



Queens' College

STAFF HANDBOOK

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INDEX

1	INTRODUCTION
2	INDUCTION AND PROBATIONARY PERIOD
3	ABSENCE
4	ABSENCE (SICKNESS)
5	ABSENCE (PROLONGED SICKNESS)
6	ABSENCE (MONITORING OF SICKNESS)
7	ADVERSE WEATHER (SNOW) POLICY
8	AGE DIVERSITY AT WORK
9	ANNUAL LEAVE
10	BREAK TIMES
11	CAPABILITY POLICY AND PROCEDURE
12	CCTV
13	CHANGE OF ADDRESS AND PERSONAL INFORMATION
14	CLOSEDOWN PERIOD
15	COMMUNICATION
16	CONFIDENTIALITY POLICY
17	DATA PROTECTION & EMPLOYEE PRIVACY
18	DISCIPLINARY POLICY AND PROCEDURE
19	DRESS CODE AND PERSONAL HYGIENE
20	DRUGS AND ALCOHOL POLICY
21	ELECTRONIC COMMUNICATIONS, IT & SOCIAL MEDIA POLICY
22	EMERGENCIES
23	EMPLOYMENT EXPENSES
24	EQUAL OPPORTUNITIES
25	FACILITIES AND BENEFITS
26	FIRE EVACUATION
27	FLEXIBLE WORKING
28	GIFTS TO DEPARTMENTS OR INDIVIDUALS
29	GRIEVANCE POLICY
30	HARASSMENT AND BULLYING POLICY
31	HEALTH AND SAFETY POLICY
32	LEAVE (BEREAVEMENT)
33	LEAVE (FAMILY EMERGENCIES)
34	LEAVE (CARER'S LEAVE)
35	LEAVE (MATERNITY)
36	LEAVE (PARENTAL)
37	LEAVE (PATERNITY)
38	LEAVE (SHARED PARENTAL)
39	LEAVE (STUDY)
40	LEAVE (UNPAID)
41	LEAVE (OTHER)
42	OVERTIME AND TIME OFF IN LIEU
43	PART-TIME WORKING
44	PENSIONS
45	PERSONAL PROPERTY
46	PUBLIC INTEREST DISCLOSURE
47	REDUNDANCY
48	RESIGNATION
49	RETIREMENT
50	RIGHTS OF SEARCH
51	SALARY
52	SMOKING & E-CIGARETTES
53	STAFF SOCIAL EVENTS
54	TELEPHONE/MOBILE PHONE USAGE
55	TERMINATION OF EMPLOYMENT BY THE COLLEGE
56	TERRORISM ACT
57	WORKING TIME
58	YOUR CAREER
	APPENDICES

STAFF HANDBOOK

1 INTRODUCTION

The College welcomes you as a member of its non-academic staff and hopes you will be happy here as part of the College team. The success of any organisation and how it is regarded as a place of work depends to a very large extent on its staff. The College is determined to play its part in creating a positive, friendly and supportive work environment and looks for your support.

The purpose of this handbook is to set out, in a convenient place, information about the College and the College's policies and procedures on a range of issues which are important to both the College and you.

Some, such as the grievance and harassment procedures, are primarily designed to protect your rights while others, such as the equal opportunities policy and IT, communications and social media policy, lay down the standards which the College expects you to follow in the course of your employment. A third group of policies, such as the maternity and parental leave policies, provide information about your legal rights.

The policies and information in this handbook are not contractual and are therefore not intended to form part of your contract of employment, but in the event of any conflict between them and your written Letter of Appointment and Statement of Terms of Employment, the terms of the contract or offer letter will prevail.

The College's policies will be reviewed to reflect changes in legislation and best practice. When this happens you will be notified of any changes via replacement pages. In addition, an up-to-date copy of this handbook is available electronically on Queens' website. Paper copy is available in the Human Resources Office.

The Handbook refers to, and complies with, current employment, health and 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 contract of employment and with the original offer letter issued to all members of staff. Whilst it does not form part of your contract of employment, you should be aware any breach of the policies, procedures or guidelines it contains could lead to disciplinary action. Please ensure that you read it carefully and fully understand the contents.

The College reserves the right to review, revise, amend or replace contents included in this handbook and to introduce new policies and/or procedures from time to time to reflect the changing demands of the business and/or to comply with legislation.

Any questions should be discussed with your Head of Department or the Human Resources Office.

We hope you enjoy your time here.

2 INDUCTION AND PROBATIONARY PERIOD

Queens College is keen to ensure that all new staff receive full induction training. There is a formal induction procedure and this handbook comprises an essential part of your induction training. Please ensure you read it carefully as it will give you useful information. We want you to have all the information you need to settle into your role at the College and understand how the College works. You play an important role in the day-to-day running of the College and we want you to feel that you have all the support you need to perform your job effectively.

Both your Head of Department and you are responsible for ensuring your induction is completed and they will discuss this with you in detail on your first day of work. Certain topics, such as Health & Safety, will be covered on the first day: other topics will be covered during the course of the first week. However, if there is anything you are still unsure about please do not hesitate to ask your Head of Department.

You join the College on an initial probationary period as detailed in your Statement of terms of employment. During this period your work performance and general suitability will be assessed and we would expect this to result in your confirmation as a member of the College's permanent staff at the end of the probationary period. However, if your work performance is not at the required standard, or there is some other general unsuitability, the College may, at its discretion, extend your probationary period by up to three months or terminate your employment. In any event, your employment may be terminated at any time during, or at the end of, your probationary period by giving one week's notice and may be terminated at any time without notice or payment in lieu of notice in circumstances of gross misconduct or other serious breach of your obligations as an employee. The College reserves the right not to apply its capability and disciplinary policies during your probationary period.

Primary training may be offered to newly appointed staff, but substantial training would not normally be offered until successful completion of the probationary period.

The College reserves the right not to apply capability and disciplinary procedures during your probationary period.

You are required to sign the Confidentiality Agreement attached to your letter of appointment. This is a declaration under the Data Protection Act 1998. For more detailed information about the provisions of this Act, please read the section on Data Protection.

3 ABSENCE

Subject to Section 4 below, if you are prevented through any cause other than personal sickness or injury from attending your place of work, any such period if it amounts to one day or more shall be treated as unpaid leave.

When you are sick, or have an emergency, and it is not possible to know you are going to be absent in advance, please contact your Head of Department by 09:00 hours (or within one hour of the start of your shift, whichever is the sooner) on the first morning of absence. If you are unable to contact your Head of Department, please leave a message with the Porters' Lodge (01223 335511).

4 ABSENCE (SICKNESS)

Provided you have been in post for six months or more and are not in an extended probationary period, if you are unable to perform your duties through illness, injury or other disability, payment of salary will be continued for a period of up to four weeks provided that:

you have notified the cause of absence to your Head of Department; and

if you were absent for any period of sickness of seven days or less (inclusive of leave days and weekends) you have completed a Sickness Self-Certification form explaining the absence and submitted this to your Head of Department; or

that for a period of sickness of seven days or more a medical statement (a statement of fitness for work, 'fit note') from a doctor is submitted which covers the entire period of your absence (inclusive of leave days and weekends); and

that, as far as is reasonably practicable, you have kept your Head of Department regularly informed of the likely duration of your period of sickness and the anticipated date of your return. Your Head of Department will get in touch with you from time to time to maintain contact.

Payment in lieu of salary will also be dependent on the following:

- the absence is not attributable to your own misconduct or to participation in hazardous pursuits for financial reward;
- you take all reasonable steps towards recovery;
- you are not under notice

If you become unwell during a period of annual leave, you may not convert the leave retrospectively to sick leave unless you have obtained a medical statement from a doctor. An exception would be made, however, should you be taken ill on leave as a result of a disability. If you are taken ill prior to the start of an agreed period of annual leave, sick leave conditions will apply.

If you are not eligible for payment in lieu of salary you may be entitled to Statutory Sick Pay which will be paid through the payroll in the normal way.

5 ABSENCE (PROLONGED SICKNESS)

Provided you have been in post for six months or more and are not in an extended probationary period, if you are unable to perform your duties through illness, injury or other disability, and provided that satisfactory evidence of incapacity for work is provided, payment in lieu of salary will be continued for a period of four weeks, which may be made without the authority of the Bursarial Committee.

If sickness exceeds four weeks, then the relevant Head of Department and/or College Officer will decide if full pay should continue for further periods up to eight weeks. If sickness exceeds eight weeks, a request for continuation of payment in lieu of salary must be made to the Bursarial Committee.

Payments made by the College will be inclusive of any Statutory Sick Pay entitlement.

Employees under notice shall receive payment until the end of the period of notice.

The Bursarial Committee has the power (but is not obliged) to extend the periods specified above. In considering applications for extension, the Bursarial Committee will have regard to the probable duration of the illness.

If absence is caused by an accident in respect of which the employee can properly claim from a third party damages for loss of earnings, any payments awarded on this account will accrue to the College as an offset against payments made under these regulations in lieu of salary.

6 ABSENCE (MONITORING OF SICKNESS)

All sickness absence is monitored, and if you have either prolonged sickness absence or frequent short sickness absence, we will work with you to help you recover as quickly as it is medically safe to do so and consider the most appropriate course of action for you.

An employee who is absent frequently for short periods because of illness, or is absent due to long term illness, may be required by the relevant College Officer or the Senior Bursar to consult his or her Doctor or to undertake an independent medical or occupational health assessment, or both.

If absence reaches a level which affects your contribution to your job, Department or the efficient running of the College, we will investigate the reasons for this. The emphasis throughout this process is to help you return to work. If you are found to be abusing the system, however, we may take disciplinary action.

The following are some examples of absence-related issues which may be dealt with under the Disciplinary Procedure:

- abuse of sickness absence leave or forging of absence forms
- failure to follow the notification procedure
- failure to provide the correct forms, for example a Doctor's certificate

7 ADVERSE WEATHER (SNOW) POLICY

During any period of adverse weather (usually snow), the College expects all staff to make reasonable efforts to get to work. However, the College understands that many members of staff drive to work or use public transport which may be suspended. The College would expect those members of staff who live within the Cambridge city boundary to be able to walk to work, however the College does not want any individual to put themselves unduly at risk if they consider the conditions too dangerous.

If an individual cannot get to work because public transport is suspended or they consider it too dangerous to attempt to drive in, then they should contact either the Porters' Lodge or their own Head of Department as early as possible to explain why they won't be attending work. The individual will have the following options available to them, which will be discussed and agreed with the Head of Department upon return to work;

- a) take paid holiday leave
- b) take unpaid leave
- c) use any outstanding lieu time and/or holiday and/or unpaid leave
- d) work extra hours when returning to work to cover the absence period

If adverse weather (usually snow) appears during the working day, each Head of Department will determine the appropriate action for their members of staff. Heads of Department will take into

consideration distances staff have to travel to/from work and the mode of transport (if any) used by the staff concerned.

8 AGE DIVERSITY AT WORK

We actively encourage age diversity at work, which means that we do not unlawfully discriminate against someone because of how old they are. Staff of all ages are eligible to take up training and development opportunities. Promotion is based on skills and ability. We endeavour to select on merit regardless of age.

9 ANNUAL LEAVE

The leave year runs from 1 October to 30 September. If you join after 1 October, you will be eligible to take leave on a *pro rata* basis. Holidays are calculated on a complete month's service and you must have joined on the first working day of the month to be eligible for the first month's entitlement.

You must complete a *Leave Application Form* (available from your Head of Department) when you wish to take leave and this will have to be approved by your Head of Department or the College Officer. While it is accepted that there may be occasions when it is not possible to give prior warning, you are expected to give seven or more days' notice of intended leave.

Every effort will be made to accommodate your request for Annual Leave although flexibility in your choice of dates may be required for management reasons in line with Departmental needs. Please do not book any flights or holidays before approval for leave has been granted by the College.

Your holiday entitlement is stated in your letter or contract of employment. For staff already in post, the entitlement for full-time employees is normally 26 days' holiday, and in addition, eight public holidays or time in lieu, with pay at the basic rate during the leave year. The holiday entitlement for any employee who works fewer than five days per week will be on a pro-rate basis (i.e., if an employee who works three days per week he or she will be entitled to $\frac{3}{5}$ of 26 days = 15.5 days plus pro-rata public holiday allowance $\frac{3}{5}$ of 8 days = 4.8 days).

