally, if you have knowledge or suspect, that financial proceeds from crime are being passed through the College to cleanse their identity and make them appear to be from legitimate sources, you are required by law to report this to your Head of Department as soon as reasonably practicable after the information comes to your attention. Failure to do so may constitute an offence.

PURCHASES ON BEHALF OF PEMBROKE COLLEGE

Only specified individuals are authorised to purchase goods and/or services on behalf of Pembroke College. If you are unsure whether you have the requisite authority, please speak to your Head of Department before committing us to any expenditure.

TERMINATION OF EMPLOYMENT

TERMINATION OF THIS AGREEMENT

Normally, the period of work offered will be specified at the time of your accepting this and there will therefore be no need to give further notice of termination.

However, if you are offered a period of work which extends beyond four weeks, one week's notice will be given to you prior to termination. We would also ask that in such cases, you give us one week's notice of your intention to terminate this agreement, unless the remaining agreed period of work is shorter than this, in which case you must work to the end of the agreed period.

RETURN OF COLLEGE PROPERTY

When your employment with us ends (or immediately on request) please ensure that all College property and information, (including files, keys, mobile telephone, portable computer etc.) which belongs to us is returned to the College. Final payments may be withheld until all items are received and accounted for. You are not entitled to refuse to return our property while waiting to receive your final wage/salary or other payment as such payments will be made to you in the normal way.

Failure to return such items may result in the cost of replacing the items being deducted from any monies owed to you.

Should you leave our employment before the salaries have been processed in the month, your P45 and cheque for the net salary for the time you have worked that month will be posted onto you when the salaries are processed.

REFERENCES

It is not normal policy to give open "to whom it may concern" references to employees leaving our employment, but we will reply to written requests from prospective employers who should be advised to direct such requests to the HR Office.

Whilst employees may provide personal references for their colleagues, such references should be clearly marked as such, and our headed notepaper or email system must not be used for this purpose.

Pembroke College requires that all references of a professional nature are checked by the HR Department before despatch.

BULLYING AND HARASSMENT POLICY

INTRODUCTION

We believe all employees and workers have the right to work in an environment free from bullying behaviour and any form of harassment, be it on the grounds of a protected characteristic (race, sex, disability, sexual orientation, religion or belief, age, marital status or civil partnership, pregnancy/maternity, gender reassignment) or appearance. Such behaviour will not be tolerated and we seek to ensure that our working environment is sympathetic to everyone with whom we deal in the course of our working activities and that they are treated with dignity and respect.

This policy is not contractual, but aims to set out how we normally deal with such issues.

SCOPE OF THIS POLICY

This policy applies to all employees and workers at all levels at Pembroke College. It applies equally to an employee bullying or harassing a Head of Department as the other way round. In addition, we aim to ensure that employees are protected from harassment of any kind from clients, customers and other contacts.

AIMS OF THIS POLICY

This policy aims to ensure that a no-tolerance stance on bullying and harassment is implemented by all Heads of Department; to provide guidance and a means by which any employee or worker who feels that he/she is being subjected to such behaviour may raise the subject without fear of reprisal and under which any problems may be resolved and any further recurrence prevented.

LEGAL CONSIDERATIONS

The following pieces of legislation apply to this policy:

- The Health and Safety at Work Act 1976.
- The Protection from Harassment Act 1997.
- The Equality Act 2010 (harassment arising from a protected characteristic).

DEFINITIONS

Bullying is defined as persistent behaviour against an individual that is intimidating, degrading, offensive or malicious and undermines the confidence and self-esteem of the recipient.

Harassment is defined as unwanted conduct that either violates a person's dignity, or creates an intimidating, hostile, degrading, humiliating or offensive environment for that person. It may be related to personal characteristics of an individual (whether perceived or real), or by association (e.g. related to the individual's relationship or dealings with others who have that personal characteristic). It may be persistent or an isolated incident and can take many forms, from relatively mild banter to actual physical violence.

Employees may not always realise that their behaviour constitutes bullying or harassment, but they must recognise that what is acceptable to one person, may not be acceptable to another person.

RESPONSIBILITY

It is the duty of Heads of Department and supervisors to implement this policy and all employees are expected to comply with it.

Any Head of Department or supervisor who becomes aware of behaviour which breaches this policy, irrespective of whether a complaint has been made or not, has a responsibility to take the matter forward through investigation and to ensure that it is dealt with confidentially and promptly.

Employees also have a responsibility to behave appropriately in the workplace. They should point out to other employees their concerns if they observe or have evidence of inappropriate behaviour and should respond promptly to any feedback on their own behaviour, be it from a colleague or Head of Department.

EXAMPLES OF BULLYING AND HARASSMENT

We outline below the types of behaviour that are unacceptable and the actions employees should take if they feel they are being subjected to bullying or harassment.

The examples below are not exhaustive but give a clear indication of the sorts of actions that constitute bullying or harassment. Serious examples may constitute gross misconduct which could lead to summary dismissal.

- **Unwanted physical contact** - such as unnecessary touching; patting; pinching; brushing against another person's body; insulting behaviour or obscene gestures; physical threats; aggressive behaviour and/or assault.

- **Unwanted verbal conduct** - such as unwelcome advances; patronising titles or nicknames; offensive or insulting comments; propositions or remarks; innuendo; lewd or suggestive comments; over-familiar behaviour; slogans or songs; insensitive jokes; gossip and slander (including speculation about a person's private life and sexual activities); banter or abusive/offensive language which is either threatening or refers to a person's sex, race (including colour and ethnic or national origin), disability, religion or belief, sexual orientation, age, marital status or civil partnership, or gender reassignment.
- **Unwanted non-verbal conduct** - such as racially or sexually based graffiti or graffiti referring to an individual's characteristics or private life abusive or offensive gestures; leering; whistling; creation or distribution of suggestive or offensive pictures (including "pin-up" calendars) or videos through any means.
- **Bullying** - includes unwanted physical contact or assault but also verbal bullying such as insulting or threatening comments; comments intended to undermine, belittle, embarrass or humiliate the recipient; and personal abuse, either in public or private, which humiliates or demeans the individual involved.
- **Virtual bullying** - includes distribution of unwanted emails, texts, images or humiliating data published on social networking internet sites or abusing our technology or the employee's own technology to contact the employee in an intimidating or malicious manner.
- **Co-ercion** - including threats of dismissal or loss of promotion etc. for refusal of sexual favours (or promises made in return for sexual favours), pressure to participate in political or religious groups etc.
- **Isolation or non-co-operation at work** - deliberate exclusion from communications including group emails, conversations or social activities; setting unrealistic deadlines; substituting responsible tasks with menial or trivial ones; withholding information or giving false information; constantly undervaluing effort.

