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Pembroke College has a long and distinguished history. It is well known for its relaxed but disciplined achievement, in academic life and beyond. The College is committed to building on these traditions of diversity in excellence. But the real heart of the College remains the people who live and work in this environment and it is, therefore, important that casual staff understand the nature of their employment at Pembroke.

This Handbook is a reference document setting out what our casual workers should and need to know about their employment. It will help them appreciate their responsibilities to the College and to their fellow employees, as well as their individual rights. It emphasises that all casual workers will receive fair and consistent treatment at work with regard to standards of performance and conduct.

The Handbook refers to, and complies with, current employment, health & safety and equal opportunity legislation. It sets out how the College’s HR policies and procedures are to operate. It should be read in conjunction with your casual workers contract of employment and with the original appointment offer letter. This handbook is not contractual but is intended as a general guide. Whilst it does not form part of your contract of employment, you should be aware that a breach of any of the policies, procedures or guidelines that it contains or makes reference to could lead to disciplinary action. Please therefore ensure that you read it carefully and, if there are any points you do not understand, or you would like any further details, please discuss with your Head of Department or the HR Manager.

From time to time changes to the contents may be necessary, and we reserve the right to modify or discontinue the benefits, policies and terms and conditions described in this handbook. If any part of the handbook is considered to be in conflict with existing law, regulations or other statutory requirements, only the part that is in direct conflict will be invalid. Notification of any changes or additions will be given by the HR Manager. Any variations to your contractual terms will be notified to you individually.

We are committed to the principle of equal opportunity in our employment practices. We aim to ensure that no casual worker receives less favourable treatment due to race, sex, disability, sexual orientation, religion or belief, 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 employees, students, suppliers or anyone with whom we deal and we look to you to support us in implementing these policies.

We hope that you settle quickly into your new role, and that you have a long, successful and happy relationship with us.
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 manceiple, 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 admissance 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, 77 Fellows, and 175-180 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.
JOINING PEMBROKE COLLEGE

1. APPLICATION OR CV

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

2. REFERENCES

All offers of employment are made subject to satisfactory references, and 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 work for us). In such cases, we will usually discuss the unsatisfactory reference with you before making a decision.

3. RIGHT TO WORK IN THE UK AND TAX DECLARATION

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 the 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. Any restrictions on your working hours should be fully complied with.

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.

4. INDUCTION

In your first week you will receive an introduction to Pembroke College and attend a health and safety briefing, which will include a tour of our facilities. You will be asked to fill out required starter documentation, and given time to familiarise yourself with your new surroundings and the requirements of your new role.

A comprehensive induction programme, which will cover your first week with us, will be led by your Head of Department, during which you will be introduced to the key employees and departments with which you will interact and start to understand our processes and procedures.

We recognise 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 these.
5. **JOB DESCRIPTION**

You will be provided with a job description which details the main duties of the position to which you have been appointed. We may make amendments to your job description from time to time, in relation to the changing needs of the College and your own abilities. No changes will be made without first consulting you and giving you the opportunity to comment on the changes.

Please note that we do expect casual workers 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

1. 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.

2. 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.
PAY

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

All casual workers are paid monthly 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 attendance bonus payments. 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.

2. 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.

3. 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: 0300 200 3300
Pembroke College Employer Reference: 126/U33
Website: www.gov.uk/HMRC
HOLIDAYS

1. **ANNUAL HOLIDAYS**
You are entitled to paid annual leave in accordance with the relevant statutory provisions. 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.

1. **CONDITIONS OF THE STATUTORY SICK PAY SCHEME:**

   a) **If you have had at least 3 months continuous employment with the College:**

   SSP entitlement will continue for the whole of the PIW unless:
   - you have been given written notice that the contract has come to an end.
   - SSP entitlement stops for some other reason.

   b) **If you haven’t had 3 months continuous employment with the College:**

   SSP entitlement will continue to the end of any assignment you have agreed to work. If you have been offered and accepted other assignments when you went sick, entitlement will then continue until the end of the last accepted assignment and the periods in between unless the contract has been ended in writing.
YOUR WORKING ENVIRONMENT

1. 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](http://www.pem.cam.ac.uk/the-college/human-resources). All employees should ensure they are familiar with this policy.

2. HEALTH AND SAFETY POLICY STATEMENT

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. The Governing Body considers health and safety to be a management responsibility equal to that of any other function. It is, therefore, the policy of the Governing Body to provide and maintain a working and educational environment that is safe and without risks to health, adequate as regards welfare facilities and that ensures that persons not in the College’s employment are not exposed to risks that may arise from the College’s activities.

The Governing Body is resolved to provide and maintain equipment and systems of work that are safe and will provide such information, training and supervision as is necessary to achieve this aim.

The Governing Body will provide such resources as may be necessary to enable it and its employees to meet their health and safety responsibilities.

In order to implement this policy the commitment of everyone concerned is necessary and it is a condition of employment that all employees will co-operate with the Governing Body by:

- Following instructions in the safety rules or notices displayed on College property.
- Complying with any code of practice or guidance that may apply to their work or workplace.
- Taking reasonable care for the health and safety of themselves and of any other persons who may be affected by their acts or omissions at work.

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 and workers; 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.

3. 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 and workers 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.

Note that the following provision is an express written term of all casual employees’ contracts of employment:

Deductions from pay may be made for overpayments, defective work, damage to College, employees’ or workers’ property or premises, failure to return any College property which is in your possession or for which you have responsibility and for the additional costs of covering your work should you fail to give the agreed advanced notification to end an agreed period of work. Deductions will be made from the next payment due and/or any monies outstanding at the end of your contract.

Any loss that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work, may render you liable to reimburse the full, or part of, the cost of the loss. A disciplinary hearing and full investigation will be conducted before any deductions from salary are made.

4. **ACCIDENT REPORTING 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.

5. **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.

6. **PROTECTIVE 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. Persistent failure to use protective clothing and equipment may result in disciplinary action.

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.

7. **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.

8. **EMERGENCY PROCEDURES**

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

9. **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 6 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.

10. ALCOHOL, DRUGS AND SUBSTANCE ABUSE

We have a duty to ensure, so far as is reasonably practicable, the health and safety and welfare at work of all our employees/workers and similarly you have a responsibility to yourself and your colleagues. The use of alcohol, non-prescribed drugs, and the misuse of substances such as glue or solvents, may impair the safe and efficient running of the College and is forbidden both during working hours and in the time prior to this where it could affect your ability to work safely. If you are unable to work properly, or cause your colleagues to have reason to object to your conduct, through either alcohol or drug use (or substance misuse), this may lead to action being taken against you under the 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. Action will also be taken if the misuse takes place at a conference, exhibition or social event either organised by Pembroke College or that you are attending as a representative of the College.

If you face a situation where you have become dependent on alcohol, drugs or substances, 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 you, 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, (e.g. makes you tired, drowsy, or dizzy), your Head of Department should be informed as to any risks this may cause to you and those who work with you.

11. HYGIENE FOR FOOD HANDLERS/CATERING CASUAL 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.

12. 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 and workers 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

- Before lifting the object, check there are no sharp or rough parts sticking out.
- Place your feet slightly apart to give a comfortable stance.
- Keeping your feet flat on the floor, squat down, keeping your back straight.
- 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.
- 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.

- Always remain upright.
- Keep your spine straight.
- Put your hands straight out in front of you and grasp the object firmly.
- Depending on the direction, lean backwards and/or forwards, transferring the weight to the most backward or forward foot.
- Remain upright at all times, keeping your spine straight.

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

13. 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 our employees and workers 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.

14. CLOSED CIRCUIT TELEVISION

CCTV cameras are in operation in Pembroke College. These have been installed to help protect the assets of Pembroke College, investigate and/or to detect crime, apprehend and/or prosecute offenders, and to protect personal safety. CCTV footage may be used as evidence in criminal proceedings, in disciplinary investigations and hearings, and for safety monitoring. Appropriate signage informing employees, workers and visitors of the CCTV system is in place. CCTV footage is stored securely with only authorised people having access. It is retained in accordance with our impact assessment and only for as long as is necessary.

For further information please see the CCTV Policy and Code of Practice in the Health and Safety Policy and Procedures Handbook.

15. RIGHT OF SEARCH

We reserve the right of search to combat theft, or the use of drugs or any other illegal substances on College premises.

To this end, we may carry out random checks on visitors’ and workers and employees' identity, person and property, including vehicles whilst on our premises, many of which are simple precautionary measures and do not imply suspicion.

Any employee or worker 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.

16. ACCIDENTAL DAMAGE OR LOSS OF YOUR PROPERTY

We do everything possible to keep our 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 our premises.

17. 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.

18. 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.

We reserve 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 this as gross misconduct. Theft is grounds for immediate termination of employment and may cause us to bring criminal charges.

19. **PARKING**

**CAR PARKING**

Car parking on-site is extremely limited and under considerable pressure. Not all casual 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 HR Office with consultation of 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 casual staff with permission to park from the Bursar’s Office may do so.

**BICYCLES/MOTORCYCLES:**

- Bicycles should be kept in the designated cycle storage areas.
- 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.
- 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.
- Under no circumstances should you park in areas designated for disabled people or visitors unless eligible to do so.
OTHER RULES AND INFORMATION

1. CONFIDENTIALITY

Pembroke College holds confidential information about all employees, workers, Fellows and students. All staff, workers, 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 casual staff that have access to confidential information ensure that confidentiality is maintained properly at all times.

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 General Data Protection Regulations (GDPR). If you are unsure of the current legal requirements please check with your Head of Department.

In general, all information that:

- Has been acquired by you during or in the course of your employment, or has otherwise been acquired by you in confidence and;
- Relates to College affairs including minutes of meetings and supporting papers, College members, employees, Fellows, students or other persons or businesses with whom we have dealings of any sort and;
- 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.

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 discuss 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.