Entitlement to leave may not be carried forward across leave years except in exceptional circumstances [and only with the permission of your Head of Department and/or College Officer]. In exceptional circumstances, **and only with the express permission of the Senior Bursar**, a maximum of five days' leave may be carried forward across one leave year to the next, but this leave must be used by the 31st December of that following year, otherwise it is lost. The dates on which such holidays are to be taken shall be determined by the Head of Department in consultation with the employee, or with the College Officer in the case of a Head of Department.

Extra Holiday Entitlement

As acknowledgement for long service, staff holiday entitlement is enhanced as follows:

- On completion of 5 years of service - one additional days' leave
- On completion of 10 years of service - two additional days' leave
- On completion of 15 years+ of service - three additional days' leave

Maximum annual holiday entitlement is 29 days' plus public holidays (pro-rata for members of staff working less than five days per week).

Heads of Department are allocated 29 days' leave regardless of length of service, but accrue extra leave days as above, giving them a maximum of 32 days' holiday entitlement when they reach 15 years of service.

Birthday

In addition, all staff who have completed one year's service will be granted one days' leave to celebrate their birthday [each year]. The day must be taken within one month of the birthday, otherwise it is lost, and must be taken as leave, not converted to time owed and paid as a cash equivalent.

10 BREAK TIMES

An employee may take tea and coffee breaks at the discretion of the Head of Department or College Officer, and in accordance with the Working Time Regulations. As a general guideline, for a full-time member of staff this would perhaps take the form of two ten minute breaks daily for tea or coffee, to a maximum of two hours over the working week. Employees must take at least 20 minutes' break in any six hours.

Payment is not made for the lunch period.

11 CAPABILITY POLICY AND PROCEDURE

Purpose and scope

The College's Capability Procedure applies to all employees who have completed their probationary period. Employees have a contractual responsibility to perform to a satisfactory level.

Where poor performance is found to be due to negligence or lack of application on your part, then the Disciplinary Procedure will normally be appropriate. However, issues of an employee's capability may arise from time to time where poor performance relates to a lack of the required knowledge, skills or ability rather than misconduct. In this case, you will wherever practicable, be assisted through training or coaching and given reasonable time to achieve the required standard. It is for this reason that the College provides a Capability Policy.

Depending on the seriousness of the matter the College may decide to start the procedure at any stage.

Principles and Procedure

When a capability matter arises, your Head of Department/Line Manager will first arrange an informal meeting and explain how your performance falls short of the standard expected of someone in your position or grade. Consideration will be given to any possible development/training opportunities which may help you to meet the required standard of performance. Your Head of Department/Line Manager may discuss options with the College Human Resources Manager at any time during the process. You will be set clear written performance targets and a realistic timescale for improvement. Your performance will then be regularly reviewed. Following a satisfactory outcome of the informal procedure, the matter will be considered resolved.

Where an informal process has been followed but the performance level still does not meet the expected standard, your Head of Department/ Line Manager will move on to the next stage, the Formal Procedure.

Formal Procedure

Right to be accompanied

You are entitled to be accompanied to any formal capability meeting by a work colleague or trade union representative.

Right to appeal

You will have the right to appeal against any decision made.

Stage 1 (First Written Warning)

You will normally receive a minimum of five working days' written notice of any capability meeting/hearing. The meeting should be structured to examine the cause of the problem, the job requirements and your knowledge, skills and ability, together with any shortfall. Consideration will be given as to what may be done to improve the situation and help you achieve the required standard of performance. A plan for improvement will be introduced at this meeting. This will then be documented by detailing the areas and level of improvement required together with timescales and an appropriate review date. You will be advised that, should the necessary improvements not be achieved, that your continued employment may, in due course, be at risk.

If performance does not meet acceptable standards, and counselling or other interventions are not considered appropriate or have not succeeded in addressing the problem (including the informal route), your Head of Department/Line Manager accompanied by the College's Human Resources Manager will meet with you to discuss the issues. If no satisfactory explanation is given, then you will be advised of the improvement in performance required; time scale for improvement; support to be received; the consequence of not meeting performance targets.

A **first written warning** will be issued and confirmed to you in writing. A copy of the letter will be retained on your personal file for a period of one year (or any longer period as specified in the written warning).

Stage 2 (Final Written Warning)

If performance remains unsatisfactory or if the problem is sufficiently serious but falls short of the need to dismiss, a final formal meeting will be held.

Before such a meeting the Head of Department/Line Manager will review, together with the HR Manager, the facts of the case and the actions taken so far. The purpose of this review will be to ensure that all reasonable steps have been taken to support you and that entering into a final formal meeting is appropriate.

At the meeting a comprehensive review of the circumstances and the actions so far will be undertaken. The meeting will take the form of a hearing conducted by the Head of Department/Line Manager together with the College HR Manager. If no satisfactory explanation is given, the Head of Department /Line Manager will issue a **final written warning** on behalf of the College. The structure of the letter will be as for the first formal meeting, but will include a statement that you may be dismissed if no acceptable improvement in performance is achieved within a given time scale. A copy of the letter will be retained on your personal file for a period of one year (or any longer period as specified in the final written warning).

Stage 3 (Dismissal)

If your performance is still unsatisfactory and you fail to reach the prescribed standards, dismissal will normally result. A hearing will be conducted, usually by a more senior manager than the one who has handled the case up to this stage.

The Head of Department/College Officer conducting the hearing will review, together with the College HR Manager, the facts of the case and whether a dismissal would be appropriate in the circumstances.

If a case for dismissal has been made, you will be notified in writing as soon as is reasonably practicable. The dismissal letter will include the following information: the reasons for your dismissal; the date on which your employment will terminate; your right of appeal.

Appeals

All employees have the right to appeal against any capability or dismissal decision made by the College. Any appeal should be put in writing, stating the reason for the appeal, and submitted to the relevant College Officer or, in the case of a Head of Department, to the Senior Bursar within five working days of receipt of the warning or notice of termination of employment.

Where this is possible, the College will arrange for the appeal to be heard by a more senior person who has had no previous involvement in the disciplinary process. The College will make all reasonable efforts to hear the appeal within ten working days of the appeal being lodged. If this is not possible the College will tell you why and tell you when you can expect your appeal to be heard.

At the appeal hearing (which will, unless the employee agrees otherwise, take place face to face) any disciplinary penalty imposed will be reviewed, but it cannot be increased.

The decision of the person who hears your appeal is final: there is no further right of appeal.

12 CCTV

There is a close circuit television system (CCTV) in use in Queens' College, the cameras installed transmit their pictures to the Porters Lodge where they can be viewed on a 'real time' basis and are also recorded on a video system for archive purposes, and for replay in the event of an incident.

The object of the system is: -

1. To create a safer working environment for staff and students in the college
2. To protect property, belonging to the College, Fellows, students and staff

The CCTV system will be used solely for the purpose of security surveillance and, when necessary, the provision of evidence in support of any enquiry or prosecution that is associated with criminal activity committed on College property, or the misuse of College rooms or equipment.

Cameras should not be used to infringe an individual's right to privacy.

Operation of the CCTV controls is restricted to members of the Porters Lodge, or other persons authorised by the Senior Bursar or the Domestic Bursar.

Hard Drive Procedures

The following procedures concerning the use and access to recordings on the hard drive, are to be followed in order to provide an acceptable level of security and accountability, and to ensure the acceptance of recordings in support of criminal proceedings.

1. Any request by third party to view a CCTV recording has to be approved by the Senior Bursar or the Domestic Bursar.

2. On no account will CCTV recordings be viewed by any unauthorised person, or removed from the College without the specific approval of the Senior Bursar, the Domestic Bursar or the Head Porter.

Staff are informed that misuse or unauthorised use of the CCTV system will be considered as a serious disciplinary matter.

Additional Information

The Head Porter, or a nominated deputy is responsible for ensuring that the CCTV equipment is maintained in a suitable condition.

13 CHANGE OF ADDRESS AND PERSONAL INFORMATION

We keep the information you provided on the 'New Starter' Form in a file in the Human Resources Office and on computer. We need to keep staff records up-to-date. Please ensure you advise your Head of Department or the Human Resources Office of any change of address, emergency contact, bank account number, etc.

14 CLOSEDOWN PERIOD

If it is the practice, or becomes the practice, of any Department to close for specified periods, employees of that Department will normally be required to take their holiday at these times. The Closedown dates will be notified by the College Officer at least three months before the start of the Closedown Period, and in the case of newly appointed members of staff, on appointment.

The Christmas Closedown period usually commences at the end of the Staff Christmas Party, generally held at 12:30, in the College Bar. It is the custom for staff to commence their leave after the party. This will not count as a half day's leave but those who take the full day will not receive a credit for half a day.

15 COMMUNICATION

Queens' College aims to ensure you have the information you need to meet your job responsibilities, maximise your full potential and contribute to the overall success of the work of the College. There are several means of communication to keep everyone up-to-date with both work and social events.

College Working Group

The College Working Group is a forum for discussion, information sharing and communication of inter-departmental issues. The aim is to deliver best practice ensuring that duplication of effort or omissions are avoided through clarity of planned developments and initiatives, and to encourage and enhance co-operation between the College's main departments.

The group generally meets if recommendations for substantial changes to current practices are made. Any ideas for areas of improvement or concerns regarding current practices may be brought to the attention of any member of the Working Group.

The group representatives are currently:

Clerk to the Bursars
Deputy Clerk to the Bursars
Head of Academic and Tutorial Services

Head of Catering & Conferences
Head Gardener
Head of Housekeeping
Head of IT
Head of Maintenance
Head Porter
Head of Human Resources
President's PA
Regulatory Compliance Officer

Staff Sports & Social Club

This committee arranges events and outings throughout the year, which are usually subsidised. The committee consists of staff members and pensioners and is currently chaired by a Fellow of the College.

Mail

The Porters' Lodge deals with all College mail. External mail arrives in College sometime after 0900 while mail from the University Messenger Service (UMS) arrives later in the day. Porters will place mail in relevant pigeon holes.

Departmental mail may be collected from the Porters' Lodge. You may deliver mail to, and collect from, the pigeonholes there or leave it with the Porters. All College mail is franked. Personal mail can be taken to the Porters' Lodge to be franked and paid for in person.

The University Messenger Service (UMS) is a regular service provided by the University to provide a swift and cost-effective means of mail delivery between Departments and Colleges. Mail for such destinations will always be sent by UMS.

Staff Notice Boards

Each department has its own notice board for displaying information relating to College matters and events.

16 CONFIDENTIALITY POLICY

During your employment you may have access to confidential information concerning Queens' College, its members and its clients. Unauthorised use or disclosure of such information is viewed as a serious disciplinary offence (which may lead to dismissal or other disciplinary action) and can result in legal action.

No information concerning members of the College or general College business is to be divulged to outside persons except as required by law.

All staff are required to sign a Confidentiality Agreement.

17 DATA PROTECTION & EMPLOYEE PRIVACY POLICIES

We expect those handling information about us to do so properly and responsibly. Data protection is about ensuring that they do. The College needs to keep data on you in order to pursue its role as your employer. By accepting employment with the College you consent to the College keeping and processing data about you. It is legitimate for the College to keep records on recruitment; recording of working time; administration and payment of wages; employee assessment and training;

negotiation or communication with employees; manpower and career planning; compliance with College policy and/or legislation in relation to health, safety and other employment matters; analysis for management purposes and statutory returns. This list is purely illustrative, however.

The Data Protection Act 1998 has introduced a major cultural change to the way filed data about individuals is handled. All personal data files, be they manual or electronic, are now included under the Data Protection Act. The College's Data Protection Policy can be viewed at <https://www.queens.cam.ac.uk/life-at-queens/documents-policy/publication-scheme>

Data is information which is processed automatically or is recorded with the intention that it should be processed automatically. Alternatively, it is information that is recorded as part of a relevant filing system, or with the intention that it would form part of a relevant filing system, i.e., a non-automated system structured by reference to individuals or organised to allow ready access to specified information about individuals.

Processing means obtaining, recording or holding information on data or carrying out any operation on it. Operations can include: organisation, adaptation or alteration of the data; retrieval, consultation or use of the data; onward transmission of the data; combination, blocking or destruction of the data.

All staff personnel records are kept in the Human Resources Office. This information is kept securely in locked files. Heads of Department hold telephone and emergency contact information for members of their department. The Porters' Lodge keep records of all car registration numbers.

The College's Employee Privacy Policy is detailed in Appendix 4

18 DISCIPLINARY POLICY AND PROCEDURE

Purpose and scope

The College's Disciplinary Procedure applies to all employees who have completed their probationary period, (except those employees covered by the disciplinary provisions in the College's Statutes). The Procedure is designed to help and encourage them to achieve and maintain good standards of conduct, attendance and job performance. The aim of the procedure is to ensure consistent and fair treatment for all.