Such conduct is employment related if, for example:

- Submission to, or rejection of, the conduct is used as a basis for an employment decision.
- The conduct interferes with the affected person's work performance.
- The conduct creates an intimidating, hostile, humiliating or offensive working environment.

Bullying or harassment can be a single serious incident or persistent and repeated, continuing after the person subjected to it makes it clear he/she wants it to stop.

All employees should note that any act of bullying or harassment committed by them in the course of their employment will be dealt with under this procedure. This includes not only situations occurring whilst at work, but also at any time on College premises, or externally whilst attending social functions or training courses etc. in the course of their employment. This policy also covers emails, phone calls and texts made outside of work using either our or the employee's own equipment, as well as abusing employees via social networking sites, such as Facebook or MySpace.

A useful reminder to employees is as follows:

- If you wouldn't say or do this in front of your parents, partner or close friend of the same or opposite sex, don't say or do it.
- If you wouldn't want your words or actions to be the subject of newspaper or TV reporting, don't say or do it.
- If in doubt, don't say or do it.

WORKING ENVIRONMENT

In addition to bullying and harassment at work being a violation of employment and health and safety laws, and also a contravention of criminal and/or civil law in some circumstances, this type of behaviour can reduce the effectiveness of our organisation by creating a hostile or threatening environment. The damage, tension and conflict which harassment and bullying creates not only results in poor morale for all, but also divided teams and reduced productivity. Employees can be subject to fear, stress and anxiety, which not only affect their contribution within the workplace but can also put great strains on their personal and family life, leading to illness, increased sickness absence and staff turnover.

Therefore, all employees will be informed of our policy towards bullying and harassment and that all complaints of harassment will be treated very seriously. All managers and supervisors must ensure that this policy and procedure is adhered to at all times.

The display of offensive material (including "pin-up" calendars) is not permitted and any such offending material will be removed and destroyed.

PROCEDURE FOR DEALING WITH BULLYING OR HARASSMENT

The sensitive nature of complaints of bullying or harassment is recognised and therefore a choice of routes is provided in order to encourage employees to discuss their problems in confidence with

someone they trust and feel comfortable talking to. Any employee who believes he/she has been the subject of harassment or bullying in the course of his/her work may either initially address the matter informally with his/her immediate Head of Department or may make a formal complaint using this or another procedure. If he/she prefers, one of the following designated people may be contacted as an alternative: Head of Department or the HR Manager. In all cases, we will treat the matter as strictly confidential.

DEALING WITH BULLYING AND HARASSMENT AT AN INFORMAL STAGE

If, at any time, you feel you are a victim of bullying or harassment, you should make it clear to the perpetrator that the behaviour is unacceptable to you and must stop. If you feel unable to do this verbally then a written request may be effective, or alternatively you may request one of the people designated above to approach the person on your behalf or to help you in taking such action. The latter approach may be more effective if the perpetrator is a client, customer or business contact.

The individual may wish to keep a written record of the details of any incidents of perceived bullying, and retain any texts, emails, voice messages or other evidence that may support his/her allegations.

FORMAL PROCEDURE

Where informal methods fail, or serious bullying or harassment occurs, you are advised to bring a formal complaint and to seek assistance from one of the people designated above to do so. Whilst recognising your feelings and the effect the alleged behaviour may have had on you, it is important to establish the facts and you will be asked to provide details of your allegations, for example,

- What happened?
- Where did it occur?
- Who was involved?
- Was this the first incident?
- When did it occur?
- Were there any witnesses?
- Has any action been taken to prevent further repetition of the behaviour?

The complaint may be made either to your Head of Department or the HR Manager. You may, if you wish, be supported throughout the procedure and at any meetings by any of the people designated above or by a colleague of your choice.

The person receiving the complaint will carry out a thorough investigation as quickly as possible. When asking questions it is important for Heads of Department to be sensitive and to take care not to phrase questions in a way that implies that the bullying/harassment may in some way have been directly or indirectly invited, and to avoid remarks that appear to trivialise the experience, or suggest that it was imaginary. The intention of the alleged bully/harasser is irrelevant; it is the effect on the complainant that is important.

All employees (and also any external parties) involved in the investigation are expected to respect the need for confidentiality. Failure on the part of employees to comply will be considered a disciplinary offence. Copies of statements made by witnesses will be made available to both the complainant and the alleged bully/harasser, but the names of the witnesses may be withheld if they request to remain anonymous, and particularly if they have a genuine belief or fear of reprisal.

If the alleged bully/harasser is an employee, the Head of Department dealing with the complaint will invoke the disciplinary procedure to ensure that an employee accused of such behaviour has every opportunity to defend or explain his/her actions. The employee will be entitled to be accompanied at any disciplinary hearing. Common responses to allegations of bullying/harassment include denial or disbelief that the behaviour was offensive or was not welcome. None of this alters the fact that a complaint has been made which may lead to disciplinary action.

The severity of the penalty imposed upon an employee believed to be guilty of bullying or harassment will be consistent with other disciplinary offences. Where the bully/harasser is given a warning short of dismissal, discussions will take place with you, and, where necessary, any reasonable steps will be taken to alter working practices to minimise contact between you.

An employee who receives a warning or is dismissed for bullying or harassment may appeal against the penalty in accordance with our disciplinary procedure. In serious cases, for example rape or assault, criminal charges may be appropriate and it may be necessary to refer the case to the police.

Where a complaint is made against a client/customer, or other contact of the College it will be investigated and such steps will be taken as are reasonably practicable to protect the employee or worker.

Any employee who brings a complaint of bullying or harassment will not suffer victimisation for having made the complaint. The complainant should not be moved, except at his/her request or in exceptional circumstances. However if the complaint is untrue and has been brought in bad faith (e.g. spite) disciplinary action will be taken.

FOLLOWING THE INVESTIGATION

Once the case has been resolved, and time has been given to allow relationships to stabilise and return to normal in the workplace, contact should be maintained with the affected employees informally. If further problems of bullying, harassment or victimisation are encountered, or you continue to suffer stress or anxiety, immediate action should be taken to investigate or find a solution.

GRIEVANCE PROCEDURE

Our bullying and harassment policy is intended to give guidance and support taking into account the sensitivity and serious nature of such issues. However, if you are not happy with the outcome of a complaint you have raised under this bullying and harassment policy, or if, after time, the situation has either not improved or has deteriorated again, you may wish to use the grievance procedure instead. You may also use our grievance procedure as an alternative (but not an additional procedure for the same issue) if you prefer.

RELATED POLICIES

We also have the following related policies: equal opportunity, whistleblowing, grievance and disciplinary procedures.

IMPLEMENTATION, MONITORING AND REVIEW OF THIS POLICY

This policy will take effect from 1st November, 2014. The HR Manager has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation (at least annually) and additionally whenever there are relevant changes in legislation or to our working practices.

Any queries or comments about this policy should be addressed to the HR Manager.