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 College wishes to ensure that confidential material is disposed of appropriately and has a contract with a confidential shredding company. This is the preferred and most secure method of disposal. Please ask your Head of Department for more information about this service. In-house shredders are provided but are considered to be less reliable as a method of destruction. Please ask your Head of Department if you are in any doubt as to whether to use the contract service or in house shredders.

2. THE GENERAL DATA PROTECTION REGULATIONS (GDPR) 2018

The College holds personal data about job applicants, employees, clients, suppliers and other individuals for a variety of business purposes.

This policy sets out how the College seeks to protect personal data and ensure all casual staff understand the rules governing their use of personal data to which they have access in the course of their work.

In particular, this policy requires casual staff to ensure that the Bursar should be consulted before any significant new data processing activity is initiated to ensure that relevant compliance steps are addressed.

The Bursar is responsible for the monitoring and implementation of this policy. If you have any questions about the content of this policy or other comments you should contact the Bursar.

3. SCOPE

This policy applies to all staff, which for these purposes includes employees, temporary and agency workers, other contractors, interns and volunteers.

All casual staff must be familiar with this policy and comply with its terms.
The College may supplement or amend this policy by additional policies and guidelines from time to time. Any new or modified policy will be circulated to casual staff before being adopted.

4. **DEFINITIONS**

   In this policy:

   - "business purposes" means the purposes for which personal data may be used by the College, e.g. personnel, administrative, financial, regulatory, payroll and business development purposes and health and safety;
   - "personal data" means information relating to identifiable individuals, such as job applicants, current and former employees, agency, contract and other staff, clients, suppliers and marketing contacts. This includes expression of opinion about the individual and any indication of someone else’s intentions towards the individual;
   - "sensitive personal data" means personal data about an individual’s racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership (or non-membership), physical or mental health or condition, sexual life, criminal offences, or related proceedings. Any use of sensitive personal data must be strictly controlled in accordance with this policy;
   - "processing data" means obtaining, recording, holding or doing anything with data, such as organising, using, altering, retrieving, disclosing or deleting it.

5. **GENERAL PRINCIPLES**

   The College’s policy is to process personal data in accordance with the applicable data protection laws and rights of individuals as set out below. All employees and workers have personal responsibility for the practical application of the College’s data protection policy.

   The College will observe the following principles in respect of the processing of personal data:

   - to process personal data fairly and lawfully in line with individuals’ rights;
   - to make sure that any personal data processed for a specific purpose are adequate, relevant and not excessive for that purpose;
   - to keep personal data accurate and up to date;
   - to keep personal data for no longer than is necessary;
   - to keep personal data secure against loss or misuse;
   - not to transfer personal data outside the EEA (which includes the EU countries, Norway, Iceland and Liechtenstein) without adequate protection.

6. **FAIR AND LAWFUL PROCESSING**

   Casual staff should generally not process personal data unless:

   - the individual whose details are being processed has consented to this;
   - the processing is necessary to perform the College’s legal obligations or exercise legal rights, or
   - the processing is otherwise in the College’s legitimate interests and does not unduly prejudice the individual’s privacy.

   When gathering personal data or establishing new data protection activities, casual staff should ensure that individuals whose data is being processed receive appropriate data protection notices to inform them how the data will be used. There are limited exceptions to this notice requirement. In any case of uncertainty as to whether a notification should be given, casual staff should contact the Bursar’s office.

   It will normally be necessary to have an individual’s explicit consent to process ‘sensitive personal data’, unless exceptional circumstances apply or the processing is necessary to comply with a legal requirement. The consent should be informed, which means it needs to identify the relevant data, why it is being processed and to whom it will be disclosed. Casual staff should contact the Bursar’s office for more information on obtaining consent to process sensitive personal data.

7. **ACCURACY, ADEQUACY, RELEVANCE AND PROPORIONALITY**

   Casual staff should make sure data processed by them is accurate, adequate, relevant and proportionate for the purpose for which it was obtained. Personal data obtained for one purpose should generally not be used for unconnected purposes unless the individual has agreed to this or would otherwise reasonably expect the data to be used in this way.

   Individuals may ask the College to correct personal data relating to them which they consider to be inaccurate. If a member of casual staff receives such a request and does not agree that the personal data held is inaccurate, they should nevertheless record the fact that it is disputed and inform the Bursar’s office.
Casual staff must ensure that personal data held by the College relating to them is accurate and updated as required. If personal details or circumstances change, casual staff should inform the Bursar’s office so the College’s records can be updated.

8. **CCTV**

We utilise CCTV at our premises for the purposes of crime prevention and protection of our staff, workers, visitors and premises.

We recognise that the use of CCTV is potentially intrusive and as such access to CCTV footage is restricted to those staff who have a need to access. Only those individuals authorised by the Bursar to do so are permitted to view CCTV footage and no footage may be released without the authority of the Bursar.

9. **SECURITY**

Casual staff must keep personal data secure against loss or misuse. Personal data must not be provided to third parties unless it is necessary to do so and in accordance with the data protection principles. Where the College uses external organisations to process personal data on its behalf additional security arrangements need to be implemented in contracts with those organisations to safeguard the security of personal data. Casual staff should consult the Bursar to discuss the necessary steps to ensure compliance when setting up any new agreement or altering any existing agreement.

10. **DATA PROCESSORS**

Where any personal data that we hold is passed to third parties to process on our behalf this must only be done where we have satisfied ourselves as to the suitability of such third party and have a formal written agreement in place. All such agreements must be approved by the Bursar and entered on our data processor register.

11. **DATA RETENTION**

Personal data should not be retained for any longer than necessary. The length of time over which data should be retained will depend upon the circumstances including the reasons why the personal data were obtained.

12. **INTERNATIONAL TRANSFER**

Casual staff should not transfer personal data internationally without first consulting the Bursar. There are restrictions on international transfers of personal data from the UK to other countries because of the need to ensure adequate safeguards are in place to protect the personal data. Casual staff who are unsure of what arrangements have been or need to be put in place to address this requirement should contact the Bursar.

13. **RIGHTS OF INDIVIDUALS**

Individuals are entitled (subject to certain exceptions) to request access to information held about them. All such requests should be referred immediately to the Chief Executive. This is particularly important because the College must respond to a valid request within the legally prescribed time limits.

Any member of casual staff who would like to correct or request information that the College holds relating to them should contact the Bursar's office. It should be noted that there are certain restrictions on the information to which individuals are entitled under applicable law.

Casual staff should not send direct marketing material to someone electronically (e.g. by email) unless they have consented to receiving such communications. Casual staff should abide by any request from an individual not to use their personal data for direct marketing purposes and should notify the Bursar about any such request. Casual staff should contact the Bursar for advice on direct marketing before starting any new direct marketing activity.

14. **REPORTING BREACHES**

Casual staff have an obligation to immediately report actual or potential data protection compliance failures to the Bursar as soon as they are identified. This allows the College to:

- investigate the failure and take remedial steps if necessary; and
- make any applicable reports to the Information Commissioner and others. We have a very short period of time to make such reports.

15. **CONSEQUENCES OF FAILING TO COMPLY**

The College takes compliance with this policy very seriously. Failure to comply puts both casual staff and the College at risk. The importance of this policy means that failure to comply with any requirement may lead to disciplinary action, which may result in dismissal.
Casual staff with any questions or concerns about anything in this policy should not hesitate to discuss these with the Bursar.

If you have any concerns over the requirements of GDPR, 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.

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.

16. 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.

17. USE OF COLLEGE IT SYSTEMS AND EQUIPMENT

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 casual staff may use the equipment.
- Only authorised software may be used.
- Only work-related tasks may be carried out during working hours.
- 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/issss/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.

- Copying software from or to the equipment without permission from a member of the IT Department.
- Disabling virus-checking software.
- Sending messages that constitute bullying or harassment.
- On-line gambling.
- Accessing or transmitting pornography (in this context material with a violent or sexual content that offends others).
- Handling copyright information without the appropriate permission or payment.
- 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.
- Carrying out any commercial activity.

18. SOCIAL MEDIA

The term social media refers to ‘websites and applications which enable users to create and share content or to participate in social networking’ (OED).

Popular social networking websites include:

- Facebook: a social networking site that allows users to create profiles, upload photos and video, send messages, keep in touch with friends, family and colleagues, and follow organisations.
- Twitter: a social networking microblogging service that allows registered members to broadcast short posts of 140 characters (max), post videos and photos, called tweets.
- LinkedIn: social networking site for business and career development. LinkedIn allows registered members to establish and document professional networks of people.
- Instagram: a social network that enables users to take, edit and share photos with other users via Instagram’s own platform, email, and social media sites.
• **Flickr**: an image hosting and video hosting website.
• **YouTube/Vimeo**: video-hosting websites that allow members to store and serve video content.
• **Vine**: a mobile application that enables users to record and share short (max. 6 seconds), looping video clips.
• **Snapchat**: a mobile app that allows users to send and receive "self-destructing" photos and videos. The sender determines how many seconds the recipient can view the ‘Snap’ before the file disappears from the recipient's device.
• **Pinterest**: a social media platform for sharing and curating images online.

Pembroke College has official Twitter, Facebook, LinkedIn, Instagram, YouTube, Vimeo, Vine and Pinterest accounts. These are monitored and coordinated, as part of a college communications strategy, and new official College accounts should not be created without taking advice from the Senior Tutor, the Development Director and the College Recorder.

19. **USE OF SOCIAL MEDIA**

With at least 6 in 10 Britons actively using social media, it is likely that a majority of College staff also use it on a regular basis as a useful tool personally and professionally.

A person's online reputation is formed via posts by that individual, posts by others about that individual, posts by others pretending to be that individual. It is what a person's digital footprint says about them.

The College recognises that via social media, casual staff can be among its greatest advocates, and welcomes content generated by its employees, which can be re-posted through its official social media channels to promote the work of the College.