This procedure is not contractual, but is intended as a statement of current College policy and its commitment to operate a fair procedure in relation to all its employees, taking into account the current guidance of the Advisory, Conciliation and Arbitration Service. The College therefore reserves the right to amend this procedure as necessary to meet any changing requirements.

In general, minor cases of misconduct will initially be brought to your attention by informal advice, coaching and counselling rather than through the disciplinary procedure. Such advice, coaching or counselling is not part of the formal disciplinary procedure. However, if informal action does not bring about the required improvement, then formal disciplinary action will be taken.

Principles

This procedure deals with misconduct (including gross misconduct), incompetence and poor performance if found to be due to negligence or lack of application on your part. It also extends to absence on health grounds to the extent indicated in the paragraph 'Dealing with Absence'.

When a disciplinary matter arises, the relevant supervisor or manager will first establish the facts promptly before recollections fade and where appropriate obtain statements from any available

witnesses. Having established the relevant facts, the supervisor or manager will decide whether to drop the matter, to arrange informal coaching or counselling or to arrange for the matter to be dealt with under this disciplinary procedure. Any formal disciplinary hearings will not usually be conducted by the investigating person.

Depending on the seriousness of the matter the College may decide to start the procedure at any stage.

At every stage in the procedure, you will be advised in writing of the nature of the complaint against you and will be given the opportunity to state your case at a meeting with the relevant supervisor or manager before any decision is made.

You will have the right to be accompanied to any disciplinary hearings by a fellow employee or a representative of your trade union (if any).

No employee will be dismissed for a first breach of discipline, except in the case of gross misconduct when the penalty will normally be dismissal without notice and without payment in lieu of notice. Before imposing any disciplinary penalty, all relevant factors will be considered including the extent to which standards have been breached, the employee's general record, position and length of service and any special circumstances which might make it appropriate to adjust the severity of the penalty.

You will have the right to appeal against any disciplinary penalty imposed.

Each step and action in this procedure will be taken without unreasonable delay.

A copy of the College's written record of any disciplinary action taken will be supplied to you on request.

Written records of any disciplinary proceedings will be kept and maintained in accordance with the Data Protection Act 1998.

Right to be accompanied

You are entitled to be accompanied to a disciplinary hearing by a fellow employee or by a trade union representative of your choice. The chosen companion may address the disciplinary hearing and may confer with you during the hearing, but is not permitted to answer questions on your behalf.

If your choice of companion is not available to attend at the time proposed for the disciplinary hearing in question, then you may propose an alternative time for the hearing to take place. The proposed alternative time must be reasonable and must be within five working days of the initial date of the hearing.

Employees chosen to accompany a fellow employee to a disciplinary hearing will be permitted to take paid time off during working hours to attend that hearing.

Procedure

When the College decides to invoke the formal disciplinary procedure the following procedure will be adopted:

Stage 1: Written warning

If your conduct or performance does not improve, or if the misconduct or poor performance is sufficiently serious to warrant a written warning, but not serious enough to justify a final written warning, you will normally be given a written warning.

This written warning will give details of the complaint against you and, in appropriate cases, will state the improvement required and the time scale for improvement. It will also warn that further disciplinary action in accordance with stage 2 of this procedure will be considered if there is no satisfactory improvement, or any repetition of misconduct, and will advise you of your right of appeal.

A copy of this written warning will be kept on your personnel file, but will be disregarded for disciplinary purposes after twelve months (or any longer period specified in the written warning) provided the College is satisfied with your conduct or performance.

Stage 2: Final written warning

If further misconduct of any kind occurs or performance still does not improve, or if the misconduct or poor performance is sufficiently serious to warrant only one written warning, but not serious enough to justify dismissal, you will normally be given a final written warning.

This final written warning will give details of the complaint against you, and, in appropriate cases, will state the improvement required and the time scale for improvement. It will also warn that further disciplinary action in accordance with stage 3 of this procedure will be considered if there is no satisfactory improvement, or any repetition of misconduct, and will advise you of your right of appeal.

A copy of this final written warning will be kept on your personnel file, but will be disregarded for disciplinary purposes after twelve months (or any longer period specified in the final written warning) provided that the College is satisfied with your conduct or performance.

Stage 3: Dismissal

If further misconduct of any kind occurs or performance is still unsatisfactory and you still fail to reach the prescribed standards, you will normally be dismissed. As soon as is reasonably practicable, you will be provided with written reasons for your dismissal and informed in writing of the date on which your employment will terminate and of your right of appeal.

Gross misconduct

The following list provides examples of offences which will normally be regarded by the College as acts of gross misconduct. This list is not intended to be exhaustive;

- theft, deliberate falsification of records or claims against the College or other acts of dishonesty (including fraud);
- fighting, assault on another person or other physical violence;
- abusive behaviour (including violent or offensive language);
- physical, verbal or psychological bullying of any type;
- deliberate damage to College property;
- serious breach of health and safety rules or procedures;
- serious incapacity through alcohol or being under the influence of illegal drugs, or sale of alcohol or drugs on College premises;
- serious negligence which causes unacceptable loss, damage or injury to persons or College property or finances;
- serious act of insubordination (such as a refusal to carry out a lawful instruction);
- breach of confidentiality (including a failure to maintain confidentiality in an investigation relating to a complaint of harassment) but subject to the Public Interest Disclosure Act 1998;
- any unlawful act of discrimination, victimisation or harassment or any breach of the College's Equal Opportunities Policy or Harassment and Bullying Policy;
- unauthorised computer use or access;
- absence without leave or just cause;
- being convicted of a serious criminal offence (whether committed during the course of your employment or not) or being investigated for such an offence where, in the reasonable

opinion of the College, such investigation has resulted in the loss of trust and confidence in the employee by the College or by the general public;

- misuse of e-mail or of the internet (including downloading or transmission of material which is discriminatory, defamatory, offensive or obscene, malicious, sexist, racist or protected copyright material) or any serious breach of the College's IT, Electronic Communications & Social Media Policy;
- serious breach of trust and confidence;
- bringing the College into disrepute

If the College believes that you may have committed an act of gross misconduct, you may be suspended from work on full pay, normally for no more than five working days, whilst the College investigates the alleged offence. During the period of suspension, you may be refused access to the College's premises or contact with the College's employees without the prior consent of the College and subject to such conditions as the College may impose. Such suspension will only be imposed after careful consideration and will be reviewed to ensure that it is not unnecessarily protracted. You should note that suspension in these circumstances is not considered as a disciplinary action.

If on completion of the investigation, the College is satisfied that you have been guilty of gross misconduct, the result will normally be summary dismissal without notice and without payment in lieu of notice. As soon as is reasonably practicable, you will be provided with written reasons for your dismissal and informed in writing of the date on which your employment terminated and of your right of appeal.

Appeals

All employees have the right to appeal against any disciplinary or dismissal decision made by the College. Any appeal should be put in writing, stating the reason for the appeal, and submitted to the relevant College Officer or, in the case of a Head of Department, to the Senior Bursar within five working days of receipt of the warning or notice of termination of employment.

Where this is possible, the College will arrange for the appeal to be heard by a more senior person who has had no previous involvement in the disciplinary process. The College will make all reasonable efforts to hear the appeal within ten working days of the appeal being lodged. If this is not possible the College will tell you why and tell you when you can expect your appeal to be heard.

At the appeal hearing (which will, unless the employee agrees otherwise, take place face to face) any disciplinary penalty imposed will be reviewed, but it cannot be increased.

The decision of the person who hears your appeal is final: there is no further right of appeal.

Dealing with absence

The College makes a distinction between absences on grounds of medically certificated illnesses, both physical and mental, and those which may call for disciplinary action. All unexpected absences will be investigated and you will be asked for an explanation.

If, after investigation, it appears that there were no acceptable reasons for the absence or absences, the matter will be treated as a conduct issue and dealt with under the College's Disciplinary Procedure.

Where absence is due to genuine illness the College will seek to establish:

- how soon the employee's health and attendance will improve;
- whether alternative work is available;
- the effect of past and likely future absences on the College;
- how similar situations have been handled in the past; and

- whether the illness is a result of a disability as defined in the Disability Discrimination Act 1995

19 DRESS CODE and PERSONAL HYGIENE

To an institution like the College, standard of dress and personal hygiene at work are important. Almost all College staff will come into contact with visitors and members of the public, and the College would wish you to present a professional image with regard to appearance and standards of dress and personal hygiene. Where work wear or uniforms are provided by the College, you should wear them when at work and launder them on a regular basis. For other College staff, please wear clothes appropriate to your job responsibilities and present a general appearance that does credit to yourself and the College. Heads of Department are authorised to speak to you about dress, appearance and personal hygiene if they believe you are not maintaining acceptable standards.

Continued failure to dress to acceptable standards, having been warned, may result in disciplinary action.

20 DRUGS AND ALCOHOL POLICY

The College, as your employer, has a duty to ensure the health, safety and welfare at work of all members of staff, so far as is reasonably practicable, and similarly you have responsibility to yourself and colleagues. The use of alcohol and drugs may impair the safe and efficient running of the College and/or the health and safety of its members of staff.

Drugs and the excessive use of alcohol are likely to damage your health and may create other serious personal problems. For the College the adverse effects may show up in many ways, of which the following are simply examples:

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

If the College has a reasonable belief that your performance or attendance at work is affected as a result of alcohol or drugs, or the College believes you have been involved in any drug or alcohol related action/offence, you may be subject to disciplinary action and, dependent on the circumstances, this may lead to your dismissal.

21 ELECTRONIC COMMUNICATIONS, I T & SOCIAL MEDIA POLICY

Although Internet and electronic mail provide numerous benefits, there are potential risks and problems, and therefore College rules you must follow. If any employee does not comply with these rules, disciplinary action may be taken or you may be liable to prosecution. To minimise the risk to the College, use of electronic mail and the internet, and compliance with this policy, is monitored.

Email and the Internet

We reserve the right to retrieve the contents of email messages or check internet usage (including pages visited and searches made) as reasonably necessary in the interests of the business, including for the following purposes (this list is not exhaustive):

- to monitor whether the use of the email system or the internet is legitimate and in accordance with this policy;
- to find lost messages or to retrieve messages lost due to computer failure;
- to assist in the investigation of alleged wrongdoing; or

- to comply with any legal obligation

Computing facilities are provided for Academic use (Fellows and students), for Administrative use (members of staff) and for limited Conference use. In general, separate facilities are provided for each of the three categories of user above, and users in one category may not use facilities designed for use by users in another category without explicit permission from the Senior Tutor or the Senior Bursar.

The use of administrative computing facilities is restricted to those who have been given explicit permission by the College Computer Office. You should not attempt to gain access to restricted areas of the network, or to any password-protected information, except as authorised in the proper performance of your duties.

The administrative computer facilities are provided to expedite College business, and as such must not be used for spreading gossip, for personal gain or in breach of any of the College's standard employment policies.

All users of the administrative computer facilities will be provided with a personal User ID and a personal password. For reasons of security, data protection and personal privacy, this password must not be divulged to anyone else, and no member of the College has the authority, in any capacity, to insist that a user must divulge their personal password. If one user requires access to data held in another user's account, advice must be sought from both the College Computer Office and the Data Protection Officer. Facilities are provided to enable users to share co-operatively information without the need to know additional passwords.

No user of the administrative computer facilities may make use of a computer which is logged on in the name of another user, except where permission has been obtained from the latter user.

Users of the administrative computer facilities may not install any software on the computers provided for their use, without explicit permission from the College Computer Office.

You should not access any web page or download any image, document or other file from the internet which could be regarded as illegal, offensive, in bad taste or immoral. Even web content which is legal in the UK may be in sufficient bad taste to fall within this prohibition. As a general rule, if any person (whether intended to view the page or not) might be offended by the contents of a page, or if the fact that our software has accessed the page or file might be a source of embarrassment if made public, then viewing it will be a breach of this policy.

For security reasons, no user should visit a website if there is any reason for suspicion about its content. (For example, many virus-generated emails and "spam" emails encourage their readers to visit specific websites either without reasonable justification or with clearly false justification. Websites advertised in this way must be avoided).

Use of the Internet or electronic mail for personal purposes is permitted during working hours, as long as the effectiveness of the staff member is not compromised. You should not under any circumstances use our systems to participate in any internet chat room, post messages on any internet message board or set up or log text or information on a personal blog or wiki, even in your own time.