EQUAL OPPORTUNITIES POLICY

INTRODUCTION

The College is committed to ensuring that all employees, job applicants, customers, students and other people with whom we deal are treated fairly and are not subjected to unfair or unlawful discrimination.

This policy is not contractual, but aims to set out the way in which Pembroke College aims to manage equal opportunities.

SCOPE OF THIS POLICY

This policy applies to all employees, including those on part-time or fixed-term contracts, as well as other workers and agency staff.

AIMS OF THIS POLICY

The policy is designed to ensure that current and potential employees are offered the same opportunities regardless of a protected characteristic (race, sex, disability, religion or belief, age, sexual orientation, marital status or civil partnership, pregnancy/maternity, gender reassignment) or indeed any other characteristic unrelated to the performance of the job. We seek to ensure that no-one suffers, either directly or indirectly, as a result of unlawful discrimination. This extends beyond the individual's own characteristics to cover discrimination by association and by perception.

We recognise that an effective Equal Opportunities Policy will help all staff to develop to their full potential, which is clearly in the best interests of both staff and the College. We aim to ensure that we not only observe the relevant legislation but also do whatever is necessary to provide genuine equality of opportunity.

We expect everyone who works for us to be treated, and to treat others, with respect. Our aim is to provide a working environment free from harassment, intimidation or discrimination in any form that may affect the dignity of the individual.

We further recognise the benefits of employing individuals from a range of backgrounds as this creates a workforce where creativity and valuing difference in others thrives. We value the wealth of experience within the community in which we operate and aspire to have a workforce that reflects this.

LEGAL CONSIDERATIONS

The main legislation covering equal opportunities and discrimination is contained in the Equality Act 2010. In addition, the following should be taken into consideration:

- The Rehabilitation of Offenders Act 1974.
- The Protection from Harassment Act 1997.
- The Human Rights Act 1998.
- The Sex Discrimination (Gender Reassignment) Regulations 1999.
- The Racial and Religious Hatred Act 2006.
- The Equality Act 2010.
- The Enterprise and Regulatory Reform Act 2013.
- Any Codes of Practice issued by the Equality and Human Rights Commission.
- Plus any amendments to the above legislation.

DEFINITIONS

Discrimination may be direct or indirect and can take different forms, for example:

- Treating any individual less favourably than another on grounds of a protected characteristic (sex, race, age, disability, religion or belief, sexual orientation, marital status or civil partnership, pregnancy/maternity or gender reassignment);
- Expecting a person, solely on the grounds stated above, to comply with requirements that are different to the requirements for others, for any reason whatsoever;
- Imposing on an individual requirements that are, in effect, more onerous than they are on others. This would include applying a condition (which is not warranted by the requirements of the position) which makes it more difficult for members of a particular group to comply than others not of that group;
- Harassment, e.g. unwanted conduct which has "the purpose, intentionally or unintentionally, of violating dignity, or which creates an intimidating, hostile, degrading, humiliating or offensive environment" for the individual;
- Victimisation, e.g. treating a person less favourably because he/she has committed a "protected act". "Protected acts" include previous legal proceedings brought against the employer or the perpetrator, or the giving of evidence at a disciplinary or grievance hearing or at tribunal, or making complaints about the perpetrator or the employer or their alleged discriminatory practices;

- Discrimination by association, e.g. someone is discriminated against because he/she associates with someone who possesses a protected characteristic;
- Discrimination by perception, e.g. discrimination on the grounds that the person is perceived as belonging to a particular group, e.g. sexual orientation, religion or belief, irrespective of whether or not this is correct;
- Any other act or omission of an act, which has the effect of disadvantaging one person against another, purely on the above grounds.

On all occasions where those in control of employees are required to make judgements between them, for example disciplinary matters, selection for training, promotion, pay increases, awards, etc., it is essential that merit, experience, skills and temperament are considered as objectively as possible.

RESPONSIBILITY FOR THIS POLICY

The overall responsibility for implementing and monitoring the effectiveness of this policy rests with the HR Manager of Pembroke College. Heads of Department have a crucial role to play in promoting equality of opportunity in their own areas of responsibility.

All staff, irrespective of their job or seniority, will be given guidance and instruction through our induction and other training as to their responsibility and role in promoting equality of opportunity and not discriminating unfairly or harassing colleagues, job applicants or ex-employees, nor encouraging others to do so, or tolerating such behaviour. Disciplinary action, including dismissal, may be taken against any employee found guilty of unfair discrimination or harassment. Employees should be aware that not only is the employer liable for any cases of discrimination or harassment that occur, but individuals also may be held personally liable for their own acts and behaviour.

RECRUITMENT AND SELECTION

We aim through written instruction, appropriate training and supervision, to ensure that all staff responsible for recruitment and selection are familiar with this policy and apply it in conjunction with our recruitment policy.

Selection will be conducted on an objective basis and will focus on the applicants' suitability for the job and their ability to fulfil the job requirements. Our interest is in the skills, abilities, qualifications, aptitude and the potential of individuals to do their jobs.

Job Descriptions/Person Specifications will be reviewed to ensure that criteria are not applied which are discriminatory, either directly or indirectly, and that they do not impose any condition or requirement which cannot be justified by the demands of the post. Questions asked of candidates will relate to information that will help us to assess their ability to do the job. Questions about marriage plans, family intentions, religious or political commitments, caring responsibilities, intention to join our pension scheme or to opt out, or about any other issues which may give rise to suspicions of unlawful discrimination should not be asked. Selection tests will be specifically related to the job and measure an individual's actual, or inherent, ability to do or train for the job.

Job adverts should encourage applications from all types of candidates and should not be stereotyped.

All adverts will state: "Pembroke College is an equal opportunity employer and values diversity". Reference to this policy will also be made on job and person descriptions.

When advertising a position which has traditionally been done by one sex, adverts should specify they are open to both sexes.

TRAINING AND DEVELOPMENT

Pembroke College recognises that equal opportunity responsibilities do not end at selection and is committed to ensuring that, wherever possible, all staff receive the widest possible range of development opportunities for advancement.

All employees will be encouraged to discuss their career prospects and training needs with their Head of Department. Opportunities for promotion and training will be communicated and made available to all staff on a fair and equal basis.

The provision of training will be reviewed to ensure that part-time employees, shift workers, remote workers or those returning to work following a break are able to benefit from training. No age limits apply for entry to training or development schemes which are open to all employees.

TERMS AND CONDITIONS OF EMPLOYMENT

The College will ensure that all policies, including compensation, benefits and any other relevant issues associated with terms and conditions of employment, are formulated and applied without regard to a

protected characteristic (sex, race, disability, religion or belief, sexual orientation, age, marital status or civil partnership, pregnancy/maternity, gender reassignment) or indeed any other characteristic unrelated to the performance of the job. These will be reviewed regularly to ensure there is no discrimination.