However, the College encourages employees to be circumspect in posting about their work. Anything written on a web page, or on social networking sites or a personal blog, could be regarded as a public declaration, equivalent to hanging a poster on the Senate House railings or standing up and making a speech in Hall. Employees should also be aware that other organisations may read employees' personal blogs, to acquire information on, for example, their work, products, and employee morale. Remember that the internet never forgets - when something is posted online it will always be there.

20. **THINK BEFORE YOU POST.**

Even if Pembroke is not directly referenced in a social post, inappropriate comments can adversely affect the reputation of the College, as well as the employee or casual worker. It should be noted that if comments/photos are likely to be construed as linked to Pembroke 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, the College will treat this as a serious disciplinary offence.

The College does not wish to prohibit the use of social media by employees but casual staff must not:

• Post anything that breaches copyright or other law, or discloses confidential information, defames the College or its suppliers, clients/customers, Fellows, students or employees, or discloses personal data or information about any individual that could breach the General Data Protection Regulation (GDPR). In summary, if something is not public information, it should not be shared.
• Post anything that could be construed as defamatory, or as harassment or bullying of another member of the College. Pembroke has a zero tolerance policy on bullying and harassment. Social media posts which break this – even if posted in non-work time, from personal devices - will lead to the employee being disciplined.
• Contravene the College’s IT policy or misuse of College equipment.
• Post anything which is damaging to the reputation of the College or to employees of the College (See Whistleblowing Policy).
• Misrepresent themselves or their role with Pembroke on a social media profile (for example on LinkedIn).
• Air business concerns or complaints on social media: these should be raised with a manager or formally through the College’s grievance procedure.
• Claim or give the impression that they are speaking on behalf of the College, unless they are running an official College social media account.
• Any questionable response received by an employee relating to a posting they made that concerns the College should not be replied to, but should be referred to their line manager in the first instance.

The College also strongly advises employees to bear in mind the following guidelines:

• The ‘mother rule’ – before you post anything ask yourself, what would your mother – or line manager - think? The College has no desire to monitor the personal lives of its employees, but if
aspects of those personal lives are made public in a way that contravenes any of the points above it will be obliged to respond - it may on occasion do so.

- Privacy settings – these can be set to restrict who you accept as a follower/friend and who has access to your posts. You may regret a post and delete it from your account, but by this time, someone may have reposted your comment/image, possibly via a screen grab. Consider carefully which fellow casual staff members you might want as a follower/friend. Is it appropriate to connect with your line manager, for example?
- Consent - If you want to post an image taken on the College site, or on College business (i.e. the Staff Outing), have you obtained the consent of the other people featured in the photo for you to do so? If someone objects, do not post the image, or if you have already done so, take down the image immediately, or edit the image to obscure or remove that person.
- Disclaimer statement – employees should consider putting a disclaimer statement on their social media profile, stating that “Any views expressed are the writer’s own do not represent the positions or opinions of my employer.”

21. SOCIAL MEDIA AT WORK

While employees and casual workers are allowed to access their personal social media sites on their work computer during their formal breaks, they should not otherwise do so at other times, unless it is for specific work-related reasons.

If, however, an employee is asked to contribute to an official weblog on behalf of the College then the specific details will be discussed with the College Recorder or other appropriate member of staff 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.

It is important to note that our students’ and alumni and other business contact details and information remain the property of the College. Upon leaving our employment, for any reason, 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. mobile phones).

22. PERSONAL VIEWS DISCLAIMER

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

Any member of casual 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.

23. ELECTRONIC COMMUNICATIONS

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.

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.

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.

Many forms of electronic communication are as legally binding as letters. Think before you press “Send”.

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.
STANDARDS

1. 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.

Our 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.

You are required to notify the HR Manager immediately you become aware of any legal proceedings being taken against you (including any motoring offence if you drive a College vehicle for business use or use a College vehicle for personal use), or if any allegations of impropriety or misconduct are made against you that may affect your ability to undertake your work for the College or may affect the College’s reputation. If you are charged with a criminal offence you must notify the HR Manager immediately.

2. DRESS CODE AND APPEARANCE

Your personal appearance is an important contribution to the image and reputation of the College and we expect that all casual 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 casual staff should present a professional image with regard to appearance and standards of dress, as appropriate to their responsibilities.

Please observe standards of dress and appearance (e.g. hair and body adornment) 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. The Head of Department or Line Manager will advise you if your dress or appearance is not appropriate for working in a professional environment.

Your Head of Department/Line Manager/Supervisor may request that any visible tattoos be covered whilst at work. We aim to be fair and reasonable and for our requirements to apply with equal formality to all genders.

3. 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.

4. STUDENT RELATIONS

We place great emphasis on maintaining good and long-term relationships with our students. You are therefore reminded that you are a representative of Pembroke College when dealing with students and must act in a responsible, courteous and professional manner.

Pembroke College expects employees to behave in-line with their pastoral responsibility towards our International Programmes students.

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, students for any purpose other than for the legitimate business interests of Pembroke 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.
5. **PERSONAL RELATIONSHIPS AT WORK**

We recognise that, from time to time, close personal relationships may develop between members of casual staff and between casual staff and students.

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 or casual worker’s position of trust, a breach of our required standards of propriety, a compromise of professional standards, a conflict of interests or a potential breach of confidentiality.

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.

Any such information will be treated in the strictest confidence if requested; the focus will be on determining whether there is a 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.

6. **GIFTS AND HOSPITALITY**

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 or any hospitality or entertainment of any kind), may be accepted from a supplier, student or 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 to 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.

However, on no account may any inducement be offered to, or received from any client/customer or supplier of goods or services with the intention of gaining a business advantage (i.e. a bribe). If you are found to have accepted or given any bribe you will face disciplinary action, which could include dismissal for gross misconduct. You are also required to disclose any concerns about bribery (or any other unlawful activity), whether in relation to your colleagues, Head of Department, contractors or anyone associated with our College.

7. **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 Casual 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.

8. **DEALING WITH 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 permission. If approached by a member of the press, do not say 'no comment'. Take the contact details and ensure that the message is passed on immediately to the Bursar’s Office in the first instance.

No publication of any material or opinion based on experience gained with us may be made without the written consent of the Bursar’s office.

9. **INTERNAL COMMUNICATIONS**

Good communications are essential to the effective running of the College and we welcome the contributions of all casual staff to improving 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](http://www.pem.cam.ac.uk).

Staff meetings are held periodically and all casual 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.

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, Staff Bulletin and noticeboards, may also be utilised to keep you informed. All notices, vacancies, and other information of general interest will be displayed on our intranet/noticeboards and placed in the Staff Bulletin if time allows. Please do not display any information of your own without gaining the prior permission of your Head of Department.

10. 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.

Personal 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 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 personal file, you may do so at any time by sending a request to the HR Manager. The form is available to download from the College website. 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 what and provide full details so that we may correct this.

We will not ask you for, or record on paper or electronically, personal information which is not necessary for us 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, personal information, you should make every effort to comply with the General Data Protection Regulation (GDPR). 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].

11. CHANGES TO PERSONAL DETAILS

The General Data Protection Regulation (GDPR) 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; home address; home telephone or personal mobile number; e-mail address, marital status; emergency contacts; gain or loss of a dependant; attainment of a professional qualification or membership of a professional organisation and change of registration number (if you use your car for business use or park it on our premises). 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.

12. USE OF BUSINESS FACILITIES FOR PERSONAL USE

Our facilities (such as the photocopier, fax and franking machines and computers) are intended for business use only and may only be used for personal matters with prior authorisation.
13. PERSONAL MAIL

Personal mail, as distinct from business correspondence, may be sent to the College address, but employees should seek prior authorisation from 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 as you are notified that they have arrived. Employees are permitted to use the College franking, for which payment should be made to the Porters Lodge immediately after use. A record book showing personal usage is placed in the Porters’ Lodge and must be completed each time the franking machine is used.

14. PERSONAL TELEPHONE CALLS

Any telephone calls made from our premises are not regarded as private or confidential and logs of calls showing the numbers dialled may be monitored and checked at any time. Local private calls may be made from the offices without charge but should be kept brief and infrequent. Private long distance calls within the UK must be avoided except in an emergency; private calls abroad are not permitted. Personal calls should be kept to a minimum and the College reserves the right to charge for excessive personal calls made.

Private incoming calls are permitted, but the frequency and duration of such calls should be kept to a minimum. Reverse charge calls will not be accepted: should it be discovered that personal calls have been received on this basis disciplinary action may be taken and the employee will normally be required to refund the cost of such calls.

Personal mobile phones should 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 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.

15. PERSONAL VISITORS

In order to uphold a professional environment, visits of a personal nature from friends or family members (other than in emergencies) are strongly discouraged. If necessary such visits must take place during break times and follow the usual procedure for visitors.

16. BUYING OR SELLING GOODS

You are not allowed to buy or sell goods on your own behalf on our 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.

17. COLLECTIONS

No collections of any kind are allowed on our premises without the prior specific 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.

18. IDEAS AND INVENTIONS

We encourage all our employees and workers to develop new ideas and innovations to the benefit of Pembroke College. Any intellectual property rights subsisting in any idea, work or item created, modified or held by you in the course of your employment will automatically become the property of Pembroke College unless the idea or work falls outside the mainstream of our business interests. We ask that you discuss the existence of such intellectual property with your Head of Department.

19. PURCHASES ON BEHALF OF PEMBROKE COLLEGE

Specified individuals only 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.

20. RESIGNATION

Should you wish to terminate your employment before the agreed end of an agreed period of work, please discuss your decision with your Head of Department prior to submitting your formal notice of resignation. Your notice, which should be in writing, and be dated, should be handed to your Head of Department. The period of notice to terminate your employment by either party is specified in your contract of employment.

Your Head of Department will complete a Staff Leaver Form for HR and payroll purposes. You will be paid in the next available payroll run after notification, and will be sent a P45 after your final payment is made.