Employees must take great care not to record any defamatory comments about other organisations or individuals on electronic mail. This can be used as evidence if a libel case comes to court. The same applies to messages that are abusive, sexist, racist, discriminatory or defamatory. Incorrect or improper statements can give rise to claims breach of confidentiality or breach of contract. It is safest to assume that electronic mail messages may be read by others. Remember that you have no control

over where your email may be forwarded by the recipient. Avoid saying anything which would cause offence or embarrassment if it was forwarded to colleagues or third parties, or found its way into the public domain.

Email messages may be disclosed in legal proceedings in the same way as paper documents. Deletion from a user's inbox or archives does not mean that an email cannot be recovered for the purposes of disclosure. All email messages should be treated as potentially retrievable, either from the main server or using specialist software.

Messages of a strictly confidential nature must not be sent out of the College by electronic mail for security reasons.

All users of the administrative computer facilities shall be expected to treat as privileged any information which may become available to them through the use of any facilities and which is obviously not intended for unrestricted dissemination.

If you have been issued with a laptop, tablet computer, smartphone or other mobile device, you must ensure that it is kept secure at all times, especially when travelling. Passwords must be used to secure access to data kept on such equipment to ensure that confidential data is protected in the event of loss or theft. You should also be aware that when using equipment away from the workplace, documents may be read by third parties, for example, passengers on public transport.

All storage devices, internal or external, must be encrypted when taken away from College property. Assistance should be sought from the College Computer Office.

Social Media

For the purposes of this policy, social media is a type of interactive online media that allows parties to communicate instantly with each other or to share data in a public forum. This includes online social forums such as Twitter, Facebook and LinkedIn. Social media also covers blogs and video and image sharing websites such as YouTube and Flickr.

Employees should be aware that there are many more examples of social media than can be listed here and this is a constantly changing area. Employees should follow these guidelines in relation to any social media that they use.

Use of social media at work

Personal social media accounts may not be installed on any College computing facility.

Authorised employees may contribute to the College's social media activities, for example by writing for our blogs/managing a Facebook account/running an official Twitter account for the College. If you set up an account for these purposes, the account name must be authorised by I.T. and the user name and password must be given to Head of IT.

The College may have specifically blocked use of some social media websites on its computers. Employees must be aware at all times that while contributing to the College's social media activities, they are representing the College. Employees who use social media as part of their job should use the same safeguards as they would with any other form of communication about the College in the public sphere. These safeguards include:

- making sure that the communication has a purpose and a benefit for the College;
- obtaining permission from a manager before embarking on a public campaign using social media; and
- getting a colleague to check the content before it is published

Any communications employees make through social media (**including** any **personal** social media accounts) must not:

- bring the College into disrepute, for example by:
 - criticising or arguing with customers, colleagues or rivals;
 - making defamatory comments about colleagues, individuals or other College departments
 - using profanities or obscenities or
 - posting images that are inappropriate or links to inappropriate content

- breach confidentiality, for example by:
 - revealing information which is owned by Queens' College;
 - giving away confidential information about an individual (such as a colleague or customer contact) or Queens' College;
 - discussing the College's internal workings, or any future business plans which have not been communicated to the public

- breach copyright, for example by:
 - using someone else's images or written content without permission; or
 - failing to give acknowledgement where permission has been given to reproduce something; or

- do anything that could be considered discriminatory against, or bullying or harassment of, any individual, for example by:
 - making offensive or derogatory comments relating to sex, gender reassignment,
 - race (including nationality), disability, sexual orientation, religion or belief or age;
 - using social media to bully another individual (such as an employee of the College); or
 - posting images that are discriminatory or offensive [or links to such content]

Excessive use of social media at work

Employees should not spend an excessive amount of time while at work using social media websites, even if they claim to be doing so as part of their work. This is likely to have a detrimental effect on employees' productivity. They should ensure that use of social media does not interfere with their other duties.

Monitoring use of social media during work time

Use of social media from College computers will be monitored. The College considers that valid reasons for checking an employee's internet usage include suspicions that the employee has:

- been spending an excessive amount of time using social media websites for non - work related activity; or
- acted in a way that is in breach of the rules set out in this policy

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

Access to particular social media websites may be withdrawn in any case of misuse.

Social media in your personal life

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

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

If employees do discuss their work on social media, they must include on their profile a statement along the following lines: "The views I express here are mine alone and do not necessarily reflect the views of my employer."

The College recommends personal privacy settings on social media accounts are checked regularly to ensure they kept up to date.

Disciplinary action over IT, electronic communications and social media use

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

22 EMERGENCIES

In the event of emergency (fire, police, ambulance) dial 999 from a mobile phone or 1999 from any university network telephone) for the emergency services and then telephone the Porters' Lodge on 35511 or 01223335511 from a mobile.

Safety Officer – details can be found in Appendix 1

Regulatory Compliance Officer – details can be found in Appendix 1

23 EMPLOYMENT EXPENSES

Employment expenses may only be incurred with the express permission of your Head of Department and with the approval of the Senior Bursar. A formal claim will need to be submitted.

Necessary expenses incurred by you personally in the course of your work may be reimbursed by the College, provided that:

- Authorisation is obtained from your Head of Department in advance of expenditure;
- Expenditure is within College guidelines;
- Receipts and a claim form are completed for all expenditure and authorised by the Head of Department and the relevant College Officer and the Senior Bursar

Uniform

Some members of staff may be required to wear uniforms on duty. You will be asked to sign for these as part of the induction procedure.

Travel

Travel expenses will be paid if you need to travel to perform your job effectively. This does not include travelling to and from work. The College will refund Second Class rail expenses or the current mileage rate, whichever is the lesser amount. The current mileage rate is 45 pence per mile (up to an annual limit of 10,000 miles). You will need to complete a Travel Expenses Form available from the Bursar's Office.

24 EQUAL OPPORTUNITIES

Queens' College is an equal opportunities employer. We are committed to ensuring within the framework of the law that our workplace is free from unlawful or unfair discrimination, on the grounds of colour, race, nationality, ethnic or national origin, sex (including gender reassignment), sexual orientation, age, pregnancy and maternity leave, marital status, civil partnership status, or religion or belief or disability as set out in the Equality Act 2010.

We aim to ensure that all our staff achieve their full potential and that all employment decisions are taken without reference to irrelevant or discriminatory criteria. We have adopted the following equal opportunities policy as a means of helping to achieve these aims.

We are committed to ensuring that all our staff and applicants for employment are protected from unlawful discrimination in employment.

Implementing equality of opportunity

Recruitment and employment decisions will be made on the basis of fair and objective criteria. Our selection procedures are reviewed from time to time to ensure that they are appropriate for achieving our objectives and for avoiding unlawful discrimination.

The requirements of job applicants and existing members of staff who have or have had a disability will be reviewed to ensure that whatever possible reasonable adjustments are made to enable them to enter into or remain in employment with us. Promotion opportunities, benefits and facilities of employment will not be unreasonably limited and every reasonable effort will be made to ensure that disabled staff participate fully in the workplace.

Person and job specifications will be limited to those requirements which are necessary for the effective performance of the job. Interviews will be conducted on an objective basis and personal or home commitments will not form the basis of employment decisions except where necessary.

In accordance with recommended practice the ethnic and gender composition of our staff and applicants for jobs will be monitored on an anonymous basis at all levels.

Appropriate training will be provided to enable staff to implement and uphold our commitment to equality of opportunity.

Working patterns will be reviewed so as to enable us to offer flexible working to staff where possible, always subject to the reasonable business needs of the College. Where necessary, special provision will be made for training for staff returning to work following a break for domestic reasons.

All staff have a right to equality of opportunity and a duty to implement this policy. Breach of the equal opportunity policy is potentially a serious disciplinary matter. Anyone who believes that he or she may have been disadvantaged on discriminatory grounds is entitled to raise the matter through the grievance procedure. In cases of harassment the procedures set out in the College's Harassment and Bullying Policy should be used.

25 FACILITIES AND BENEFITS

The College offers a number of facilities and benefits. We hope you will wish to take full advantage of what is available.

Bicycles

Bicycles may be left in the covered bicycle racks near the Porters' Lodge. They must be securely locked at all times. You should security mark your bicycle, and register it with the Porters' Lodge. Each year the Head Porter carries out a "cull" of unmarked or abandoned cycles, so you are strongly encouraged to security mark and register your bicycle. Unfortunately, the College cannot be held responsible for any loss or damage so please ensure your bicycle is securely padlocked at all times.

Counselling

The University operates a counselling service for staff members. For further details please contact the HR Office.

Eye Tests

Free eye tests are available to those who use VDU screens extensively as part of their daily work. Staff can use any optician, and present the receipt for the eye test only (up to a value of £25.00) to the Bursary for re-imburement. For further information, please contact the Human Resources Office.

First Aid and Medical Facilities

Each Department has a first aid box. These are located as follows:

Porters' Lodge	Gardeners' Building
	Maintenance Department
Housekeeping Office	Carpenters' Building
Library	Dockett & Y Boiler House
Kitchens	Old Porters' Lodge
College Van	

There are also First Aid Boxes in all College hostels and at the Sportsground and Boathouse.

A wheelchair is available in the Health Centre.

If you have an accident or are unwell at work, you should alert your Head of Department who may contact the College Nurse. The Nurse is available at the times posted on the wall outside the Health Centre in Cripps Court, near CC staircase.

If you have an accident you will need to follow the Accident Procedure by completing an Accident Form. This can be obtained from your Head of Department or from the Bursary. A list of qualified First Aiders within the College can be found on staff notice boards and at the back of this Handbook.

Details of HIV/AIDS Advisors can be found in Appendix 1

Long Service

The College rewards Long Service. There is an additional holiday entitlement detailed in the section on Annual Leave.

Meals

From January 2017, one meal per day at College expense is offered to staff for each day they are working (and subject to the kitchens being open). Entitlement is restricted to members of staff who are on duty during meal hours; this excludes staff who are on annual leave, sick leave or are suspended from work, and it does not allow for meals immediately prior or immediately after shifts.

(Some staff may have opted out of this facility, but this is not an option for staff who join after 1st November 2016)

A daily allowance which provides for a two course meal and a drink is credited to your University Card. The card can only be activated once each day. Any additional daily purchases from the Cripps Dining Hall Cafeteria or Café Bar will be at your own cost. Combinations of items from the Cafeteria and Café Bar are not permitted. Retail merchandise (bottled water, soft drinks, confectionary) is excluded.

Meal entitlement cannot be accrued or deferred, and is not transferable. Staff cannot purchase meals for colleagues even if they are all on duty together.

Meals are served in Cripps Dining Hall during the following times:

Breakfast	08:15 - 09:15
Lunch	12:15 - 13:30
Dinner	18:00 - 19:00

(These times may vary during vacations).

The College Café Bar (Q Bar) in Cripps Court is usually open for light snacks and soft drinks from 10:30 to 16:00 during term time.

Nursery Information

Queens' College Nursery is open Monday to Friday 08:30 to 16:30 all year around. It is available to staff, Fellows and students, but places are limited. Please contact the Nursery Head (35623) for more information.

The University Childcare Adviser on (01223 339905) will be happy to advise on options in the city. College staff may use the vacation play schemes run by the University Childcare Office but places cannot be guaranteed as University employees have preference.

Physiotherapy

The College offers a free monthly physiotherapy service to all permanent staff members. Appointments are booked through the HR Department. Staff are eligible for up to three free repeat sessions. If further sessions are required, these must be booked and paid for privately with the physiotherapist.

Service Award

The College operates a length of service award (QLSA) for loyalty. This is based on the number of completed years of service at 31st March each year. The award will be paid only to those in employment in July each year and will be paid in that month. The value of the award will be calculated as the value of your earnings divided by 1000 and multiplied by the number of years of service described above. It is intended to be a reward for the loyalty shown to the College by our staff. It is not contractual.

Social Facilities

Badminton - The Fitzpatrick Hall may be booked by members of staff for badminton, through the Bursars' Secretary. Staff who wish to play regularly in a group may be able to organise a regular slot through the Bursars' Secretary. Members are welcome to bring a guest.

Multigym - The multigym is available for members of the multigym club only. Members of staff may join this club and membership may be available for a member of your family (over the age of eighteen). Further details about the availability and cost of members can be obtained from the Bursary.