Employees will not be subjected to any detriment if they wish to join our pension scheme, nor will they be offered any inducement not to do so. This would include refusing promotion or training to someone who decided not to opt-out, or refusing or reducing a pay increase if it would bring the worker within the band of earnings that would make him/her eligible for auto-enrolment etc.

GRIEVANCES, DISPUTES AND DISCIPLINARY PROCEDURE

Staff who believe they have been discriminated against, and have not been able to resolve this informally, are advised to use the internal grievance procedure. An employee who brings a complaint of discrimination must not be less favourably treated.

Bullying or harassment will not be tolerated and any individual employee who feels that he/she has been subjected to bullying or harassment should refer to our bullying and harassment policy. Equally, anyone who witnesses incidents of bullying or harassment should report them to his/her Head of Department or an appropriate senior member of staff.

When dealing with general disciplinary matters, care is to be taken that employees or workers who have, are perceived to have or are associated with someone who has a protected characteristic, are not dismissed or disciplined for performance or behaviour which could be overlooked or condoned in other employees or workers.

REFERENCES

We will not discriminate against individuals who have left our organisation by providing references that are not based on factual information nor fail to provide one based on a protected characteristic.

RETIREMENT

We have no fixed retirement age and anyone who wishes to work beyond state pension age may choose to do so.

POSITIVE ACTION

We also recognise that passive policies will not reverse the discrimination experienced by many groups of people. To this end, if certain groups are under-represented within our College we will actively seek to encourage applications from those groups.

The decision as to which applicant is offered a post (either by recruitment or promotion) must be based entirely on the merit of the individual.

COMMUNICATION OF THIS POLICY

All job applicants, employees, workers and volunteers will be made aware of this policy and a copy will be included in the Employee Handbook given to all employees on joining Pembroke College.

In addition, staff will be reminded of the policy through such means as advertisements, job descriptions (which will make reference to it), application forms, posters, training courses and emails.

HR POLICIES AND PROCEDURES

Our HR policies and procedures will be reviewed regularly to improve, amend or adapt current practices in order to promote equality of opportunity within the College.

Relevant data will be collected to support this. Personal details provided by employees or job applicants for the purposes of equal opportunity monitoring are confidential, will be kept apart from all other records and not used for any other purpose.

RELATED POLICIES

We also have the following related policies: bullying and harassment.

IMPLEMENTATION, MONITORING AND REVIEW OF THIS PROCEDURE

This policy will take effect from 1st November, 2014. The HR Manager has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation (at least annually) and additionally whenever there are relevant changes in legislation or to our working practices. Any queries or comments about this policy should be addressed to the HR Manager.

GRIEVANCE PROCEDURE

INTRODUCTION

The College grievance procedure is designed to ensure that any questions and problems that arise at work are quickly aired and resolved fairly and consistently, and we therefore encourage its use.

This procedure is non-contractual but is designed to indicate how such matters should be dealt with within the College although we reserve the right at our discretion to vary, replace or terminate the procedure at any stage.

SCOPE OF THIS PROCEDURE

This procedure covers all employees and workers, including those on casual contracts. It does not apply to agency workers or self-employed associates.

AIMS OF THIS PROCEDURE

This procedure aims to encourage the early resolution of any work-related issues, and to ensure that these are resolved fairly and consistently. Grievances may relate to action which has already been taken or which is contemplated in relation to an employee or worker, or may include the actions of third parties such as colleagues. They may relate to a wide range of issues including terms and conditions of employment, health and safety, work relations, new working practices, working environment, organisational change or equal opportunities issues. The focus of the grievance procedure is to achieve resolution, not to apportion blame.

LEGAL CONSIDERATIONS

The following pieces of legislation apply to this procedure:

- The Employment Rights Act 1996.
- The Employment Relations Act 1999.
- The Employment Act 2008.
- The ACAS Code of Practice on Disciplinary and Grievance Procedures.

Whilst it is not a legal requirement, failure to follow the Code will be taken into account in any subsequent tribunal proceedings.

DEFINITIONS

Grievances are concerns, problems or complaints that are work-related. They may relate to action which has already been taken or which is contemplated in relation to an employee or worker, or may include the actions of third parties such as colleagues. They may relate to a wide range of issues including terms and conditions of employment (or their perceived unfair or inconsistent application), health and safety, work relations, new working practices, working environment, organisational change, equal opportunities or bullying/harassment.

If the grievance relates to bullying/harassment, our bullying and harassment policy may be more appropriate.

STAGES OF THE PROCEDURE

Our grievance procedure enables any grievances to be raised and settled as quickly and as near to the point of origin as possible. Clearly many issues will, and indeed should, be resolved informally without the need for the formal procedure. However, should an informal approach not result in the required resolution, the procedure set out below should be used:

STAGE ONE

An employee or worker who has a grievance and who has not been able to resolve this informally, should set out in writing the details of the grievance, giving the full grounds for the complaint and details of the resolution being sought, and send this to his/her Head of Department (unless he/she is a HoD, in which case the Bursar).

The letter should be dated and should state that the concern is being raised formally under our grievance procedure. We will respond to the letter as soon as is reasonably practicable and will meet with the employee or worker to hear the grievance. If the employee or worker has not stated what outcome he/she is seeking, clarification may be sought before proceeding. At this meeting the employee or worker will be given full opportunity to state his/her case. After giving full consideration to the points raised, and having undertaken any further investigation we consider to be appropriate, we will then confirm the outcome in writing, confirming any action we intend to take to resolve the grievance, together with the right to appeal against this outcome.

STAGE TWO

Failing a satisfactory solution at stage one, the employee or worker may appeal to the Bursar. An appeal should be received by the nominated person within seven calendar days of receipt of our letter.

Again this should be lodged in writing if possible. The Bursar (or a person designated by the Bursar to hear the appeal) will arrange to meet with the employee or worker as soon as is reasonably practicable to discuss the grievance and again full opportunity will be given to state the case. The Bursar (or his nominated deputy) will attempt to resolve the matter to the satisfaction of both the employee or worker and the College. Whatever decision is taken by him/her will be final and will be confirmed in writing.

Should the grievance relate to the behaviour or decisions made by the employee's Head of Department, then the matter should be raised, as soon as possible, at stage two. In this case if the person hearing your grievance is unable to resolve it to the employee or worker's satisfaction, the right of appeal will be to another Head of Department, if practicable.

GUIDELINES

Grievances should be raised, and the above procedure followed, without unreasonable delay at any stage.

At all formal stages of this procedure the person hearing a grievance is advised to be accompanied by a suitable employee of Pembroke College who will act as a witness and take full notes of everything that is said. Where no internal person of sufficient seniority or confidential status is available, or where preferred, an external party may be invited to attend in this capacity.