At your request, we may waive the requirement for you to work some or all of the required period of notice. In such circumstances, salary will not be payable for the portion of the notice period which is not worked. If
you do not provide the required period of notice, or leave before your notice period expires, you will only be paid up to the last day you worked. Holiday entitlement will only accrue up to this date.

We may require you to take some or all of any outstanding accrued holiday entitlement during your notice period; but also, if you have already booked some holiday during your notice period, then we may require that you do not take holiday booked in your notice period although it had previously been authorised, but work out your complete notice period. Alternatively, if we agree that you take the authorised holiday, we may require you to extend your notice period by the same amount so that you work the full notice period.

If you commit any act of gross misconduct during your notice period we have the right to terminate your employment summarily without notice.

21. RETURN OF COLLEGE PROPERTY AND FINAL PAYMENTS

When your employment with us ends (or immediately on request) please ensure that all College property and information, (including files, keys, mobile telephone, car, laptop (and passwords), credit cards, training manuals, office equipment, university card and swipe card 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 payment for the net salary for the time you have worked that month will be posted to you when the salaries are processed.

22. REFERENCES

We do not normally give open ‘to whom it may concern’ references to employees leaving our employment, but will normally 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

1. INTRODUCTION

We believe all of our 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.

2. 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 around. In addition, we aim to ensure that (as far as is practicable) employees are protected from harassment of any kind from clients, customers and other contacts.

3. AIMS OF THIS POLICY

This policy aims to ensure that a zero-tolerance stance on bullying and harassment is adopted by all employees and workers; 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 this without fear of reprisal.
- A policy under which any problems may be resolved and any further recurrence prevented.

4. 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).

5. 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 any personal characteristic of the 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, even if he/she does not). 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. The fact that harassment was not intended does not mean that it cannot have occurred; however, harassment will not have taken place if the complainant's perception of the conduct in question is unreasonable in all of the circumstances.

Note that the person complaining of harassment need not necessarily be the person towards whom the behaviour was directed. For example, a person who overhears comments made to someone else, and who is offended by those comments, may still complain of harassment.

6. RESPONSIBILITY

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

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 it is dealt with confidentially and promptly.

Employees also have a responsibility to behave appropriately in the workplace. They should raise with 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.

7. 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 conduct** - 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 origins), disability, sexual orientation, religion or belief, age, marital status or civil partnership, pregnancy/maternity 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 conduct or assault but also verbal bullying such as insulting or threatening comments; comments intended to undermine, belittle, embarrass or humiliate the recipient; 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 using the employee's own technology to contact a colleague in an intimidating or malicious manner.

- **Coercion** - 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; or if the conduct interferes with the affected person's work performance; or if it 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 that he/she wants it to stop.

All employees and workers should note that any act(s) 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. It 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.

Employees and casual workers should always consider how their behaviour or conduct would appear to a Head of Department, or if it was reported to the press or on TV, and to refrain from any language or texts made outside of work using either our or the employee's own equipment, as well as abusing employees via social networking sites.

8. **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 College 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 and workers 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 absenteeism and staff turnover.

Therefore, all employees and casual workers will be informed of our policy towards bullying and harassment and that all complaints of harassment will be treated very seriously. All Heads of Department 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.
9. **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 and workers to discuss any problems in confidence with someone they trust and feel comfortable talking to. Anyone 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 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, the matter will be treated as strictly confidential.

10. **DEALING WITH BULLYING AND HARASSMENT AT AN INFORMAL STAGE**

An employee or worker who, at any time, feels that he/she is a victim of minor bullying or harassment should make it clear to the perpetrator as soon as possible that the behaviour is unacceptable to him/her, explain the effect that the behaviour is having on him/her and that it must stop. If he/she feels unable to do this verbally then a written request may be effective.

The following are some words which it may be helpful to use in a letter or in speech:

- Describe the behaviour very precisely, where and when it happened. If you are vague the person causing the problem may be able to pretend that he or she does not understand what you are talking about.
- Tell the person how you feel about what has happened.
- Describe the effect it is having on you (you may find you are avoiding the person, or working less effectively so that your work performance is affected).
- Say precisely what you want to happen. Including the steps above, you could write or say “on the (day/date) at (time), you (describe the behaviour precisely). Your behaviour made me feel (describe your feelings and reactions). I wish you to stop (the behaviour). You are harassing/bullying me and I have made a written record of the details. If this behaviour towards me is repeated I may make a formal complaint.

Alternatively, one of the people designated above may be requested to approach the person on the individual’s behalf or to help him/her in taking such action.

The employee or worker may wish to keep a written record of the details of any incidents of perceived bullying (including date; time; place; name of person allegedly harassing the individual; what happened including verbatim quotes of relevant comments where possible; how the individual felt at the time; names of any witnesses and any action taken), and retain any texts, emails, voice messages or other evidence that may support his/her allegations.

11. **FORMAL PROCEDURE**

Where informal methods fail, or serious bullying or harassment occurs, a formal written complaint should be made and, if necessary, assistance should be sought from one of the people designated above. Whilst recognising the employee or worker’s feelings and the effect the alleged behaviour may have had on him/her, it is important to establish the facts and he/she will be asked to provide details of the allegations, i.e.:

- 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?

This complaint may be made to either to your Head of Department or the HR Manager.

The employee or worker may, if he/she wishes, be supported throughout the procedure and at any meetings by any of the people designated above or by a colleague of his/her 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 casual workers (and also any external parties) involved in the investigation are expected to respect the need for confidentiality. Failure on the part of employees or casual workers (whether recipient, perpetrator or witnesses) to do so will be considered a disciplinary offence. Copies of statements made by
witnesses will be made available to both the person making the complaint 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 this behaviour has every opportunity to defend or explain his/her actions. The employee or casual worker 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 or casual worker believed to be guilty of bullying/harassment will be consistent with other disciplinary offences. Where the bully/harasser is given a warning short of dismissal, discussions will take place with the person making the complaint, and, where necessary, any reasonable steps will be taken to alter working practices to minimise contact between the affected employees.

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

Anyone who brings a complaint of bullying or harassment will not suffer victimisation for having brought 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.

12. 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 being encountered, or the employee or worker continues to suffer stress or anxiety, immediate action should be taken to investigate or find a solution.

13. 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, an employee or worker who is not happy with the outcome of a complaint raised under this policy (or who feels, after time, that the situation has either not improved or has deteriorated again), may use the grievance procedure instead. Our grievance procedure may be used as an alternative procedure, but not as an additional procedure for the same issue.

14. RELATED POLICIES AND DOCUMENTS

We also have the following related policies and documents:

- Disciplinary Procedure.
- Equal Opportunity Policy.
- Grievance Procedure.
- Whistleblowing Policy.

15. IMPLEMENTATION, MONITORING AND REVIEW OF THIS POLICY

This policy will take effect from 1st February, 2018. The HR Manager has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation and may be changed from time to time.

Any queries or comments about this policy should be addressed to the HR Manager.
DRIVING ON BUSINESS POLICY

1. **INTRODUCTION**

Every week more than 20 people are killed and 250 seriously injured in 'at work' road accidents in the UK. This figure excludes accidents that occur whilst commuting to/from work.

This policy is non-contractual but seeks to set out how Pembroke College aims to manage driving on business.

2. **SCOPE OF THIS POLICY**

This policy applies to all Fellows, students, employees and workers and volunteers who drive on College business, whether in a vehicle owned or leased by Pembroke College or in their own vehicles. It includes those whose business travel is infrequent and those who use their own vehicles or hired vehicles to travel to/from clients, training courses, seminars or work-related functions of any kind.

3. **AIMS OF THIS POLICY**

We aim to ensure that those who drive on business do so safely, and that any risks are identified and reduced as far as is reasonably practicable.

In order to do this, we will:

- Maintain relevant records about those who drive on business, including their annual business mileage; where and when they travel on business; any endorsements on their licences and any health conditions that may affect their ability to drive safely.
- Carry out health and safety risk assessments and establish what their risks and exposures are, and how they can minimise these (this will include route and delivery point assessments).
- Undertake regular checks of driving licences and company vehicles.
- Require those who claim expenses for driving their own vehicle to confirm that their vehicle is taxed, MOT’d (where appropriate) and insured for business use.
- Regularly review our accident reporting procedures and ensure that any accidents whilst driving on business, including in private or hired vehicles, are promptly reported to us.
- Provide safety instruction and driving assessments where we feel this to be necessary.
- Regularly review the time spent driving on business, and ensure that working time and breaks comply with the Road Transport (Working Time) Regulations (or Working Time Regulations for those who drive infrequently on business).

4. **LEGAL CONSIDERATIONS**

The following pieces of legislation apply to this policy:

- The Health and Safety at Work etc. Act 1974.
- The Corporate Manslaughter and Homicide Act 2007.
- The Drug Driving (Specified Limits) (England and Wales) Regulations 2014.
- The Smoke-free (Private Vehicles) Regulations 2015.

5. **DEFINITIONS**

For the purposes of this policy the following definitions apply:

- A “company vehicle” is any car or van that is provided by Pembroke College.
- “Driving on Business” includes any journeys made by an employee or worker driving either a company vehicle or their own personal vehicle and covers all journeys other than those between home and their normal place of work.

6. **RESPONSIBILITIES**

Fellows, students, employees and casual workers are required to support this policy fully and to ensure that all practical measures are taken and appropriate resources in the form of equipment, personnel and time are made available in respect of enhancing safety whilst driving at work.
Head of Departments and supervisors must:

- Bring this policy to the attention of all those who report to them and who are permitted to drive on business and ensure that it is adhered to.
- Ensure that anyone who drives on business is insured to do so.

Drivers are expected to make themselves familiar with this policy to ensure that they practice safe methods of driving at all times, and to inform their Head of Department immediately of any driving offences, health conditions that may affect their ability to drive safely and/or any concerns about their ability to make a particular journey safely for any reason.