Squash - The College squash courts may be booked by a member of staff in the book in the Porters' Lodge. At certain times during the year the lights are operated through a token system. These tokens are available from the Porters' Lodge, but at other times there is no charge. The squash courts are available only for a member of staff playing with one guest.

Sportsground and Boathouse - These facilities are some distance from the College and are not generally available for members of staff. However, any member of staff with a serious interest in using these facilities should contact the Senior Treasurer of the College Union.

Tennis - The hard tennis courts at the sportsground are shared with Robinson, King's and Selwyn Colleges and are kept locked. The key (for which a deposit is charged) and booking sheets are kept at the Porters' Lodge and a court may be used by a member of staff playing singles or doubles.

Croquet - On weekdays during the summer vacation only, a croquet set is available for use on Erasmus Lawn. Members of staff can obtain the key to the storage box from the Porters' Lodge.

Punts - Punts are available for hire by members of staff for their own use. The booking sheets are kept at the Porters' Lodge and should be correctly completed. Please observe the rules for the use of punts (you are personally responsible for any damage caused by misuse) and pay the hire charge at the end of the session to the Porter on duty.

Film Club - Queens' Films presents a high quality film programme during the year which is advertised in College. Members of staff and their guests are welcome and payment is made at the entrance to the Fitzpatrick Hall.

College Chapel - All members of staff and pensioners are welcome to attend the advertised, usual Chapel services. In addition, current members of staff may ask to be married in the Chapel. It may also be possible to baptise members of staff or their children in the Chapel. If any member of staff would like further information about these matters they may consult the Dean of Chapel or Chaplain.

College Bar and Cafeteria - The College Bar is normally available to members of staff except when it is being used exclusively for a conference or College event. Members of staff may use the cafeteria at times when it is available. The Catering Office may be consulted if there are any questions about either of these.

College Rooms - Guest rooms are in very short supply and are not normally available for the guests of members of staff.

Music practice rooms – These rooms are available to be booked by members of staff for their own use. The booking sheets are kept in the Porters' Lodge. Other rooms are normally used by College members and by College Clubs and Societies and are not available for private use by members of staff.

The above rules concerning rooms provide guidelines. If any member of staff has a specific request the Domestic Bursar should be provided with all the relevant details.

College Van - The College van is used for College purposes only and is **not** available for hire.

Additional Staff Benefits

The College offers membership of healthcare and dental care schemes. Although not subsidised by the College, the rates offered are competitive compared to commercial rates. Eligibility for these schemes is achieved on completion of the probationary period which is detailed in your contract of employment. Eligibility ceases when you retire, or leave College employment. Full details of the schemes will be sent to you once your appointment has been confirmed.

Schemes currently available:

Healthcare Scheme - Membership of the College healthcare scheme (currently AXA PPP Healthcare). You can opt for individual, single parent, couple or family membership.

Dental Care - Membership of a Dental Care scheme operated by Denplan is offered and you do not have to change your dentist. You can take up individual membership under the Extensive Dental Cover benefits plan. It is also possible for your partner or any dependants to join the scheme at an extra cost.

Full membership costs will be deducted from your salary each month.

University Card

All permanent members of staff are eligible for University cards. If you do not have a University card, please contact your Head of Department or the Human Resources Office.

The University Card is issued by the University Card Office and a number of companies offer discounts to holders of the card, details of which are available from the Card Office (Tel 66908), or their website www.admin.cam.ac.uk/offices/misd/univcard/

Vehicle Parking

Parking Permits are given to Heads of Department to allocate to staff. It should be understood that parking is limited and no member of staff is guaranteed to receive a parking permit. Permits are discretionary and may be withdrawn at any time.

Vehicles should only be parked in the designated areas. Inconsiderate or unauthorised parking may result in the permanent loss of your permit.

The College accepts no liability for any damage to private vehicles brought onto College property, however it may be caused. Any vehicle on College property is left at the owner's risk.

There is a designated parking bay for motorcycles in the Underground Car Park.

Vehicle parking is reviewed periodically.

26 FIRE EVACUATION

It is the duty of all personnel to do everything in their power to minimise the risk of fire at all times and to guard against careless acts likely to cause fire. All personnel are to acquaint themselves with the location of fire appliances, emergency exits, fire alarm and telephones within and adjacent to their Departments.

It is absolutely essential that you make yourself aware of the fire evacuation arrangements and assembly points relating to your Department and the area(s) of College in which you work.

You are required to participate in any Fire Drills which take place while you are on College premises.

IN THE EVENT OF FIRE

You should know the location of alarm boxes on your staircase and the buildings you frequent. You should know where the fire extinguishers are on your staircase and have read the instructions on the

extinguishers. Wherever you are in a building in the College, you should know your main route(s) of escape. You may have to find them in smoke-filled air.

If you discover a fire anywhere:

- Break the glass in the nearest Alarm Box *before you do anything else*.
- Ensure your own route of escape.
- If another person is available, send them to the Porters' Lodge with details

Fighting a Fire:

- Do not attempt this unless you feel competent to do so.
- Keep between your escape route and the fire at all times.
- Do not use water extinguishers (or fire hoses) on electrical fires, or fat and oil fires.
- Burning oil or fat in a pan can be blanketed with a *wet* large tea-towel or cloth, but approach with it in front of your face, and be sure your hands are wrapped in the cloth.
- If you cannot extinguish the fire in one minute, get out and close the door.
- If a person's clothing is alight, roll them in a blanket or coat to smother the flames

If you hear the Fire Alarms:

Intermittent Ringing – ALERT

- Close all windows and doors;
- Switch off electrical and gas appliances;
- Be ready to leave without delay

Continuous Ringing – EVACUATE

- Leave the building immediately;
- Close, but do not lock, doors behind you;
- Congregate on the nearest lawn, not on paths. There might be a roll-call.
- Do not re-enter the building until you are advised to do so

The College's Fire Safety Policy is detailed in Appendix 3.

27 FLEXIBLE WORKING

Introduction

This policy sets out how the College implements the statutory right to request flexible working arrangements. The right allows employees to request changes to their working arrangements. The legislation requires both the College and its employees to follow certain procedures in order for a request to be considered. A summary of the main provisions of the legislation is set out below. Because this policy describes the statutory provisions it does not form part of your contract, and may be amended at any time to reflect any changes in the law.

Who qualifies for the right?

- Every employee has the right to apply to work flexibly for any reason
- You are allowed to make two applications every 12 months

What changes to my working arrangements can I ask for?

You can ask:

- to reduce the hours you work;
- to change the times / hours you work; or

- to work from home for all or part of the week;
- to job share
- phased retirement

You should be aware that if the College agrees to any change, the change will be permanent. You have no right to change back to your previous arrangements.

How do I make my request?

A member of staff who is considering a flexible working request is encouraged to discuss the matter informally with their Head of Department in the first instance.

A formal request from an employee must be in writing and include the following information:

- The date of your application, the change to working conditions you are seeking and when you would like the change to come into effect.
- A statement if and when you have made a previous application for flexible working.

You should also state if you are making your request in relation to the Equality Act 2010, for example, as a reasonable adjustment for a disability.

You should send your application to your Head of Department.

If an application does not contain all of the required information your Head of Department will explain what additional or amended information you need to provide, and ask you to resubmit the request.

Withdrawing an application

Employees should inform the College in writing if they wish to withdraw their application.

The College can treat an application as withdrawn if the employee misses two meetings arranged to discuss an application or appeal without good reason, eg sickness.

The College must tell the employee they are treating the request as withdrawn.

What happens next?

The law requires that all requests, including any appeals, must be considered and decided within a period of two months from first receipt, unless you and the College agree to extend this period. Within that time the College can either accept the application without a meeting, or hold a meeting with you to discuss your application. If the person who would normally consider your application is off sick or on annual leave when the application is received, the time limit will be extended to reflect the period of absence. If a meeting is arranged to discuss your application, including any appeal, but you fail to attend both this and any re-arranged meeting, without good reason, the College will consider your application withdrawn.

If a meeting is needed, the College will inform you in writing of the outcome. It will also inform you of your right of appeal.

If your application is rejected, you can appeal within 14 days, in writing to the Head of Human Resources.

Once an appeal has been received the College will, within 14 days, either to agree to the request or arrange to hold a further meeting with you to discuss your appeal. It will inform you in writing of the outcome of any appeal within 14 days of the meeting.

You have the right to be accompanied at any of these meetings by a work colleague of your choice.

The time limits in this section can be extended by agreement between you and the College.

How will the College decide whether to grant my request?

The College will only refuse your request if it has a business reason for doing so. The business reasons which would allow the College to refuse your request are as follows:

- burden of additional costs;
- detrimental effect on ability to meet customer demand;
- inability to reorganise work among existing staff or to recruit additional staff;
- detrimental impact on quality or performance;
- insufficiency of work during the period you propose to work;
- planned structural changes; and
- any other reasons that are recognised by the relevant legislation

If your request is refused the College will tell you which of these business reasons it is relying on and explain why it applies, and your right to appeal against the decision.

If your request involves working from home for some or all of your working hours, you should be aware that the College will not be able to agree to your request without checking, amongst other things, that the working arrangements in your home comply with health and safety requirements.

What happens if my request is granted?

If your request is granted at any stage in the process, the College will write to you giving details of the new working arrangements, including any necessary changes to your terms and conditions, and will also tell you when the new arrangements will take effect.

Although there is no legal obligation for a trial period, where there is some uncertainty about whether the flexible working arrangement is practicable for you and the College, a trial period may be agreed. If a trial period is arranged the College will allow sufficient time for you and your manager to implement and become used to the new working practices before taking any decisions on the viability of a new arrangement.

Where a trial period has been arranged the College will provide you with a document that details your new working pattern and makes clear that it is only a temporary variation to the terms of your contract. You will be informed in writing of the start and end dates of the trial period (although the College may reduce or lengthen the trial period where necessary with your agreement). The College will reserve the right, at the end of the agreed trial period, to require you to revert to your previous working arrangement.

There may be some occasions, when the College receives more than one request to work flexibly closely together from different employees. Where this happens it may be possible to grant all of the requests received. However, before doing so the College will need to look closely at the impact this would have on the business before coming to a decision.

Requests will be considered in the order they are received.

When the College receives more than one request, it is not required by the law to make value judgements about the most deserving request. The College will consider each case on its merits looking at the business case and the possible impact of refusing a request. The College may want to have a discussion with the employees to see if there is any room for adjustment or compromise before coming to a decision. The College may also refer to any applicable guidance available at the time.

28 GIFTS TO DEPARTMENTS OR INDIVIDUALS

No employee or member of the College should accept a cash gift of any amount, or any gift or any other benefit in kind of more than nominal value (£10 or more), from any person or firm having business relations, or prospective business relations with the College, unless specifically authorised to do so by the relevant College Officer or the Senior Bursar for the College.

No employee or member of the College may sell any item belonging to the College for personal gain.

29 GRIEVANCE POLICY

The aim of this Grievance Policy is to enable an employee who has a grievance concerning the terms and conditions of his or her employment which affects the employee as an individual, and/or affects his or her personal dealings or relationships with any other employee of College to have it dealt with appropriately, within as short a time as possible.

An employee who has a grievance or complaint should first raise it informally with his or her Head of Department, immediate supervisor, College Officer or the Human Resources Manager. Many grievances can be resolved informally in this way and such informal steps are not part of the formal grievance procedure. When the matter is very serious, or in other exceptional circumstances where there are good reasons for not raising the matter informally, the employee may proceed straight to the formal stage of the procedure. [*The employee may prefer to pursue the matter by means of the Harassment and Bullying procedure (Section 30)*].

In order to start the procedure, the employee should prepare a written statement of his or her grievance and send it to his or her Head of Department, or the Human Resources Manager, who will refer it to the relevant College Officer or appointed deputy (who shall be another College Officer) who will call a meeting with the employee within five working days or as soon as practicable thereafter. The employee will have the right to be accompanied by a fellow employee or by a trade union representative of his or her choice. He or she will also have the right to call witnesses and/or submit evidence. When a decision has been reached, the employee will be told the outcome and informed of the right of appeal.

If the grievance is against a specific person or set of persons, then he or she or they will also be allowed to appear, to call witnesses and submit evidence.

Appeal if problem not resolved?

If the College Officer or appointed deputy is unable to settle the grievance to the satisfaction of the employee, the employee may appeal to the Bursarial Committee by written notice to the President given not more than one month after being informed of the College Officer's decision. The Bursarial Committee may hear the appeal itself or may institute a Staff Grievance Committee of three College Officers to hear the appeal on its behalf.