At all stages of this procedure you may choose, if you wish, to be accompanied by either a Fellow of the College, work colleague, a trade union representative (who must be certified in writing by the union as having experience of, or having received training in, acting as a worker's companion at disciplinary or grievance hearings) or an official employed by a trade union. You should tell the person conducting the hearing, in advance, whom you have chosen as your companion. If the employee does not wish to be accompanied this should be noted.

The companion is there to act as a witness to what is said, to provide moral support and to assist and advise the employee in presenting his/her case. He/she may address the meeting (provided the employee wishes this), ask questions on behalf of the employee/worker and confer with the employee, but not answer questions on behalf of the employee. Nor may the companion prevent the employer from explaining its case. A work colleague or Fellow of the College may not be compelled to attend as a companion.

You should make every effort to attend the meeting. However if you or your chosen companion is unable to attend any meeting under this procedure, for a reason which was not foreseeable at the time the meeting was arranged, then we will attempt to rearrange the meeting for a date within five days of the original scheduled date.

The timing and location of meetings will be reasonable and we will aim to ensure that the procedure is followed without unreasonable delay. Meetings will be confidential and, wherever possible, will be held in a private location and without interruptions.

At the grievance meeting you will be invited to re-state your grievance and explain how you would like it to be resolved. You will be given the opportunity to present any information and answer questions before any decision is made.

The person conducting the meeting may adjourn it at any stage in order to calm a tense situation, to check out facts or take advice.

If you are a disabled employee, reasonable adjustments will be made to ensure that you are not disadvantaged in any way at the meeting. You should inform us of any particular requirements (e.g. for a signer or other support) where necessary. Arrangements may also be made to assist any employee who does not have English as his/her first language and who may need an interpreter.

To ensure that any issue raised is resolved effectively, all parties should:

- Focus on the facts and ignore rumours or hearsay;
- Limit the issue to those involved and show discretion at all times;
- Work only to resolve the issue and actively pursue a positive outcome;
- Be honest about their own role and involvement;
- Demonstrate understanding, empathy and flexibility to ensure that the other person's perspective is accommodated;

- Strengthen relationships once the outcome is known and positively apply any learning points for the future.

When considering a suitable resolution, the person hearing the grievance will consider whether similar grievances have been raised before, how they have been resolved and any follow-up action that was taken.

RECORDS

Notes will be made of all meetings held under the grievance procedure, with one copy being given to the person raising the grievance and one being kept on file. Such documents will be regarded as confidential.

DISCRIMINATION

An employee or worker who believes that he/she is subject to conduct or capability-related disciplinary action which is unlawfully discriminatory, or who feels that the action is being taken for reasons other than his/her own conduct or capability, should use our grievance procedure rather than appealing within the disciplinary procedure. In such cases, the disciplinary process will normally be suspended whilst the grievance is investigated and resolved.

ABSENCE

We recognise that grievances can be stressful for both the employee raising the grievance and also any other employees against whom a complaint is made. However, we believe that in most cases this stress is best alleviated, and working relationships maintained, by completing the grievance procedure quickly.

Where an employee or worker is unfit for work, this does not necessarily mean he/she is unfit to attend an investigatory meeting or a grievance hearing and employees must make every effort to co-operate with us in completing the grievance process.

If an employee is absent due to illness or other reasons such as maternity/adoption/paternity/shared parental/parental or other leave, we will consider, in consultation with the employee (and/or his GP in the case of illness), whether there are any reasonable adjustments that can be made to enable the case to be progressed (e.g. by allowing the employee to make further written submissions, by conference call or by holding the meeting at a different venue).

If, after an attempt to contact the employee or worker, we reasonably believe that he/she is unlikely to attend a meeting in the near future or to provide any further information, we may decide the matter without the employee or worker's further input, based on the evidence and information available to us. We will write to inform the employee of our intentions to proceed in his/her absence before taking any decisions.

MEDIATION

Mediation may be considered as an appropriate alternative method of resolving any differences between employees and workers. Where mediation is introduced before or during the grievance process, all parties will be asked to confirm in writing that they agree to the grievance process being adjourned whilst mediation is being undertaken.

Should mediation prove unsuccessful, the grievance process will be resumed; where it is successful, the grievance will be regarded as resolved.

FORMER EMPLOYEES

Ex-employees may also raise grievances at any time up to three months after their employment has ended. In such cases, we would normally ask that they set out the details of their grievance in writing and we will then respond in writing without the need for a grievance meeting and without a further right of appeal.

If your complaint relates to your dissatisfaction with a dismissal decision, you should appeal against that decision in accordance with the appeal process set out in our disciplinary procedure.

RELATED POLICIES

We also have the following related policies: bullying and harassment, equal opportunity, whistleblowing, disciplinary procedure.

IMPLEMENTATION, MONITORING AND REVIEW OF THIS PROCEDURE

This policy will take effect from 1st November, 2014. The HR Manager has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation (at least annually) and additionally whenever there are relevant changes in legislation or to our working practices. Any queries or comments about this policy should be addressed to the HR Manager.

VIOLENCE AT WORK POLICY

INTRODUCTION

The College takes its duties under the Health and Safety at Work etc. Act 1974 (HASAWA) seriously. These include the provision of a safe place and a safe system of work for our staff and all others who may be affected by our activities. We recognise that violence at work and threatening behaviour are issues of concern to many and could have health and safety implications for the College.

SCOPE OF THIS POLICY

This policy covers all employees, including casual workers, and also any agency workers and contractors working at our premises.

AIMS OF THIS POLICY

This policy aims to reduce the risk of workplace violence towards our employees and workers, as well as to students and visitors to our premises, and to ensure that a clear "no tolerance" stance is adopted throughout the College.

LEGAL CONSIDERATIONS

The following pieces of legislation apply to this policy:

- The Health and Safety at Work etc. Act 1974.
- The Protection from Harassment Act 1997.
- The Management of Health and Safety at Work Regulations 1999.

The Health and Safety at Work etc. Act 1974 provides that "it shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all employees". This duty also extends to visitors such as contractors and suppliers. In order for us to fulfil these duties, we will:

- Carry out a risk assessment in order to assess the risks to employees, students and visitors.
- Decide what control measures, if any, are necessary.
- Implement any control measures if the assessment shows that they are necessary.
- Monitor any arrangements to ensure that they are effective.
- Review this from time to time and update as necessary.

DEFINITIONS

Violence at work has been defined as "any incident in which a person is abused, threatened or assaulted in circumstances relating to their work". Whilst this definition applies to everyone, some may be at more risk than others. In our own workplace, we have identified the following groups of staff as being most at risk:

- Porters.
- Those who deal directly with visitors.
- Lone workers.
- Those who work outside of normal working hours,
- Cash handlers.
- Those who work within the community, e.g. with vulnerable individuals.