7. REGISTER OF AUTHORISED DRIVERS

All employees who drive on College business, whether in a vehicle that is owned or leased by Pembroke College or a private or hire vehicle, must hold a full, valid driving licence and must complete and sign a copy of the Driver Safety Checklist which is available from the HR Office. HR will need to photocopy their full driving licence. A DVLA authorisation form must also be completed and signed for the HR Office. Drivers of private vehicles must also ensure that their insurance covers them for business use. This is a pre-condition to claiming business mileage or other driving-related expenses and is the responsibility of employees. Driving licences will be rechecked annually.

8. RISK ASSESSMENTS AND EYESIGHT TESTS

Drivers who are identified as being potentially more at risk may require a Risk Assessment to be carried out. Urgent action will be taken for drivers with severe pain or a medical history of low back injury; an inappropriate vehicle; high driving exposure or other risk factor. These drivers will be offered support until their risk is deemed to be low. Where appropriate, this may include additional training; medical guidance; reduced exposure to driving; change of daily tasks; or specialist advice (e.g. ergonomist, physiotherapist).

We may require all employees and casual workers who drive on college business, whether this be in their own vehicle or one leased, hired or owned by Pembroke College to have their eyesight checked. If this is a requirement the cost of any eyesight test will be met by Pembroke College through the Corporate Eye Test Scheme.

9. DRIVING STANDARDS

Drivers must drive with due care and attention, respecting all local and national traffic regulations and speed limits. They are required to take note of the condition of the vehicle, its loading, the weather and road conditions etc., and take all sensible steps to ensure the safety of the vehicle, its passengers and other road users at all times.

All drivers are reminded of the necessity to carry out regular checks on vehicles, including tyre condition, lights, lubricant levels, level of screen wash and any other check required for the safe operation of the vehicle whilst it is on the road.

The wearing of seatbelts by drivers should be in accordance with the law.

The driver is also responsible for ensuring the maximum safety of the vehicle and contents when it is parked. He/she must ensure that the vehicle is locked and secure, the alarm is switched on and the parking brake is applied.

10. MINIMISING STRESS AND FATIGUE

Drivers should not put pressure on themselves to undertake a journey that may cause undue fatigue.

Guidance will also be provided on the importance of ergonomics, as the lack of correct comfort and position whilst driving can lead to poor posture, tiredness, irritability and lack of concentration. The correct footwear will be stressed as an important part of driving ergonomics.

Drivers should try not to drive when they would normally sleep, i.e. early morning or late at night. They should take regular breaks (a minimum break of 15 minutes is recommended after every two hours of driving) and should stop to eat and drink, rather than eating whilst they drive. If feeling tired, they should stop in a safe place and rest for at least 15 minutes, and have a drink containing caffeine if necessary. Loud music and letting air into the car are not effective ways for counteracting signs of fatigue.

Where possible, and where other authorised drivers are travelling together, the driving should be shared.

Those who only drive rarely on business are required to use their common sense and ensure that they take a break in their journey if necessary. Such employees and casual workers are also expected to avoid driving long journeys if alternative transport is available. Note that all travelling time (except for that between home and work) is regarded as working time under the Working Time Regulations 1998. Drivers of vehicles over 3.5 tonnes maximum weight are covered by the Road Transport (Working Time) Regulations 2005, and
should ensure that they comply with the requirements set out in these for breaks and working hours. Drivers must comply with all legal requirements which regulate maximum permitted driving hours.

11. JOURNEY PLANNING

Our Heads of Department will encourage the proper planning of journeys to avoid known problem areas and minimise driver stress. Predicted weather conditions should be taken into account and planned journey times should be realistic. Any employee or casual worker who we believe to be guilty of driving unlawfully or without courtesy to other road users will be subject to disciplinary action. Drivers should ensure that routes are well planned in advance wherever possible, especially if travelling alone, after dark or in adverse weather conditions and that they have suitable means for contacting us in case of emergency.

Drivers are also required to set their radios to pick up any traffic warnings re accidents etc. so that they may avoid those areas altogether.

12. PERSONAL SAFETY

Drivers should be alert for potentially dangerous or competitive situations and avoid them. If such a situation is encountered, they are advised to stay calm and not to react to provocation.

Drivers should use well-lit and frequently used car parking areas. All valuables should be removed from view and, on returning to the vehicle; the driver should check for signs of tampering before getting in.

Vehicles should be locked when left unattended or in slow-moving traffic and should be regularly filled with fuel. Drivers should be aware of other drivers signalling faults about the vehicle. Before commencing a journey it is a good idea to check that brake lights are functioning.

Drivers should consider keeping useful items in their car such as a torch, a personal alarm, a map, a coat or blanket, a box of tissues, useful telephone numbers, a charged mobile phone (or car charger) an ice-scraper and a de-mister sponge or cloth.

13. BREAKDOWN GUIDANCE

Drivers of vehicles owned or leased by us will be issued with the procedures to be adopted in case of breakdown. Risk assessments will review the need for such items as a warning triangle, high visibility clothing to use in case of breakdown, first aid kits or fire extinguishers for vehicles.

Drivers should try to prevent breakdowns by regularly and appropriately maintaining their vehicles and by carefully planning their journey. Cars should be serviced in accordance with manufacturer instructions. Drivers of private vehicles should consider taking out membership of a recovery service. All drivers should ensure that they leave appropriate contact and location details with their Head of Department.

In the event of a breakdown at night, hazard warning lights and sidelights should be used to warn other road users of the obstruction in the road. Lifts should not be accepted from strangers. While waiting for the breakdown services to arrive drivers should stay close to the vehicle but well back from the road. If an unknown vehicle draws up, the driver should get back into the vehicle and lock it. For breakdowns on the motorway, drivers should try to park on the hard shoulder to avoid obstructing the lanes.

14. DRIVING WITH COURTESY AND CARE

Whilst on business, all drivers are representatives of Pembroke College and as such their behaviour reflects on our image and reputation. Drivers are expected to be courteous and abide by the Highway Code and other road traffic laws in place (especially speed restrictions).

15. MOBILE PHONES

It is a legal requirement that mobile phones must not be used to make or receive calls or text messages whilst driving or temporarily stationary in busy traffic (even if the traffic is not moving). Nor must mobile phones be used whilst driving to access any sort of data (e.g. via the Internet), nor to send or receive text messages or other images.

Drivers should ensure that they do not answer mobile phone calls whilst driving and that voicemail messages are attended to during motoring rest breaks. In addition, other Pembroke College employees are advised not to contact colleagues on their mobile phones if they know they will be driving. This rule also applies to those with "hands-free'' equipment. A driver who needs to use a mobile phone should be properly parked with the engine switched off.

Any drivers who are fined for using a mobile phone whilst driving will be required to pay such fines themselves and may face disciplinary action.

Mobile phones may be issued to casual staff who do not normally have them, as a means of contacting us in case of breakdown, accident, or other risk (e.g. when travelling at night and in unsafe areas).
16. **SMOKING**

Smoking is not permitted in the College Van or any vehicles leased by Pembroke College, nor is the use of e-cigarettes permitted. All of our vehicles have a "no smoking" sticker clearly displayed inside the vehicle. For more guidance, see our smoking policy.

17. **HEALTH CONDITIONS AND MEDICATION**

Any physical disability or illness that could affect a driver's ability to drive safely must be reported immediately to the HR Manager. Equally, an employee who is concerned that any prescribed drugs may affect his/her ability to drive safely (e.g. by making him/her drowsy or slowing his/her reactions) should always read the label on the medicine, be aware of any possible side effects and must report any concerns to the HR Manager prior to undertaking any driving on business. The HR Manager will decide whether the driver should be temporarily allocated other duties that do not involve driving.

Failure to comply with either of the above requirements will result in disciplinary action, which may include dismissal if the failure to report presents a serious risk to Pembroke College.

18. **DRIVING UNDER THE INFLUENCE OF ALCOHOL OR DRUGS**

It is a strict rule that employees and casual workers whose work involves driving should not consume alcohol during working hours, and should be aware that heavy drinking during the previous evening can affect their ability to drive safely and may leave them over the legal limit through to the next morning.

Whilst driving on business, drivers are expected at all times to keep well within the legal limits for the level of alcohol in the blood whilst driving, including the ‘morning after’ effects of intoxicating substances in the bloodstream. Note: the drivers’ breath alcohol level should not exceed 35ug/100ml; his/her blood alcohol level should not exceed 80 mg/100ml. Research shows that reactions are impaired and driving ability is reduced even when alcohol levels are well below the legal limit.

Employees and casual workers who drive in England and Wales should also note that it is an offence to drive, attempt to drive or be in charge of a motor vehicle on a road or other public place with more than the permitted amount of any one of 16 controlled drugs in the driver’s blood. Whilst the list of drugs includes illegal drugs (such as cocaine), drivers should note that it also includes drugs found in some medicines which are either legally prescribed or available over the counter. There is therefore a risk that drivers may inadvertently break the law when taking certain commonly used medicines, although they will have a defence if they have taken such drugs legitimately, following the advice of a healthcare professional, but not if they have ignored advice about the dosage or about the amount of time that should lapse between taking the drug and driving. All drivers should therefore ensure that they declare to us any medication they are taking which contains any of the drugs listed below, and also to keep evidence of any legally prescribed medicines with them to speed up the investigation process should they be stopped.

The controlled drugs (and the limits, in micrograms per litre of blood) are as follows:

- Benzoylecgonine 50
- Clonazepam 50
- Cocaine 10
- Delta-9-Tetrahydrocannabinol 2
- Diazepam 550
- Flunitrazepam 300
- Ketamine 20
- Lorazepam 100
- Lysergic Acid Diethylamide 1
- Methadone 500
- Methylamphetamine 10
- Methylene dioxyamphetamine 10
- 6-Monoacetylmorphine 5
- Morphine 80
- Oxazepam 300
- Temazepam 1000

The consumption of alcohol and/or use of illegal substances is strictly forbidden either just prior to, or whilst driving a company vehicle (or a personal or hire vehicle on business) and will be regarded as gross misconduct, and will normally result in summary dismissal. Driving whilst under the influence of illegal drugs or other intoxicating chemicals will also be classed as gross misconduct.