No grievance shall be determined without an oral hearing at which all relevant parties are entitled to be present and their views heard.

The Employee will be informed of the outcome of the appeal. The decision will be final and there is no further right of appeal.

Grievance against a Student

An employee who has a grievance concerning his or her personal dealings or relationships with any student of the College may raise the matter either orally or in writing with the student's Tutor and/or the Senior Tutor who shall inform the employee of the relevant procedures.

Grievance against a Fellow, Bye-Fellow or Teaching Officer

An employee who has a grievance concerning his or her personal dealings or relationships with any Fellow, Bye Fellow or Teaching Officer of the College may raise the matter orally or in writing with the President. The President shall inform the employee of the relevant procedures.

30 HARASSMENT & BULLYING

The College has a duty of care to all its employees and is committed to a safe working environment. It will not tolerate harassment or bullying in any form.

- Harassment or Bullying is seriously detrimental to the working environment
- It can affect health, confidence, morale and the performance of those affected by it
- It can have a damaging effect on other staff
- Harassment or Bullying is a Disciplinary Offence

Harassment and bullying is seriously detrimental to the working environment and can have a harmful effect on the health, confidence, morale and performance of those affected by it. It may also have a damaging effect on other staff not themselves the object of unacceptable behaviour who are witnesses to it or who have knowledge of the behaviour. All staff are entitled to a working environment which respects their personal dignity and which is free from such objectionable conduct. Harassment or Bullying is a disciplinary offence which could amount to misconduct or gross misconduct and incidents will be dealt with under the appropriate College Disciplinary Procedure.

This policy covers harassment and bullying which occurs in College and at work-related events outside College such as social functions or during travel on College business.

What is Harassment?

Harassment is conduct that is unwanted by the recipient and which the recipient finds offensive or unacceptable. It can include unwelcome physical, verbal or non-verbal conduct. It may be persistent or an isolated incident. Conduct can be harassment even if it was not intended to violate the recipient's dignity, the key is that the actions or comments are viewed as demeaning and unacceptable to the recipient.

Unlawful harassment may involve conduct of a sexual nature (sexual harassment) or it may be related to a protected characteristic such as age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation. Harassment is unacceptable even if it does not fall within any of these categories. For example:

- someone who is perceived to be gay (although actually heterosexual) may suffer harassment related to sexual orientation;
- someone who is offended by racially abusive language may suffer harassment related to race even if they are not of that race themselves;
- someone who cares for a relative may suffer harassment where offensive conduct relates to the disability of the person they care for

While not an exhaustive list, forms of harassment could include:

- physical contact (including invasion of personal space, pushing, touching as well as violence or threatened violence);
- obscene gestures, verbal abuse, offensive language;
- gossip, slander;
- mocking, mimicking or belittling a person's disability
- posting offensive material on the internet;
- obscene or offensive e-mail, screen-savers etc;
- obscene or offensive posters, graffiti, or letters;
- requests for sexual favours;
- threat of dismissal or loss of promotion for refusal of sexual favours;
- unwanted comments about personal appearance or private life;
- offensive or sectarian songs;
- the display of emblems or flags
- isolation or non-co-operation and exclusion or victimisation;
- intrusion by pestering, spying and stalking

What is bullying?

Bullying is offensive, intimidating, malicious or insulting behaviour that can make a person feel vulnerable, upset, humiliated, undermined or threatened or an abuse or misuse of power which undermines or humiliates the recipient.

Bullying can take the form of physical, verbal and non-verbal conduct. Bullying may include, by way of example:

- shouting at, being sarcastic towards, ridiculing or demeaning others;
- physical or psychological threats;
- overbearing and intimidating levels of supervision;
- inappropriate and/or derogatory remarks about someone's performance;
- abuse of authority or power by those in positions of seniority;
- deliberately excluding someone from meetings or communications without good reason;
- spreading malicious rumours, or insulting someone by word or behaviour;
- deliberately undermining a competent worker by overloading them with work and constant criticism;
- preventing individuals from progressing by intentionally blocking promotion or training opportunities

Legitimate, reasonable and constructive criticism of a worker's performance or behaviour, or reasonable instructions given to workers in the course of their employment, will not amount to bullying on their own.

Prevention of Harassment & Bullying

All employees have a responsibility to help ensure that the dignity of all employees is respected in the work environment. Everyone must comply with this policy and should ensure that their behaviour does not cause offence and could not in any way be regarded as harassment or bullying.

Employees should discourage harassment and bullying by making it clear that they find such behaviour unacceptable, and by supporting colleagues who suffer such treatment and are considering making a complaint. They should alert a member of the Welfare Team, College Officer or the Human Resources Manager ("Assisting Staff Member") in confidence to any incident of harassment or bullying to enable the College to deal with the matter.

Managers should set a good example and be supportive to any member of staff who makes an allegation of harassment or bullying.

DO YOU FEEL YOU ARE BEING HARASSED OR BULLIED?

As a general principle, the decision whether to progress a complaint is up to you. However, we have a duty to protect all staff and may pursue the matter independently if, in all the circumstances, we consider it appropriate to do so.

If you are the victim of harassment or bullying you should use the procedure described below.

Informal Stage

- If you can, try to explain your feelings to the individual concerned.
- Try and deal with it promptly: don't delay.

It is entirely in order for a person who feels harassed or bullied to try to resolve the problem if he or she so prefers, by explaining to the individual concerned that the behaviour is not welcome, that it offends or makes the recipient uncomfortable and that it interferes with their work. If you are unable to do this face to face, a written request explaining the distress which the behaviour is causing, handed to the person who is upsetting you, may be effective. If you feel that approaching the individual concerned is too difficult or embarrassing, or if an attempt to resolve the problem independently has not been successful, you don't have to suffer in silence:

- Speak to the Assisting Staff Member
- Consider an informal meeting

Anyone who has been subjected to bullying or harassing behaviour may seek confidential assistance from the Assisting Staff Member. All assisting staff have received training to enable them to advise and assist you in devising means of preventing a re-occurrence of the unacceptable behaviour. An informal approach to an assisting staff member will be treated as confidential.

If you prefer, where you find it too difficult or embarrassing to take up the matter yourself, the assisting member of staff will participate in an informal meeting between you and the individual concerned or will, at your request, approach the individual on your behalf.

Because it is easier to resolve harassment or bullying issues if they are brought to the attention of the College quickly, you are encouraged to invoke the harassment and bullying procedure either as suggested above or below as soon as possible after the commencement of the unacceptable behaviour.

Formal Stage

Still unresolved

- Make a formal complaint
- Assisting Member of Staff will help you
- A thorough investigation will be carried out

Where informal resolution is not appropriate or is not requested, or where the outcome has been unsatisfactory, then you may bring a formal complaint in writing to your College Officer or Senior Bursar.

If so desired the Assisting Member of Staff will help you to prepare your complaint as well as to accompany you to any meetings. All complaints will be thoroughly and expeditiously investigated. They will be conducted in an independent and objective manner by someone unconnected with the allegations and where practicable at least of equal grade/status with the alleged harasser or bully. Wherever possible, investigations will be completed within one month of the complaint being made.

Investigations

- Carried out in confidence
- Interviewees may be accompanied
- Focus on facts
- Notes taken at all stages
- Efforts will be made so the complainant and the alleged harasser or bully will not have to work together during investigation
- Complainant will be kept informed
- Rights of alleged harasser or bully also respected

Investigations will be carried out with sensitivity and with due respect for the rights of both the complainant and the member of staff against whom the complaint is made. Everyone interviewed will be permitted to be accompanied by a colleague or union representative. The importance of confidentiality will be stressed to all those interviewed and everyone will be strictly required not to discuss the complaint with colleagues or friends. Breach of confidentiality may give rise to disciplinary action.

The investigation will focus on the facts of the complaint. Notes will be kept of all stages of the investigation and those interviewed will receive notes of the interview to agree. They will also be informed that anything they say could be used in disciplinary/grievance hearings and that they might be called as witnesses, if so the importance of confidentiality will be emphasised to them. The investigator will also need to meet with the alleged harasser or bully (who may be accompanied by a colleague or trade union representative of their choice) to hear their account of events. They have a right to be told the details of the allegations against them, so that they can respond.

Wherever possible, consideration will be given to ensuring that the complainant and the member of staff against whom the complaint has been made are not required to work together whilst the complaint is under investigation. Where it is not practicable to offer alternative duties to one or other party, the complainant may ask for changes to their duties or working hours so as to avoid or minimise contact with the alleged harasser or bully.

The complainant will be kept informed of the general progress of the process of investigation. At the end of the investigation, the investigator will submit a report to the person nominated to consider the complaint. The person nominated to consider the complaint will arrange a meeting with the complainant to discuss the outcome of the complaint and what action, if any, should be taken. The complainant has the right to bring a colleague or a trade union representative to the meeting. A copy of the report and findings will be given to the complainant and to the alleged harasser. The rights of the member of staff against whom the complaint has been made as to the confidentiality of the details of any disciplinary sanction will be respected.

Following the investigation

If the person nominated to consider the complaint considers that harassment or bullying has occurred, action will be taken to address it. The matter will usually be dealt with as a case of misconduct or possible gross misconduct under the appropriate College Disciplinary Procedure. If the harasser or bully is a third party, the College will consider what action would be appropriate to deal with the problem.

Whether or not a complaint is upheld, the College will consider how best to manage the ongoing working relationship between the complainant and the accused. It may be appropriate to arrange some form of mediation and/or counselling, or to change the duties, working location or reporting lines of one or both parties.

Any complaint that is unfounded and not made in good faith, for example a malicious complaint, will be treated as a disciplinary offence.

Appeals

If the complainant is not satisfied with the way his or her complaint has been handled, he or she may ask for it to be reconsidered. Requests for reconsideration of the complaint should be made in writing and sent to the Human Resources Manager within five working days of the date on which the complainant was informed of the outcome of the initial investigation, setting out the reasons why he or she wishes to appeal as fully as possible. If this is possible, the person selected to hear the appeal will have had no previous involvement in the complaint.

As a first step, the person dealing with the appeal will arrange to meet with the complainant and give him or her the opportunity to explain why he or she thinks the conclusion of the initial stage was wrong. The person dealing with the appeal will then decide what, if any, further investigations are required to enable a decision to be reached on whether the outcome of the initial investigation was correct. The decision of the person dealing with the appeal will be communicated to the complainant and will be final.

A member of staff who receives a warning or who is dismissed for harassment may appeal against the penalty in accordance with the College's Disciplinary Procedure.

Right to be accompanied

Every employee has the right to be accompanied by a colleague or union representative.

Protection and support for individuals involved

A member of staff who makes a complaint or who participates in good faith in any investigation must not suffer any form of retaliation or victimisation as a result. Retaliation or victimisation in this way will usually be subject to disciplinary action under the appropriate College disciplinary procedure.

If you believe that you have suffered from such treatment, you should contact an Assisting Staff Member. If the matter is not remedied you should raise it formally using this procedure where appropriate or the College Grievance Procedure.

Confidentiality

Confidentiality is an important part of the procedures provided under this policy. Details of the investigation and the names of the person making the complaint and the person accused must only be disclosed on a "need to know" basis. Breach of confidentiality may give rise to disciplinary action under the appropriate College Disciplinary Procedure.

Records

Details of all formal complaints of bullying or harassment will be collated by the Human Resources Manager. These will be annually reviewed by the Senior Bursar with a view to ensuring that every effective step has been taken to prevent bullying and harassment at work and to monitor the effectiveness of the complaints procedure.

31 HEALTH AND SAFETY

The College recognises that under the Health and Safety at Work Act 1974, it has a legal duty to ensure, so far as is reasonably practicable, the health, safety and welfare of all its employees, and that

it has certain duties towards Fellows, graduate and undergraduate students, the public and people who use the premises of the College from time to time, these duties being implicit in the above Act.

The College accepts these duties and it will continue to be its policy to promote standards of health, safety and welfare that comply fully with the terms and requirements of the above Act, Regulations made under that Act and Approved Codes of Practice. It is considered by the College that health and safety is a responsibility at least equal in important to that of any other function of the College.

It is the duty of every employee whilst at work to:

- take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work;
- regard any duty or requirement imposed on his/her employer, to co-operate so far as is necessary to enable that duty or requirement to be complied with;
- not intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare on pursuance of any of the relevant statutory provisions

The College's Health & Safety Policy is detailed in Appendix 2.