HEADS OF DEPARTMENTS RESPONSIBILITIES

All HODs have a responsibility to:

- Be familiar with this policy, implement it and ensure that anyone under their control is aware of it and understands it.
- Perform risk assessments in order to assess the risks to employees, workers and other visitors such as clients, and keep these up-to-date.
- Decide what control measures, if any, are necessary in their areas of operation.
- Implement any control measures if the assessment shows that they are necessary.
- Monitor any arrangements to ensure that they are effective.
- Take any report of work-related violence very seriously, and take immediate action, recording the details in writing.
- Support any employees or workers affected by any incidents or threats.
- Take on board any suggestions from employees or workers to prevent future violence.
- Co-operate with any external investigations (such as by the police or HSE).
- Continue internal investigations concurrently with external ones as necessary.
- Do not incite or increase the likelihood of a violent act nor ignore a violent act.
- Review the risk assessment as well as this policy from time to time and make any suggestions as to how any risk(s) could be better controlled or reduced.

EMPLOYEES' RESPONSIBILITIES

All employees have a responsibility to take reasonable steps to ensure that they do not place themselves, or others, at risk of harm. They are also expected to co-operate fully with us in complying with any procedures that the College may introduce as measures to protect their safety and well-being, as well as that of visitors. Staff must not incite or increase the likelihood of a violent act nor ignore a violent act.

Our employees are also responsible for ensuring that their family and friends do not get involved in any dispute between us and our workforce. Any relative or friend of an employee who is aggressive or disruptive will be asked to leave our premises and, if necessary, we will call the police. Unless the employee is disabled and in need of additional help and support, we will normally only deal directly with our employees regarding any employment related matters.

PROCEDURES

The following are guidelines on action that we will take to reduce the risk of violence to employees, students and visitors. They are not exhaustive, but are a set of principles to be followed if a risk is perceived or occurs:

- As part of the risk assessment process, we will talk to employees and workers in order to assess what, if any, further preventative measures are required.
- All employees or workers are actively encouraged to discuss with their Head of Department any concerns that they may have. All approaches will be treated sympathetically.
- Where immediate action is required in response to a violent act, the employee or worker should approach his/her Head of Department or a colleague for help. Department heads should respond to the situation by talking to the perpetrator, explaining that their behaviour is not acceptable. They should try to resolve the problem and, if that is not possible, call the Porters Lodge for assistance. They will remove the person where required. Medical assistance should be provided immediately if needed and consideration given to whether the member of staff feels able to continue working or needs to go home (chaperoned if necessary).
- The police should be informed of any serious incident or persistent cases of violence. CCTV footage should be retained to comply with any subsequent investigations (either internal or by the police). Statements should be taken from any witnesses promptly and a copy sent to the HR Manager/H&S Officer.
- Any incident of violence, threats or verbal abuse must be entered in the Porters Lodge book, as well as being reported to the individual's Head of Department.
- If an incident causes death, major injury or more than seven consecutive days off work (including weekends) it should be reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

DEALING WITH VISITORS

The safety of our staff is paramount. Any employee or workers who faces rude or aggressive visitors must never return aggression as this is how anger can escalate into violence. Instead they should try to adopt a calm and reassuring attitude and speak slowly and gently. In the unlikely event that a situation escalates, the employee or worker should always withdraw from it, where possible, and seek advice from their Head of Department or Porters Lodge.

PREVENTING WORKPLACE VIOLENCE

We have CCTV monitoring on the premises which may be used in any investigation of violence in the workplace. Signs are posted around the College informing visitors of this monitoring. These must not be removed, covered over or obliterated by having anything placed in front of them.

All new employees and workers (including agency workers) should be made aware of this policy. Those who have daily direct contact with visitors or members of the public should in particular be given a copy of this policy to read.

TRAINING

Should a risk assessment identify that training for certain groups is necessary in order to reduce the risks, this will be provided.

PROTECTIVE CLOTHING OR AIDS

Where our risk assessment suggests that protective clothing or aids (such as a panic button under the desk or mobile alarm) would reduce the risk of workplace violence, we commit to providing this.

ADVICE AND COUNSELLING

The College recognises that counselling or other specialist help may be appropriate for anyone who suffers an incident of violence at work. We aim to deal with these cases constructively and sympathetically. The HR Manager/College Nurse will give advice and guidance on how to obtain help and assistance with any workplace violence related issue. All requests for help will be treated in the strictest confidence.

RELATED POLICIES

We also have the following related policies: health and safety, lone workers, working with children and vulnerable adults.

IMPLEMENTATION, MONITORING AND REVIEW OF THIS POLICY

This policy will take effect from 1st November, 2014. The HR Manager has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation (at least annually) and additionally whenever there are relevant changes in legislation or to our working practices.

Any queries or comments about this policy should be addressed to the HR Manager.

WHISTLEBLOWING POLICY

INTRODUCTION

Pembroke College aims to conduct its business at all times with the highest standards of integrity and honesty. We expect all employees and workers to maintain the same standards in everything they do. All those who work for us are therefore strongly encouraged to report any perceived wrongdoing by the College or its employees, workers, contractors or agents that falls short of these principles.

This policy is not contractual but sets out the way in which we plan to manage such issues.

SCOPE OF THIS POLICY

This policy covers all employees and workers, including those on fixed-term contracts, any casual workers or agency workers. It aims to protect those who make a 'protected disclosure' either during their employment (or duration of the contract/agreement in the case of workers and also after this has ended and also enables them to take action in respect of any victimisation.

For a disclosure to be protected it must reasonably appear to the employee or worker that it is in the "public interest". The previous requirement that it should be brought in "good faith" is removed; however a disclosure that is not made in good faith may result in a reduction of up to 25% in any compensation subsequently awarded by a tribunal.

Note that the scope of this policy does not cover any potential breaches of an employee's employment contract: these should be raised under our grievance procedure.

AIMS OF THIS POLICY

This policy aims to assist us in the early detection of any inappropriate behaviour or practices within Pembroke College and to provide a clear procedure for our employees and workers to report to us any wrongdoing at work which they believe has occurred, or is likely to occur.

We recognise that individuals may not always feel comfortable about discussing their concerns internally, especially if they believe that the College itself is responsible for the wrongdoing. The aim of this policy is to ensure that they feel confident and able to raise any reasonable concern about our business activities in the knowledge that it will be taken seriously and that no action will be taken against them by either the College or their colleagues.

LEGAL CONSIDERATIONS

The following pieces of legislation apply to this policy:

- The Protection from Harassment Act 1997.
- The Public Interest Disclosure Act (PIDA).
- The Bribery Act 2010.
- The Enterprise and Regulatory Reform Act 2013.

RESPONSIBILITY

The overall responsibility for implementing and monitoring the effectiveness of this policy rests with the senior management of Pembroke College.

Heads of Departments have a crucial role to play in encouraging employees and workers under their supervision to report any concerns they may have.