Any misuse of prescribed drugs while driving the College van (or a personal or hire vehicle on business), which has any potential adverse effect on the employee’s fitness to drive will also render the employee liable to disciplinary action.
We reserve the right to request anyone who drives on business to undertake a drugs/alcohol test at any time.

19. PARKING ON OUR PREMISES

Vehicles parked on our premises are parked at the owner's risk. We accept no responsibility for any damage caused to vehicles parked on our premises, however caused. There must be no discharging of tanks on the premises. Drivers must drive and park carefully with respect for their fellow drivers.

20. AUDITING OF VEHICLES

Regular audits will be undertaken of vehicles owned/leased by Pembroke College. Audits will cover the condition and roadworthiness of the vehicle as well as a check of safety equipment. These checks will be carried out by the Porters Lodge/Maintenance Department.

Drivers of College vehicles are required to undertake a pre-journey check including a visual check of the vehicle, tyre conditions, windows, and lights. An inspection sheet will be given to all users by the Porters Lodge when collecting the vehicle keys.

21. ACCIDENT REPORTING

Drivers are required to report all accidents and 'near misses' whilst driving on College business, whether in their own vehicle, in a leased or hired vehicle, or in the College Van.

Drivers of the College van or any vehicle owned or leased by the College will be supplied with instructions on what to do in case of an accident and given a checklist to be completed at the site of an accident or, where this is not possible due to conditions or injury, then as soon as possible following the accident.

22. LICENCE CHECKS AND DRIVING OFFENCES

We will undertake periodic checks of all drivers' licences from time to time. In addition, we may contact the DVLA or use an independent verification or advisory service to check an employee's driving status or to take advice if we are concerned about the risk of driving with any health condition.

Drivers are required to immediately notify us of any speeding or other offences which may result in points on their licence. 'Points swapping' (getting colleagues or other family members to accept points from those who are closer to a driving ban) is illegal and lying about who was driving is seen as 'perverting the course of justice' and could lead to a prison sentence. Insurers view points-swapping as fraud and this could invalidate a policy in serious cases. Points swapping is considered to be gross misconduct and may result in dismissal.

23. REIMBURSEMENT OF EXPENSES

College business mileage will be reimbursed in line with our expenses policy. The journey from a driver's home to his/her usual place of work does not constitute business mileage.

24. FINES

Pembroke College does not accept responsibility for any speeding or parking fines and requires that the driver should pay any such fines him/herself. Where fines are levied directly against the College, the amount of the fine will be deducted from the casual employee's next salary payment.

In addition, employees driving vehicles which are owned or leased by us are also responsible for funding the excess on any insurance claim relating to them in the event of an accident caused by careless driving or negligence. In such cases a full disciplinary investigation will take place before imposing such a penalty and the employee will be notified before any deductions are made from pay.

25. ALTERNATIVE MEANS OF TRANSPORT

We will examine alternative means of transport and encourage these to be used where practical. Where possible, we encourage the use of public transport, air or rail travel.

In order to reduce travel to external meetings, video and tele-conferencing may be used as an alternative means of communication.

26. COMMUNICATION AND ENFORCEMENT OF THIS POLICY

All those who drive on College business will be given a copy of this policy and may be reminded of it from time to time through memos, emails, consultation groups, seminars, training and appraisals.
27. BREACH OF THIS POLICY
We will treat offences under the policy as a disciplinary or capability issue within our disciplinary procedure. Where warnings have been issued and an employee fails to improve and puts our vehicles, him/herself or members of the public at risk, then ultimately this may lead to dismissal.

28. IMPLEMENTATION, MONITORING AND REVIEW OF THIS POLICY
This policy will take effect from 1st February, 2018. 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

1. INTRODUCTION

The College is committed to ensuring that all employees, casual workers, job applicants, customers/clients, 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.

2. SCOPE OF THIS POLICY

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

3. AIMS OF THIS POLICY

The policy is designed to ensure that current and potential casual employees are offered the same opportunities regardless of a protected characteristic (race, sex, age, religion or belief, sexual orientation, disability, 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 casual staff to develop to their full potential, which is clearly in the best interests of both casual 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.

4. LEGAL CONSIDERATIONS

The following pieces of legislation apply to this policy:

- The Sex Discrimination (Gender Reassignment) Regulations 1999.
- 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.

5. 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 and casual staff 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.

6. 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 and casual staff 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.

7. RECRUITMENT AND SELECTION

We aim through written instruction, appropriate training and supervision, to ensure that all those who are 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 a broad spectrum of candidates and should not be stereotyped. All adverts will state: "Pembroke College is an equal opportunity employer".

8. TRAINING AND DEVELOPMENT

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.

9. 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.

10. GRIEVANCES, DISPUTES AND DISCIPLINARY PROCEDURE

A casual worker who believes they have been discriminated against, and has not been able to resolve this informally, is advised to use the internal grievance procedure. A casual worker who brings a complaint of discrimination must not be less favourably treated.
Bullying or harassment will not be tolerated and any individual casual worker 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 may be overlooked or condoned in other employees or workers.

11. REFERENCES

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

12. RETIREMENT

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

13. 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.

14. COMMUNICATION OF THIS POLICY

All job applicants, employees, workers and volunteers will be made aware of this policy.

15. 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.

16. IMPLEMENTATION, MONITORING AND REVIEW OF THIS PROCEDURE

This policy will take effect from 1st February, 2018. 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

1. INTRODUCTION

The College grievance procedure is designed to ensure that any questions and problems that arise at work and that are not resolved informally, are quickly discussed and resolved as fairly and consistently as possible, 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.

2. SCOPE OF THIS POLICY

This procedure covers all employees and workers, including those who are still within their probationary periods, or on casual contracts. It does not apply to agency workers or self-employed contractors.

3. 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.

The focus of the grievance procedure is to achieve resolution, not to apportion blame.

4. LEGAL CONSIDERATIONS

The following pieces of legislation apply to this procedure:

- The Employment Rights Act 1996.
- The Employment Relations Act 1999.
- The Equality Act 2010
- The ACAS Code of Practice on Disciplinary and Grievance Procedures.

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

5. 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, but not limited to, 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.

6. 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. If the complaint is against the Head of Department or the complainant is a Head of Department then this should be sent to the HR Manager.

The complaint should be dated and should state that the concern is being raised formally under our grievance procedure. We will then arrange to 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, to present any additional information and to answer questions before any decision is made.

After giving full consideration to the points raised, and having undertaken any further investigation considered appropriate, the outcome will be confirmed in writing, together with any action intended to be taken to resolve the grievance. The right to appeal against this outcome will also be outlined in writing.
STAGE TWO

Failing a satisfactory solution at stage one, the employee or worker may appeal to the Bursar. The appeal should be lodged in writing if possible and should be received by the nominated person within seven calendar days of receipt of our letter. The employee or worker should state the specific grounds for the appeal and not simply state that they are unhappy with the outcome.

The person hearing 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 provided to state the case, provide further information and answer questions. The person hearing the appeal will attempt to resolve the matter to the satisfaction of both the employee or worker and the College. Whatever decision is taken by him or 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 at stage two. In this case if the person hearing the grievance is unable to resolve it, the right of appeal will be to another Head of Department, if practicable.

7. 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 the individual raising the grievance may choose 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. The employee or worker raising the grievance should tell the person conducting the hearing in advance whom he/she has chosen as a companion. If the employee or worker does not wish to be accompanied this should be noted. Fellow workers may not be compelled to attend as a companion.

The companion is there to act as a witness to what was said, to provide moral support and to assist and advise the person in presenting his/her case. He or she may address the meeting (provided the person wishes this), ask questions on his/her behalf and confer with the individual raising the grievance but not answer questions on his/her behalf. The companion is also not permitted to prevent us from explaining our case.

The individual raising the grievance should make every effort to attend the meeting. If however he/she or his/her 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, 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, the individual raising the grievance will be invited to re-state the grievance and explain how he/she would like it to be resolved. Full opportunity will be provided to present any information and answer questions before any decision is made.

The person conducting the meeting may adjourn the meeting at any stage in order to calm a tense situation, to investigate further or take advice. We will not tolerate abusive or insulting behaviour from anyone taking part in or conducting grievance procedures and may treat any such behaviour as misconduct under the disciplinary procedure.

Reasonable adjustments will be made to ensure that any disabled individual is not disadvantaged in any way at the meeting. He/she 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 person who does not have English as his or her first language and who may need an interpreter.

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

- Focus on the facts and ignore rumours or hearsay.
- Limit the issue to those involved and maintain confidentiality at all times.
- Work only to resolve the issue and actively pursue a positive outcome.
- Reflect on 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.

8. RECORDS

All meetings will be taped and typed minutes will be produced. One copy of the minutes being given to the person raising the grievance and one being kept on file. Such documents will be regarded as confidential. Under no circumstances should any meeting or conversation be recorded without the prior permission of those present. Where consent is not given by all parties an appropriate person will be appointed to take written notes of the meeting.

9. DISCRIMINATION AND DISCIPLINARY OFFENCES

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 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.

10. ABSENCE

We recognise that grievances can be stressful for both the employee or worker 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 or worker is absent due to illness or other reasons such as maternity/adopter/paternity/shared parental or other leave, we will consider, in consultation with the employee (and/or the 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. Unless the employee has already been informed of this, we will write to inform the employee of our intentions to proceed in his/her absence before taking any decisions.

11. 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.

12. FORMER EMPLOYEES

Former 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, ensuring that this is dated and states that they are making a formal grievance. We will then respond in writing without the need for a grievance meeting and without a further right of appeal.

However, if the complaint relates to dissatisfaction with a dismissal decision, an appeal should be made against that decision in accordance with the appeal process set out in our disciplinary procedure, rather than invoking the grievance procedure.