32 LEAVE (BEREAVEMENT)

The College recognises that individuals' reactions to bereavement vary greatly and so please discuss your position in the first instance with your Head of Department. The College will wish to act sympathetically.

Bereavement leave is paid leave that allows you time off to deal with your personal distress and related practical arrangements, primarily, but not limited to, when a member of your family dies.

The College recognises that bereavement impacts all individuals differently and the guidelines below are intended to show the minimum paid leave you are entitled to in different circumstances.

The College acknowledges that not all employees will need to take the full allowance, and some employees will need additional time, depending on their relationship with the person who has died and the circumstances of the death.

In the event of the death of an immediate relative, three working days paid leave will be granted. An immediate relative includes a spouse, civil partner or partner (including same sex partners), parent, sibling or a person with whom you are in a relationship of domestic dependency.

In exceptional circumstances up to five days' leave may be granted on the death of an immediate relative. These circumstances would include travelling abroad to attend the funeral.

You should notify your Head of Department of your need to take leave as soon as possible or, at latest, on the first day of absence. In exceptional circumstances, applications for leave will be considered after the first day of absence. Heads of Department have the right to exercise discretion in exceptional circumstances as outlined above. Leave days do not have to be taken consecutively.

PARENTAL BEREAVEMENT LEAVE

We offer two weeks' paid Parental Bereavement Leave for any parent who loses a child aged under 18. We will be flexible about how you take this leave (for example, you might want to take it in one block, or as two separate weeks).

We understand you may not be in a position to have any detailed discussion with us, but please tell your Head of Department or the HR office what has happened. An email will be fine.

In the event of a miscarriage before the end of the 24th week of your pregnancy, according to the statutory provisions, any time off work is treated as sickness absence.

In the event that you lose your child after 24 weeks of pregnancy or your child is born alive at any stage of pregnancy but later dies, you are entitled to Maternity Leave.

Annual leave

In the event of a bereavement, you will be able to take annual leave or unpaid leave at short notice to supplement your bereavement leave. Requests should be directed to your Head of Department.

Return to work

In certain circumstances a full return to work may not be possible for an employee following the death of an immediate relative – for example, when the employee's grief is likely to impact on their ability to perform their role, or where new child care arrangements have to be sourced or responsibility for the care of an elderly parent has transferred to the employee.

In such instances the College will allow a phased return to work on a part-time or reduced hours basis where practicable. Alternative duties may also be considered. Any such arrangement would need to be agreed in advance by your Head of Department, would be subject to an agreed maximum number of days and would be managed in line with the College's flexible working/part-time working policy.

Employee support

The College acknowledges that bereavement leave is intended to support employees in the immediate period around the death of a relative. However, the process of grief, the natural reaction and adjustment to loss and change may take a significant time and will be personal to each individual.

If you have any concerns about the grieving process impacting on your work performance you should discuss this in confidence with either your Head of Department or the Human Resources Department to ensure that any reasonable adjustments that may be necessary are discussed and put in place.

The College recognises that the majority of people do not require counselling to cope effectively with their grief. However, in order to offer support where there has been a significant loss the College may cover the cost of up to three counselling sessions with an independent counselling practice.

Health and Safety

Bereavement can have an impact on concentration, sleep, and decision-making. The health and safety assessment of the workplace will include consideration of the impact of bereavement on you, i.e. your duties and responsibilities, and the context in which you are working, for example do you operate manual equipment?

If you are concerned about your ability to conduct your duties safely during the weeks following a bereavement you must discuss this with your Head of Department or the Human Resources Department.

Culture and Diversity

The College recognises that different cultures respond to death in significantly different ways. You should not assume your Head of Department is aware of any particular religious or cultural practices or special arrangements required therefore you should draw this to their attention as soon as possible.

33 LEAVE (FAMILY EMERGENCIES)

You are entitled to take time off work to deal with an emergency involving someone who depends on you. "Dependants" would include your husband, wife or civil partner, partner, child or parent, or someone living with you as part of your family

In what circumstances may you take time off?

You may take time off work to deal with an unexpected or sudden problem and make any necessary long term arrangements in the following circumstances:

- if a dependant falls ill or has been involved in an accident or assaulted, including where the victim is distressed rather than physically injured;
- when a partner is having a baby;
- to make longer term care arrangements for a dependant who is ill or injured;
- to deal with an unexpected disruption or breakdown of care arrangements for a dependant; for example, when the child-minder or nurse fails to turn up;
- to deal with an unexpected incident involving your child during school hours for example, if your child has been involved in a fight, is being suspended from school or has been injured on a school trip.

This right only covers emergencies. If you know beforehand that you are going to need time off, you may be able to arrange this by taking another form of leave, such as Parental Leave or Unpaid Leave for example.

The amount of time you may take is the time it takes you to deal with the immediate emergency. For example, if your child falls ill, you can take enough time off to deal with their initial needs, such as taking them to the doctor and arranging for their care, but you will need to make other arrangements if you want to stay off work longer to care for them yourself.

There is no legal obligation on the College to pay you for the time you take off. You will need to inform your Head of Department immediately of any emergency which requires you to take time off work.

34 LEAVE (CARER'S LEAVE)

We offer all employees who have a dependant with a long-term care need the right to take up to one week of unpaid leave in any 12-month period to provide or arrange care for that person.

A person is your dependant if they are your spouse, civil partner, child or parent; live in the same household as you, otherwise than by reason of being your boarder, employee, lodger or tenant; or reasonably rely on you to provide or arrange care.

A dependant is seen as having a long-term care need if they have an illness or injury (whether physical or mental) that requires, or is likely to require, care for more than three months; if they have a disability for the purposes of the Equality Act 2010; or if they require care for a reason connected with their old age.

You do not need to take your week of annual entitlement all in one go. You are able to take several shorter periods of leave (as long as they are no shorter than half a day on any occasion).

You need to tell us in writing if you wish to take Carer's Leave. Your notice should confirm that you have a dependant with a long-term care need. It should also set out whether you have taken any other period of Carer's Leave in the previous 12 months. You must give at least twice the amount of notice than the period of leave requested or, if longer, three days' notice.

We will always try to accommodate your request, but we may have to rearrange your dates if your absence would unduly disrupt service needs by, for example, leaving us short-staffed. If your leave has to be postponed, we will tell you why in writing before the leave is due to begin. We will, in discussion with you, make arrangements to reschedule the leave so that it can be taken within one month of the start date of the leave originally requested.

Your employment contract and all its terms and conditions remain in force throughout Carer's Leave, other than the fact that it is unpaid. Your holiday entitlement continues to accrue in the normal way.

35 LEAVE (MATERNITY)

At Queens' College, we endeavour to ensure all pregnant staff and new parents are given support before, during, and on their return to work from maternity leave.

We aim to ensure that the employee's duties are adequately covered during maternity leave and that an effective dialogue is implemented at all stages so that employees feel fully informed about their entitlements and the process to follow.

This policy applies to the College's employees.

Definitions

The following terms are used within this policy:

AML: 'Additional Maternity leave' is a further 26 weeks of Maternity Leave immediately following OML.

Compulsory maternity leave: Employees must take two weeks of maternity leave after their baby is born and cannot return to work before this period of compulsory maternity leave ends.

EMP: Enhanced Maternity Pay.

Employee/you: a Queens' College employee who is pregnant, has recently given birth or is breastfeeding.

EWC: The 'expected week of childbirth' is the week, beginning on the Sunday, during which the baby's birth is expected.

HoD: Head of Department.

MA: Maternity Allowance is a payment an employee can receive following the birth of their child if they are not eligible to receive SMP. MA is payable for up to 39 weeks.

MATB1: The maternity certificate, or form, which is provided to confirm a pregnancy and confirm the EWC. MATB1 is normally provided at around the 20-week stage of pregnancy.

Maternity pay period: The period for which SMP may be paid is called the 'maternity pay period'. The maternity pay period may start at any time from the start of the 11th week before the EWC and can

continue for up to 39 weeks, even if you do not intend to return to work. The maternity pay period will end if you return to work.

OML: 'Ordinary Maternity Leave' is the first 26 weeks of Maternity Leave.

Qualifying week: The 15th week before the EWC.

Relevant pay period: The period ending on the last normal pay day before the qualifying week and starting with the normal pay day which is at least eight weeks earlier. Your normal weekly earnings are calculated based on an average of your gross earnings for national insurance purposes during the 'relevant pay period'. This will include, for example, any payments relating to overtime, commission, and bonuses.

SMP: Statutory Maternity Pay.

Health and Safety

To assess any potential risk to health and safety, the employee should notify their HoD as soon as possible.

The College is required by law to protect the health and safety of employees who are pregnant, have recently given birth or are breastfeeding. Health and safety protection on these grounds starts as soon as the College knows that an employee is pregnant.

A Health and Safety Risk Assessment will be undertaken by HoD and action taken to reduce or remove any risk.

Should adjustments be identified, and these cannot be accommodated in the employee's current role, the College will review if a suitable alternative role can be identified as a temporary adjustment.

In the event that alternative work cannot be found, we reserve the right to place pregnant employees on authorised leave of absence with full pay until they are no longer at risk or until they commence maternity leave.

Employees should speak with their line manager immediately if they are worried about their own health and safety at any time.

Notification requirements

To qualify for maternity leave (as well as SMP and EMP) you are required to provide a written notification by the end of the qualifying week, or as soon as reasonably practicable after this, of the following information:

- confirming that you are pregnant;
- confirming your EWC;
- attaching your MATB1; and
- notifying the date you wish to start your OML period, which can be any time from the 11th week before the EWC.

Notification forms can be found in the appendices.

An informal meeting with HR Department will be arranged to discuss your entitlements and the organisational processes involved.

Time off for ante-natal care

You are entitled to reasonable time off during normal working hours to receive ante-natal care.

Ante-natal care is not restricted to medical examinations. It could include relaxation and parent-craft classes, as long as these are recommended by a registered medical practitioner, registered midwife or registered health visitor. Except for the first appointment, you should show an appointment card or other documents to confirm the details of appointments to your HoD.

You will receive your basic pay for the time taken to attend these appointments.

Length of maternity leave

Subject to meeting the notification requirements set out in section 4, you are entitled to 52 weeks' maternity leave in total, broken down as follows:

- 26 weeks' OML, including a 2-week period of compulsory maternity leave; and
- a further 26 weeks' AML that starts immediately after OML.

Unless you notify us that you wish to take a shorter period, the College will automatically assume you are taking your full entitlement to 52 weeks. The College's HR Department will write to you within 28 days to confirm your expected return date.

Commencing maternity leave

Your maternity leave may not start earlier than the 11th week before the EWC until the date of birth (unless your child is born prematurely).

You are required to inform the College's HR Department and HoD in writing of the date you intend to start maternity leave. However, you may change this date so long as you provide the College's HR Department with at least 28 days' notice in writing of this change.

Shortly before your maternity leave starts, your HoD and the College's HR Department will discuss with you the arrangements for covering your work and the opportunities for you to remain in contact, should you wish to do so, during your leave.

Compulsory maternity leave commences on the day after childbirth occurs.

There are two occurrences in which maternity leave is triggered automatically even if you had given notice that it would start at a later date:

- Where childbirth occurs before the OML would otherwise commence. If this occurs, please notify your HoD, in writing as soon as is reasonably practicable after the birth, of the date on which you gave birth. Your maternity leave period will begin automatically on the day following the date of the birth.
- Where you are absent from work, wholly or partly due to your pregnancy, after the beginning of the fourth week before the EWC. If this occurs, please notify HoD, in writing as soon as is reasonably practicable, that your absence from work is wholly or partly due to your pregnancy and the start date of this absence. In these circumstances, the College may require that your maternity leave period begins on the day following the first day of such absence. A Fit Note will need to be provided.

Once you have notified your HoD that your OML period has been triggered due to absence or premature childbirth, the College's HR Department will confirm, in writing, the date you are expected to return to work after the AML period has ended.

Maternity Pay

Dependent upon your length of service, you may be entitled to receive SMP and EMP.

All maternity pay is subject to the condition that no work is undertaken during the paid period of leave (up to 39 weeks) other than 'keeping in touch days' (see section 9).

Statutory Maternity Pay

You will qualify for SMP if you meet the following criteria:

- you have been continuously employed by the College for at least 26 weeks by the end of the qualifying week and are still employed by us during that week;
- your average weekly earnings during the relevant pay period are not less than the lower earnings limit relevant for national insurance purposes;
- you continue to be pregnant by the 11th week before the EWC or have given birth by that time;
- you provide the College with at least 28 days' notice in writing (or as much notice as you can provide) of your intention to take OML; and
- you have complied with the other relevant notification requirements outlined in section 4 of this policy.