Any employee or worker who has knowledge of, or reasonably suspects, any fraud, theft or other suspicious or unlawful act taking place within Pembroke College is required to report this to his/her Head of Department, or to use the procedure set out below.

All employees and workers, irrespective of their job or seniority, are required not to subject any other employee or worker to any detrimental treatment nor harass or bully such an individual on the basis that he/she has raised a concern under this policy. They are also required not to encourage others to do so nor to tolerate such behaviour. Disciplinary action, including dismissal, may be taken against any employee found guilty of such behaviour. In addition, an employee or worker who has victimised a colleague may be personally liable for any such victimisation.

PROCEDURE

All of our employees and workers are encouraged to use the procedure set out below if they have a concern about any of the following:

- Wrongdoing at work, including any criminal offence.

- A failure to comply with legal obligations or breach of any statutory Code of Practice, (however, note that any complaint relating to an alleged breach of an employee's individual contract should be raised under our grievance procedure)
- A miscarriage of justice.
- A health and safety danger.
- An environmental risk.
- A concealment of any of these.

This list is not exhaustive but indicates the types of concerns that should be raised:

- Misuse of assets (including stores, equipment, vehicles, buildings, computer hardware and software).
- Failure to comply with appropriate professional standards.
- Bribery, corruption or fraud including the receiving or giving of gifts or hospitality in breach of our procedures.
- Falsifying records.
- Failure to take reasonable steps to report and rectify any situation which is likely to give rise to a significant avoidable cost or loss of income to the College or would otherwise seriously prejudice the College.
- Abuse of authority.
- Using the power and authority of Pembroke College for any unauthorised or ulterior purpose.
- Causing damage to the environment.

The employee or worker does not have to be able to prove the allegations, but should have a reasonable and genuine belief that the information being disclosed is true. Some allegations may prove to be unfounded but we would prefer the issue or concern to be raised, rather than run the risk of not detecting a problem early on.

If appropriate, he/she should discuss the matter with his/her Head of Department in the first instance. However, should he/she prefer (perhaps because the Head of Department is unavailable, or indeed might be the cause of the concern), then any of the following, all of whom are designated to deal with such matters, may be approached: another Head of Department or HR Manager.

Where requested, we will respect (so far as we can legally) the confidentiality of any whistleblowing complaint received, but cannot guarantee that the investigation process will not result in colleagues speculating on the identity of the whistleblower. It must be appreciated that it will be easier to follow up and to verify complaints if the individual is prepared to give his/her name. Unsupported, anonymous complaints and allegations are much less powerful and therefore will be treated with caution.

If the matter requires further investigation this will be carried out and the individual raising the concern will be informed of the outcome of the investigation and what action, if any, has been taken.

If he/she remains unhappy about the speed or conduct of the investigation, or the way in which the matter has been resolved, he/she should refer the matter to the Bursar.

Following further investigation of the complaint, the individual will be informed of the result and what, if any, action has been taken.

The College undertakes that no employee or worker who makes a bona fide report under this procedure will be subjected to any detrimental treatment as a result. If any employee or worker feels that he/she is being subjected to a detriment by any person within Pembroke College as a result of their decision to invoke this procedure, he/she must inform the Bursar immediately and appropriate action will be taken to protect him/her from any reprisals.

However, if it should become clear that the procedure has not been invoked in good faith (for example for malicious reasons or to pursue a personal grudge against another worker), this will constitute misconduct and will be dealt with through our disciplinary procedure.

REFERRAL TO EXTERNAL BODIES

The College recognises there may be matters that cannot be dealt with internally and external authorities (such as the police, the Health and Safety Executive or external auditors) will need to become involved. Where this is necessary we reserve the right to make such a referral without the employee's or worker's consent.

EX-EMPLOYEES AND WORKERS

Any protected disclosures made by ex-employees or workers after the termination of their employment/contract should also be dealt with under this procedure. In such cases, we would normally

ask that the employee/worker sets out the details of his/her concerns in writing and we will then respond in writing, having undertaken such investigations as we deem to be appropriate.

RELATED POLICIES

We also have the following related policies: grievance procedure, bullying and harassment, data protection.

IMPLEMENTATION, MONITORING AND REVIEW OF THIS POLICY

This policy will take effect from 1st November, 2014. The HR Manager has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation (at least annually) and additionally whenever there are relevant changes in legislation or to our working practices.

Any queries or comments about this policy should be addressed to the HR Manager.

INTRODUCTION

The College carries out activities which bring employees and people working on behalf of the College into regular unsupervised contact with children and/or vulnerable adults. This includes students and those participating in seasonal training courses.

This policy is non-contractual but indicates the way in which Pembroke College intends to deal with such matters. It should be read in conjunction with our guidelines on working with children and vulnerable adults.

SCOPE OF THIS POLICY

This policy applies to all employees or workers whose duties bring them into contact with children and/or vulnerable adults.

AIMS OF THIS POLICY

This policy aims to create and maintain the safest possible environment for the children and vulnerable adults with whom we deal, as well as for our staff and workers, and all reasonable steps will be taken to prevent all parties from harm.

LEGAL CONSIDERATIONS

There is a considerable body of legislation designed to ensure that children and vulnerable adults are protected and it is important to understand that everyone is responsible for their safety. The main pieces of legislation that affect this policy are:

- The Health and Safety at Work etc. Act 1974 (HASAWA).
- The Rehabilitation of Offenders Act 1974.
- The Children (Protection from Offenders) (Miscellaneous Amendments) Regulations 1997.
- The Police Act 1997.
- The Working Time Regulations 1998.
- The Protection of Children Act 1999/Criminal Justice and Court Services Act 2000.
- The Care Standards Act 2000.
- The Conduct of Employment Agencies and Employment Business Regulations 2003.
- The Safeguarding Vulnerable Groups Act 2006 (VBS).
- The Protection of Freedoms Act 2012.
- Also the United Nations Convention on the Rights of the Child.

In addition, special rules apply to the working time and breaks for any young people who work for us.

DEFINITIONS

- A "child" is anyone under the age of 18.
- A "vulnerable adult" is a person aged 18 years or over who is:
 - In residential accommodation provided in connection with care or nursing or receiving care or nursing at home.
 - Receiving health care.
 - In lawful custody or under the supervision of a probation officer.
 - Receiving a welfare service of a prescribed description or direct payments from a social services authority.
 - Receiving services, or taking part in activities, aimed at people with disabilities or special needs because of his/her age or state of health.

It may be a person who is unable to take care of him/herself, or unable to protect him/herself against significant harm or exploitation. He/she may be elderly or frail, have learning disabilities, suffer from mental illness, have a physical disability, be a substance misuser, be homeless or in an abusive relationship.