13. RELATED POLICIES AND DOCUMENTS

We also have the following related policies and documents:
14. **IMPLEMENTATION, MONITORING AND REVIEW OF THIS PROCEDURE**

This procedure will take effect from 1st February, 2018. The HR Manager has overall responsibility for implementing and monitoring this procedure, 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 procedure should be addressed to the HR Manager.
LONE WORKERS POLICY

1. **INTRODUCTION**

Lone workers are those who work by themselves without close or direct supervision or support.

This policy is not contractual but sets out the responsibilities and arrangements for such workers within Pembroke College and, where the lone worker is based at home, should be read in conjunction with our home working policy.

2. **SCOPE OF THIS POLICY**

This policy covers all lone workers. This includes those who either work alone on separate premises, who work outside of our normal working hours (for example cleaners, security, maintenance or repair workers), those who travel to and work outside the main College site and those who work from home. It may also include those who work normal working hours but who are physically isolated from other workers, e.g. Porters or College Nurse.

3. **AIMS OF THIS POLICY**

This policy is designed to alert Heads of Department and workers to the risks presented by lone working; to identify individual responsibilities and to describe procedures designed to minimise these risks. It is not intended to overstate the risks of lone working but to give a framework for managing these.

4. **LEGAL CONSIDERATIONS**

The following pieces of legislation apply to this policy:

- The Control of Substances Hazardous to Health Regulations 2002 (as amended) (COSHH).
- The General Data Protection regulation (GDPR).

5. **RESPONSIBILITIES**

Pembroke College has responsibility for the health, safety and welfare of all its employees and workers as well as the health and safety of those affected by the work, e.g. visitors and the self-employed.

These responsibilities extend to those who work alone on our behalf. It is our duty, through Heads of Department, to assess the risks to such workers and to take such steps as are necessary to avoid or control these.

Employees and workers have a duty to take reasonable care of themselves and others affected by their work and to co-operate with Heads of Department in meeting our legal obligations. This includes ensuring that their Heads of Department are constantly aware of their movements/work diaries to allow adequate supervision.

Pembroke College offers the following to employees and workers:

6. **LONE WORKER REPORTING SYSTEM**

If casual staff work alone in College outside usual office hours Monday to Friday 7.30am – 6.30pm or Saturday/Sunday (any time) they should telephone the Porters Lodge 338100 and report in. The Duty Porter will record the date and start time of the lone working, the worker’s name, where they will be working, and appropriate contact detail. The lone worker must give an expected finish time, **if they are able to do so**. Before the expected finish time or when actually finished, the worker should “check back in” with the Porter who will record the actual finish time and sign to complete the record. If working alone for more than 4 hours, the worker must “check in” with the Porter’s Lodge at least every 4 hours.

Library Supervisors are deemed exempt from this ruling as they do not work alone in the Library.

If the worker fails to “check back in” by the time the Porter finishes his/her shift or retires to sleep, he/she should try to make phone contact with the worker. If they cannot be reached, the Porter must take whatever steps are necessary to determine whether or not the worker is safe.

Lone workers who fail to check back in when they should, causing unnecessary alarm, will be reported to HR.
7. **LOOKOUT CALL**

"Lookout Call" is a lone worker safety monitoring system which is updated by lone workers via their mobile phones. The system is hosted and fully maintained by the local Cambridge communications company, C3. The system automatically alerts responders whenever a lone worker appears to be overdue from an appointment, or if the lone worker has proactively raised an instant emergency alarm.

What is a responder? A responder is anyone who has been nominated by Pembroke College to take action whenever a lone worker alarm is raised. "Lookout Call" may be set up to include any number of responders and the system will alert them in the order recommended by the College.

The telephone used for this service is based in the Porters Lodge. Please contact the HR Office if you would like to use this system.

8. **ASSESSING AND CONTROLLING THE RISK**

There are no legal restrictions on working alone, but the Health and Safety at Work Act 1974 (HASAWA) and the Management of Health and Safety at Work Regulations 1999 apply. These lay a responsibility upon the employer to identify any hazards, assess the risks involved and put measures in place to avoid or control risks.

The Head of Department will carry out risk assessments of each lone worker upon appointment and thereafter whenever there is a change or when a routine review would take place anyway. The risk assessment will be prepared in consultation with the individual, the H&S Officer for Pembroke College and the H&S Consultant, and will be recorded in writing so that it may easily be reviewed.

We will aim to ensure all relevant hazards are identified and appropriate control measures put in place, including proper instruction, training, supervision and protective equipment.

The risk assessment will determine the correct level of supervision. Where it indicates there is a risk to the safety of a lone worker, but the work is still to be done by one person, the Head of Department will make arrangements to provide help or back up when necessary. Under no circumstances is a lone worker authorised to undertake high risk activities for which an additional person is required to be present (such as working in a confined space or electrical work near live conductors).

Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task.

All employees or casual workers working alone should be contactable by either a personal mobile phone or one issued by the College.

If a lone worker discovers a building has been broken into, he/she must not enter alone but should contact the Porters Lodge at the College and wait for support.

9. **SAFE WORKING ARRANGEMENTS**

When establishing safe working arrangements for lone workers we will firstly consider whether one person can adequately control the risks of the job. Precautions should take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and accidents.

In particular, we will consider the following:

- **Workplace**: does the workplace present any special risk to the lone worker?
- **Alarm systems**: are these tested regularly?
- **Access**: is there a safe way in and out for one person? Can any temporary access equipment such as a ladder be safely handled by one person? Is a key code required for access? If so, is this changed regularly?
- **Equipment**: can all the equipment, substances and goods involved be handled safely by one person?
- **Environment**: is there a risk of violence? Can night workers park near their working environment, rather than walking through dimly lit car parks or buildings?
- **Contact and accidents**: is a telephone and first aid box accessible in an emergency situation? Women and young workers: are women or young workers especially at risk if they work alone?
- **Home workers**: are personal contact details kept confidential, such as location, email address and telephone number? Employees will be warned that even ex-directory numbers may display on phones with caller-ID so care must be taken to keep the number private.
- **Travel**: journey time, driver fatigue, vehicle suitability, distance, remoteness of destination and general location of destination.
- **Communication**: could the employee experience problems such as lack of a mobile phone signal? If so, what other means of communication are available?
10. INDIVIDUAL CONSIDERATIONS

Once the role has been fully assessed, we will consider whether the individual worker is fit and suitably experienced to work alone, and whether he/she has any medical condition which may create a risk if working alone.

It is important that any existing medical conditions which may make workers unsuitable for working alone are properly considered. Where necessary, advice will be conducted by a medical practitioner appointed by Pembroke College.

11. TRAINING

Training is particularly important where there is limited supervision to control, guide and help in situations of uncertainty. Training may be critical to avoid panic reactions in unusual situations.

To work alone employees and workers must be sufficiently experienced and fully understand the risks and precautions of each task they undertake. Heads of Department will set limits as to what can and cannot be done while working alone and should ensure employees under their control are familiar with the warning signs of a potential risk: are aware of the location of emergency exits and first aid facilities; and are competent to deal with circumstances which are new, unusual or beyond the scope of training. Employees and workers should be advised of the types of circumstances when they should stop work and seek advice, how to handle aggressive/difficult individuals or when the emergency services should be called.

12. SUPERVISION

The extent of supervision required will depend upon the tasks involved and the ability of the lone worker to identify and handle health and safety issues. The level of supervision required will be a management decision based on the findings of the risk assessment: it will not be left to individual employees to decide if they need assistance.

Procedures to be put in place to monitor lone workers to ensure their safety include:

- Periodic visits from supervisors.
- Regular contact via telephone/radio/email as appropriate to the type of work.
- Automatic warning systems or devices if the required level of contact is not maintained by the lone worker.
- Alarm devices to be used in emergencies.
- A full detailed record of travel/working hours/appointments with regular checks of the lone worker.
- An agreed plan of action should a worker fail to report in as required.
- A report to be completed following any incidents so that lessons can be learnt and control measures implemented.
- Support mechanisms readily available for lone workers affected by an incident.

13. ILLNESS AND ACCIDENT

Lone workers must report any illness or accident, however minor, to their Head of Department. Emergency procedures should be established and appropriate training given.

14. EMPLOYERS’ LIABILITY INSURANCE

All lone workers will be insured against workplace injury or disease under our Employers’ Liability Insurance.

15. RELATED POLICIES AND DOCUMENTS

We also have the following related policies and documents:

- Health and Safety Policy.
- Violence at Work Policy.

16. IMPLEMENTATION, MONITORING AND REVIEW OF THIS POLICY

This policy will take effect from 1st February, 2018. 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 to our working practices. Common sense should prevail: any queries or comments about this policy should be addressed to the HR Manager.
PERSONAL RELATIONSHIPS BETWEEN STAFF AND STUDENTS

Pembroke College has adopted the University’s Policy concerning personal relationships between casual staff and students. Refer to: https://www.hr.admin.cam.ac.uk/policies-procedures/dignity-workpolicy/guidance-personal-relationships-between-staff-and-students.

Guidance on detailed interpretation of this Policy is available at that website.

The following Policy is intended to align closely with the University Policy with only minor changes to reflect the College context. It must be emphasised that this Policy complements the University Policy and does not replace it.

1. A personal relationship of a sexual or other intimate nature between a member of casual staff and a student, with whom that member of casual staff also has a professional connection, gives rise to an actual or apparent conflict of interest. In particular, such a relationship creates, or may reasonably be perceived to create, a risk of favouritism or abuse of authority. It also undermines the relationship of trust and confidence which is intrinsic to interactions between casual staff and students.

2. Members of casual staff are under a duty to act with integrity and not to place themselves in a position of actual or apparent conflict. A personal relationship in the circumstances described above should consequently be avoided.

3. In the event that:
   3.1 a personal relationship arises between a member of casual staff and a student with whom that member of casual staff also has a professional connection; or
   3.2 there is or has been a personal relationship between a member of casual staff and a student with whom that member of casual staff is due to have a professional connection; or
   3.3 if family members of a member of casual staff become students in his or her College; the member of casual staff in question must disclose the relationship immediately to the Senior Tutor or to the member of casual staff’s Head of Department (or equivalent post holder) or (if the member of casual staff would prefer) to the Head of HR Department who will speak to the Senior Tutor and Head of Department (or equivalent post holder) on their behalf. If a member of casual staff is unsure whether or not a relationship with a student should be disclosed under this policy, the member of casual staff should disclose it. Typically, academic members of College are expected to report to the Senior Tutor while non-academic members of College would report to their Head of Department or Head of HR in the first instance.

4. Following disclosure, the person to whom the disclosure has been made will ensure as appropriate that the student is aware of the disclosure and that alternative arrangements are put in place to avoid the member of casual staff having any professional connection with the student. If the relationship involves a student at a different College then the relevant Senior Tutor will be informed and asked to communicate with the student.

5. Failure to comply with this policy, or any arrangements which are put in place under it, may be treated as a disciplinary matter.

6. For the purposes of this policy:
   6.1 ‘member of casual staff’ includes any person who is engaged by the College as a Fellow, employee or worker and/or who holds a College office or post, as well as any person to whom the College makes available any of the privileges or facilities normally afforded to its employees - where graduate students are working for the College in a teaching or related capacity, this policy will apply to them in that capacity as if they were employees of the College;
   6.2 ‘student’ includes any person pursuing, or applying to pursue, a course of study leading to the award of a degree, diploma, or certificate of the University or one of the College’s international programmes.
   6.3 ‘professional connection’ means any arrangement where a person in his or her capacity as a member of casual staff has any academic, pastoral or administrative or similar responsibility for a student, including for supervising, tutoring, teaching, selecting, assessing, protecting, safeguarding, or providing a reference for, the student. Connections which involve access to personal information, or other position of trust, are included.
   6.4 ‘personal relationship’ means any association, however brief, of a sexual or other intimate nature, either in person or remotely (for example, via social media, email or text messaging).
   6.5 ‘family members’ means, for the purpose of this policy, spouse or partner (including same sex partners and civil partners), former spouse or partner, parent, parent in law, grandparents, brother
or sister (including in laws), son or daughter (including in laws), grandchildren, aunt, uncle, niece, nephew, cousin, step family members. The definition also extends to close friends – although they are not relatives the nature of these relationships may result in nepotism, favouritism or unfair practice being implied or alleged. The list is not exhaustive and it is the responsibility of members of casual staff to take any necessary action on the basis of common sense and reasonableness.

Issued by the Tutorial Office – January, 2018

This policy will take effect from 1\textsuperscript{st} February, 2018. 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 when necessary.

Any queries or comments about this policy should be addressed to the HR Manager.
**VIOLENCE AT WORK POLICY**

1. **INTRODUCTION**

The College takes its duties under the Health and Safety at Work Act 1974 (HASAWA) seriously. These include the provision of a safe place and a safe system of work for our employees, workers 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 Pembroke College.

2. **SCOPE OF THIS POLICY**

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

3. **AIMS OF THIS POLICY**

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

4. **LEGAL CONSIDERATIONS**

The following pieces of legislation apply to this policy:


The Health and Safety at Work 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, workers, 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.

5. **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.
- College Nurse.
- Those who deal directly with visitors.
- Lone workers.
- Those who work outside of normal working hours.
- Cash handlers.
- Those who work within the College community and with vulnerable individuals.

6. **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.

7. EMPLOYEES’ RESPONSIBILITIES

All employees and casual workers 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. Casual 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 or casual worker who is aggressive or disruptive will be asked to leave our premises and, if necessary, we will call the police. Unless the employee or casual worker is disabled and in need of additional help and support, we will normally only deal directly with our employees or casual workers regarding any employment related matters.

8. 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 casual 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.

9. DEALING WITH VISITORS

The safety of our employees and workers is paramount. Any employee or worker 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.

10. 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 the CCTV Policy which can be found in the Health and Safety Policy and on the Pembroke College website. 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.
11. **TRAINING**
Should a risk assessment identify that training for certain groups is necessary in order to reduce the risks, this will be provided.

12. **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.

13. **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.

14. **RELATED POLICIES**
We also have the following related policies:
- Health and Safety Policy.
- Lone Workers. Policy.
- Working with Children and Vulnerable Adults.

15. **IMPLEMENTATION, MONITORING AND REVIEW OF THIS POLICY**
This policy will take effect from 1st February, 2018. 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

1. 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.

2. 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" no longer applies (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.

Nor is this policy intended to be used to question financial or business decisions taken by the college, nor as a means of reconsidering any matters that have already been addressed under our bullying and harassment, grievance, disciplinary or other procedures.

3. AIMS OF THIS POLICY
This policy aims to assist 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.

4. LEGAL CONSIDERATIONS
The following pieces of legislation apply to this policy:

- The Public Interest Disclosure Act 1998 (PIDA).
- The Bribery Act 2010.
- The Enterprise and Regulatory Reform Act 2013.

5. RESPONSIBILITY
The overall responsibility for implementing and monitoring the effectiveness of this policy rests with the 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 or casual worker found guilty of such behaviour. In addition, an employee or worker who has victimised a colleague may be personally liable for any victimisation.
6. **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 the above.

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 early on, 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 whistle-blower. 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.

Where such investigation involves outside agencies (e.g. the police) this may cause some delay in the investigation.

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 whether any action has been taken.

We undertake that no employee or worker who makes a bona fide report under this procedure will be subjected to any detriment as a result, and we will not condone any form of victimisation, bullying or other detrimental treatment (e.g. by co-workers) of anyone who has raised a concern under the remit of this policy. If any individual feels that he/she is being subjected to detrimental treatment, bullying or harassment by any person within Pembroke College (including his/her colleagues and co-workers) as a result of his/her 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. Any victimisation, bullying or detrimental treatment will be dealt with under our disciplinary procedure.

However, if it should become clear that the procedure has been invoked for malicious reasons or to pursue a personal grudge, this will constitute misconduct and will be dealt with through our disciplinary procedure.
7. **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.

8. **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 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.

9. **RELATED POLICIES AND DOCUMENTS**

We also have the following related policies and documents:

- Bullying and Harassment Policy.
- Data Protection Policy.
- Grievance Procedure.
- Disciplinary Procedure.

10. **IMPLEMENTATION, MONITORING AND REVIEW OF THIS POLICY**

This policy will take effect from 1st February, 2018. The HR Manager has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation and may be changed from time to time.

Any queries or comments about this policy should be addressed to the HR Manager.
WORKING WITH CHILDREN AND VULNERABLE ADULTS POLICY

1. **INTRODUCTION**

The College carries out activities which bring our 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 any further guidelines we issue on working with children and vulnerable adults.

2. **SCOPE OF THIS POLICY**

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

3. **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 casual staff, and all reasonable steps will be taken to prevent all parties from harm.

4. **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 Care Standards Act 2000.
- The Protection of Freedoms Act 2012.
- Special educational needs and disability (SEND) code of practice: 0 to 25 years – Statutory guidance for organisations which work with and support children and young people who have special educational needs or disabilities; HM Government 2014.
- Working together to safeguard children: a guide to inter-agency working to safeguard and promote the welfare of children; HM Government 2015.
- Information sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers; HM Government 2015.

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

5. **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.

6. 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 or casual workers, 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 casual staff.

7. 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 and ability of the participant(s). Employees, casual workers, volunteers or
freelancers 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 individual(s). 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 not
avoidable they should plan their work so that at least two adults are present at any time, where possible
including a Pembroke College employee. The worker should also preferably use 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.

8. 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, in which case the prior consent of the affected person should be requested where possible.
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 worker should do his/her best to comfort or reassure the
affected person without compromising his/her dignity or doing anything to discredit the person's own
behaviour.

9. 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.
Workers should also note that what may be acceptable language to their friends may not be regarded as
such by those of an older generation.

10. 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. If assistance is needed for activities of this nature, another adult must be 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 any manner that is not directly related to the undertakings of the College.

You must:

- Treat all children and young people with respect.
- Provide an example of good conduct you would wish others to follow.
- Ensure that whenever possible, there is more than one adult present during activities with children, or at least that you are within sight or hearing of others.
- Respect a child's right to personal privacy.
- Encourage children to feel comfortable and caring enough to point out attitudes or behaviour they do not like.
- Be aware that even caring physical contact with a child may be misinterpreted.
- Recognise that special care is required in moments when you are discussing sensitive issues with children.

11. SUSPICIONS 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 decide how serious the matter might be nor to investigate his/her suspicions - this requires expertise 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.

12. 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.

13. 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. Information will be stored electronically, access limited to authorised personnel only and will only be kept for as long as is needed. In line with the General Data Protection Regulations, we will advise how long specific pieces of personal data will be retained.

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.
14. 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, our employees and casual workers 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.

15. 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 a bribe or inducement to enter into a relationship with the person or give rise to any false allegations of improper conduct against the individual.

16. NSPCC GUIDANCE
Below is the link from the NSPCC website which outlines guidance about what to do if a child discloses abuse


17. COMMUNICATING THIS POLICY AND CONCERNS
All employees, workers and volunteers at Pembroke College will be made aware of this policy and a copy will be available in the Casual staff Handbook.

18. SAFEGUARDING OFFICER
The Safeguarding Officer for Pembroke College is Karen Lain, HR Manager, Room L9, telephone 01223 766410, e-mail: karen.lain@pem.cam.ac.uk, mobile: 07872410643.

19. 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 or volunteers).

20. RELATED POLICIES AND DOCUMENTS
We also have the following related policies and documents:

- Equal Opportunity Policy.
- Code of Conduct; Personal Relationships at Work.

21. IMPLEMENTATION, MONITORING AND REVIEW OF THIS POLICY
This policy will take effect from 1st February, 2018 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.
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