CRIMINAL RECORDS

Those who are involved in work situations where they have sustained or prolonged unsupervised access to children or vulnerable adults are exempt from the Rehabilitation of Offenders legislation. This means that prospective employees, self-employed contractors and volunteers must declare all criminal convictions, however long ago; and these will be taken into account when deciding on their suitability for working with children or vulnerable adults. No-one will be permitted to undertake a role which involves regular contact with children or vulnerable adults without a satisfactory Disclosure and Barring Service (DBS) check.

However, a criminal record may not prevent a person from working for Pembroke College in any other capacity: if that person is then asked to undertake tasks which will bring him/her into unsupervised

contact with children or vulnerable adults, such as work experience placements, any record must be declared to the HR Manager who will take appropriate advice where necessary and will decide whether this task should be allocated to another member of staff.

PLANNING AND SUPERVISION

All activities or assignments involving children or vulnerable adults should be planned in advance to ensure they take into account the age range and ability of the participants. Employees, freelancers or volunteers supervising assignments involving children/vulnerable adults should be competent and trained to do so. Supervision should take account of the age, gender, nature of the activity and any special needs of the individuals. Where appropriate, a risk assessment will be undertaken and documented.

All workers should avoid working alone with a child or vulnerable adult wherever possible. If it is unavoidable, they should plan their work so that at least two adults are present at any time where possible, including a Pembroke College employee. If possible the worker should also move to a workstation where he/she and the child/vulnerable adult can both be seen by other colleagues or other adults. This guidance applies also to transport in vehicles - workers should not offer to transport a child or vulnerable adult anywhere unless accompanied by a further person or as part of a formal arrangement.

PHYSICAL CONTACT

On no account should any employee, worker or volunteer have any physical contact with a child or vulnerable adult unless it is to prevent accident or injury to themselves or anyone else (e.g. to prevent a fall), or in the case of medical assistance being needed (e.g. to administer first aid), or to provide nursing or other general care. The prior consent of the affected person should be requested. Where appropriate, consent from parents or those with parental or caring responsibility should be obtained.

If a child/vulnerable adult is hurt or distressed, the employee or worker should do his/her best to comfort or reassure the affected person without compromising their dignity or doing anything to discredit the person's own behaviour.

It should be noted that physical contact might be necessary in some sporting activities and dancing. The shaking of hands is acceptable as a greeting.

COMMUNICATION

Communication with children/vulnerable adults is vital in establishing relationships built on trust. Those working with children or vulnerable adults should listen to what they are saying, and respond appropriately. Children and vulnerable adults are entitled to the same respect as any employees, workers and volunteers. It should also be made clear to them what standards of behaviour and mutual respect are expected from them.

Those working with children/vulnerable adults should behave appropriately, ensure that language is moderated in their presence and should refrain from adult jokes or comments which are clearly unsuitable. Staff should also note that what may be acceptable language to their friends may not be regarded as such by those of an older generation.

BEHAVIOUR AND ABUSE

We should all aim to promote an environment of trust and understanding. Those working with children/vulnerable adults should not tolerate anti-social behaviour, but should try to ensure good working relationships.

All employees, workers and volunteers at Pembroke College have a strict duty never to subject any child/vulnerable adult to any form of harm or abuse. This means that it is unacceptable, for example, to treat a child/vulnerable adult in any of the following ways:

- To cause distress by shouting or calling them derogatory names.
- To slap them.
- To hold them in such a way that it causes pain, or to shake them.
- To physically restrain them (except to protect them from harming themselves or others).
- To take part in horseplay or rough games.
- To allow or engage in inappropriate touching of any kind.
- To do things of a personal nature for the person that they can do for themselves (this includes changing clothing, or going to the toilet with them, unless another adult is present).
- To allow or engage in sexually suggestive behaviour within a person's sight or hearing, or make suggestive remarks to, or within earshot, of the child/vulnerable adult.
- To give or show anything which could be construed as pornographic.
- To seek or agree to meet them anywhere outside of our normal workplace without the full prior knowledge and agreement of the parent, guardian or carer. To engage with them online in an unacceptable manner.

SUSPICION OF ABUSE

Any worker who witnesses, or suspects, abusive behaviour towards a child/vulnerable adult should record the details and report it to the HR Manager. If a worker has suspicions, he/she must act on these and not ignore a potentially very serious situation. It is NOT the individual's responsibility to investigate these suspicions nor to decide how serious the matter might be - this requires expertise which he/she is not expected to have.

Any allegations of abuse made against anyone working for Pembroke College will be thoroughly investigated and dealt with through the disciplinary procedure. Serious breaches may lead to dismissal.

The HR Manager will appropriately record an allegation or reported incident. He/she will be responsible for contacting the statutory child protection agency such as the Local Safeguarding Children Board or the Police, if necessary.

We will aim to maintain any request for witness anonymity, where appropriate and possible, and to provide support if required.

SAFETY

The safety of the people we work with is paramount and we are committed to providing a safe environment within which to work. Those working with children/vulnerable adults should ensure all appropriate risk assessments and security checks have been carried out prior to any assignment. This could include first aid cover and accident reporting.

If transporting children/vulnerable adults, the transport should be checked to ensure it is roadworthy and adequate for the purpose. Any equipment used must be safe and only used for the purpose for which it is intended. Users should be adequately trained. Appropriate insurance should be up to date and adequate to cover such assignments.

CONFIDENTIALITY

All personal information regarding children/vulnerable adults is highly confidential and should only be shared with appropriate people on a need-to-know basis.

Anyone who is likely to have access to confidential material regarding children or vulnerable adults, or any of the bodies on behalf of whom Pembroke College is working, will be required to sign a non-disclosure agreement. The requirement for confidentiality is emphasised.

CONTACT OUTSIDE OF WORK

Contact should not be made with any of the children/vulnerable adults with whom we are working for any reason unrelated to the particular work. In particular, employees are required to maintain our reputation for integrity and responsibility in dealing with such people, and should not enter into any social or other non-work related arrangements with them.

GIFTS AND INDUCEMENTS

On no account should anyone from Pembroke College give a child/vulnerable adult a gift or buy refreshments etc. which could in any way be considered as a bribe or inducement to enter into a relationship with the employee or give rise to any false allegations of improper conduct against the individual.

COMMUNICATING THIS POLICY AND CONCERNS

All employees, workers and volunteers at Pembroke College will be made aware of this policy and a copy is available in the Staff Handbook. This kept for anyone to view in the office of each Head of Department, and on the College Website.

BREACH OF THIS POLICY

Failure to follow the guidelines in this policy is considered a serious offence and will be investigated thoroughly and dealt with through our disciplinary procedure. Serious breaches may lead to dismissal (for employees) and termination of any agreement (for workers).

IMPLEMENTATION, MONITORING AND REVIEW OF THIS POLICY

This policy will take effect from 1st November, 2014. The HR Manager has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation (at least annually) and additionally whenever there are relevant changes in legislation or to our working practices. Any queries or comments about this policy should be addressed to the HR Manager.