If you do not qualify, we will provide you with form SMP1 and return your MATB1 form. Depending upon your circumstances, you may be eligible to receive MA. You will need to get a form MA1 from your maternity or child health clinic or contact Jobcentre Plus.

During your maternity pay period, SMP will be paid as follows:

- for the first six weeks of leave: at the rate of 90% of your average weekly earnings over the relevant pay period; and
- for the remaining 33 weeks: your pay will be at the standard rate of SMP set by the government each year or 90% of your average weekly earnings over the relevant pay period (whichever is lower).

Where your gross earnings are increased by a pay rise, and this increase takes effect between the start of the relevant pay period and the end of the AML period, this increase will result in a recalculation of your SMP. As a result of this recalculation, you may be entitled to a retrospective increase or may subsequently qualify to receive SMP.

Enhanced Maternity Pay

The College operates an enhanced maternity pay scheme.

To qualify for EMP you must:

- have been continuously employed by the College for at least 26 weeks by the end of the qualifying week and are still employed by us during that week;
- have complied with the relevant notification requirements outlined in section 4 of this policy; and
- confirm that you will return to work and continue your employment with the College for a period of at least three months after your maternity leave has ended. Note that if you do not return to work for this minimum period, any EMP (excluding SMP) must be repaid.

The College reserves the right not to pay EMP in the event that the notification procedures outlined in section 4 of this policy are not complied with.

Eligible employees taking maternity leave will receive EMP, starting from the first day of leave, as follows:

- 18 weeks of paid leave during which they will receive their normal rate of pay;

- 21 weeks during which they will receive SMP (if entitled); and
- 13 weeks of unpaid leave.

Payment during the first 18 weeks comprises contractual maternity pay provision and any SMP to which you are entitled. If the amount due is less than the SMP provision, only SMP will be payable.

An employee may opt to hold over the 18 weeks of contractual maternity pay that is in excess of their statutory entitlement and receive this payment in full once they have returned to work for a period of not less than three months. Payment will be made through the payroll on the employee's normal pay date.

It will be assumed that an employee not eligible for SMP is entitled to Maternity Allowance unless they show proof to the contrary. Therefore, a member of staff not entitled to SMP, will have any salary payable in the first 18 weeks reduced by the amount of any Maternity Allowance to which they may be entitled to receive.

Keeping in touch (KIT) days

You may, by mutual agreement with your HoD, work for up to 10 days during your maternity leave period (but not during the compulsory maternity leave period) without losing statutory payments for that week, or ending your maternity leave.

For this purpose, any work carried out on any KIT day, even just an hour's work, is deemed to constitute "a day's work".

Work means any duties done under the contract of employment and may include training, attending meetings and committees or any activity undertaken for the purposes of keeping in touch with the workplace.

It should be noted that this provision does not confer any right on the department concerned or the College to require work to be carried out during the maternity leave period, nor any right on you to request work during this period. There is no obligation on either the department/ College or you to make use of these days.

Any days' work done under this provision will not have the effect of extending the total duration of the maternity leave period. You will receive your normal pay (at the appropriate basic hourly rate according to your spine point), inclusive of statutory maternity payment, for the hours worked during a KIT day.

Therefore, any payment made depends on when during your maternity leave you work a KIT day, as follows:

- During the first 18 weeks (if eligible for EMP) – no additional payment;
- During the remainder of the SMP period – paid for the hours worked in addition to SMP for that day; and
- During the period of unpaid leave – full pay for the hours worked only.

You cannot use KIT days for any work you do for any other employer. If, after your baby is born, you do any work for an employer who did not employ you in the qualifying week, your SMP and EMP will stop.

Stillbirth and miscarriage

If your pregnancy sadly ends in a stillbirth after 24 weeks of pregnancy, your entitlement to maternity leave and pay will not be affected and you will still be able to take the time off, and receive pay, if you want to do so. We know that every individual circumstance will be different, so please do speak to us about your preferences. You may also be entitled to parental bereavement leave and pay.

If your pregnancy sadly ends in a miscarriage before 24 weeks of pregnancy, and you would like support from your HoD or the College, please contact HR and HoD.

Benefits during leave

During periods of OML and AML, you are entitled to receive your normal contractual terms and conditions of employment that you would have received had you not taken this leave, with the exception of remuneration (as outlined above). This will include contractual benefits, subject to the terms of these benefits. In particular:

- Continuity of service is maintained.
- Any salary reviews taking place during the maternity leave will be implemented.
- You will continue to accrue holiday entitlement whilst you are on maternity leave. As these holidays cannot be taken whilst you are on maternity leave, it is important you discuss and agree on the arrangements for the taking of these holidays with your HoD and the HR Department. All accrued annual leave should be taken within three months of returning to work following your maternity leave. A request to carry forward beyond three months will need to be made in writing to HR and HoD.
- An employee who is due to go on, or is currently taking maternity leave, is entitled to access all of the usual support and social networks available to staff. This includes counselling services, free annual flu vaccination, and social events.
- For employees in CCFPS or NEST pension schemes during any period of paid maternity leave, pension benefits are accrued as if the member is at work. However this may not cover all individual circumstances and any member of staff who has queries on their pension entitlement should contact the Pensions Office for information.
- For members of CCFPS, contributions are maintained in full for any period when the member is in receipt of any pay, whether EMP or SMP. Where a member is not entitled to EMP or to SMP, contributions also have to be maintained for the first 39 weeks of maternity pay or the period up to two weeks after the baby's birth if this is longer. The member's contributions during this period are based on their actual income and any shortfall is made up by the College. A member of CCFPS on unpaid leave is treated as being on suspended membership of the scheme and does not receive any service credits. On their return employee may, if they wish, buy in this service by paying both employer and employee contributions.
- For members of NEST, contributions are paid based on the salary actually received. When a member goes on unpaid leave, they cease to accrue service for the period of that leave. On their return they may buy in the missing service, and are required to pay only the employee's contributions.

Contact during Maternity Leave

Reasonable contact between you and your HoD is encouraged to facilitate communication. Either party is entitled to initiate this during the maternity period (for example to discuss your return to work or potential work-related issues that may concern you) and such contact will not bring the maternity period to an end.

Employees on a fixed-term contract

If you are employed on a fixed-term contract, you will be eligible for SMP or EMP if you meet the eligibility requirements set out in sections 8.1 and 8.2 above, except that if your fixed term contract is due to expire before the end of your maternity leave, you will not be required to confirm your intention to return to work for us after your maternity leave.

Where a fixed-term contract ceases after the 11th week before the EWC or during maternity leave, any EMP will cease with effect from the contract end date. The College will continue to pay SMP, if eligible, through the payroll for the remainder of the provision.

Returning to work

If you return to work at the end of your OML period, you are entitled to return to the same job, with the same terms and conditions, in which you were employed before your leave.

If you return to work after a period of AML, you are normally entitled to return to the same job, with the same terms and conditions, in which you were employed before your absence. Where this is not reasonably practicable, you will be entitled to return to a suitable and appropriate job on terms that are no less favourable.

If your post is affected by a redundancy situation occurring during your leave, we shall write to inform you of any proposals and shall invite you to a meeting before any final decision is reached as to redundancies. Employees on maternity, adoption or shared parental leave shall be given first refusal on any suitable alternative vacancies that are appropriate to their skills.

Unless you state otherwise, it will be automatically assumed that you will return to work at the end of your full 52-week leave period. So that we may make effective plans for your return, we would be grateful if you would contact us two calendar months before your return. However, there is no obligation on you to do so unless you wish to change the date of your return, in which case you must give us eight weeks' notice in writing. You may be invited to attend an informal meeting with your HoD in order to discuss any arrangements regarding your return to work.

If you do not intend to return to work after your maternity leave, or are not sure, it is helpful if you discuss this with the College as early as possible. If you decide that you do not wish to return to work after your maternity leave, you are required to give us notice of your resignation. Your notice period to resign is set out in your contract of employment. Where you choose to resign without returning to work, the College will require repayment of enhanced maternity pay in excess of your statutory entitlement that you have received during maternity leave (further information is noted under section 14.1).

If you are unable to return to work at the end of your maternity leave because you are medically unfit, sickness absence and submitting medical certification (Fit Note) should be done in the usual way. You will transfer from maternity leave to sick leave. Subsequently, normal sickness procedures will be followed.

If you do not return to work following a period of maternity leave (without having provided notice of your resignation) you will not automatically lose your right to return. However, your absence will be treated as an unauthorised absence under the College's disciplinary policies.

Repayment of Enhanced Maternity Pay

If you decide not to return to work after maternity leave, the College has the right to reclaim any enhanced maternity pay that you receive that is in excess of any SMP that you have received.

If an employee returns to work but does not subsequently continue in employment for a period of at least three months, the amount owed will be a proportion of the excess pay as follows:

- Up to one month – all enhanced maternity pay;
- Between one month and up to two months – two thirds of enhanced maternity pay; or
- Between two months and up to three months – one third of enhanced maternity pay.

For employees on fixed-term contracts due to end prior to their maternity leave ending, the College will not reclaim any EMP received in excess of SMP.

Flexible working

The College recognises that employees returning from maternity leave may wish to reduce their working hours.

The College will aim to accommodate requests for part-time working, provided that your duties can still be effectively carried out on such a basis. However, we must also take into account the needs of the business when assessing and granting any requests.

Any flexible working request should be made in writing to the HoD.

Shared parental leave

You may be entitled to take shared parental leave. Please contact the HR Office for further information on entitlements, eligibility and notice requirements.

If you and your partner qualify for shared parental leave and you wish to return early from maternity leave for this purpose, you must give us eight weeks' notice in writing. You can give this notice before or after the birth, but you must remain on maternity leave until at least two weeks after birth. You would then be able to share any remaining leave with your partner, if you both meet the relevant qualification and notification requirements.

Grievance

The College's grievance procedure may be used in the event that you are dissatisfied with any decision made in respect of your maternity rights.

The College is required by law to protect the health and safety of employees who are pregnant, have recently given birth or are breastfeeding. Health and safety protection on these grounds starts as soon as the College knows that an employee is pregnant. The College will carry out appropriate risk assessments.

Ante-natal appointments

All pregnant employees are entitled to reasonable time off with pay for antenatal care made on the advice of a registered medical practitioner. Antenatal care is not restricted to medical examinations. It could include relaxation and parent-craft classes, as long as these are advised by a registered medical practitioner, registered midwife or registered health visitor. Except for the first appointment, employees should show an appointment card or other documents showing that an appointment has been made.

Fathers and partners of pregnant women are entitled to unpaid time off to attend two ante-natal appointments.

Intended parents in a surrogacy case who meet the conditions set out under the Human Embryology and Fertilisation Act 2008 will also have the right to unpaid leave to attend up to two antenatal appointments.

Entitlement to Maternity Leave

All women regardless of length of service are entitled to 26 weeks Ordinary Maternity Leave and 26 weeks Additional Maternity Leave provided that they inform the College as set out below.

Entitlement to Statutory Maternity Pay (SMP)

An employee who has completed 26 weeks' continuous service with the College by the 15th week before the expected week of childbirth will be eligible to receive SMP for a total of 39 weeks:

6 weeks @ 90% of average weekly earnings then
33 weeks @ current basic SMP rate

Payments will normally be made on the employee's normal pay day and at her normal pay interval.

If you are not entitled to SMP you may qualify for Maternity Allowance, paid by the Benefits Agency, for up to 39 weeks. To qualify, you must have been employed or self-employed for 26 weeks out of the 66 weeks before the expected week of childbirth.

Notification

A pregnant employee will be required to notify the College of her intention to take Maternity Leave by the 15th week before her Expected Week of Confinement (EWC), unless this is not reasonably practicable. She will need to submit her Maternity Certificate (MAT B1) if this is available and confirm the following

- that she is pregnant
- the week her baby is expected to be born
- when she wants her Ordinary Maternity Leave to start

The period of Ordinary Maternity Leave may commence no earlier than the beginning of the 11th week before the baby is due.

Ordinary Maternity Leave will start automatically if she is absent from work for a pregnancy related illness during the four weeks before the start of her EWC, regardless of when she has said she actually wants her Maternity Leave to start.

A pregnant employee will be able to change her mind about when she wants to start her leave provided she informs the College at least 28 days in advance, unless this is not reasonably practicable

Within 28 days of receipt of such notification, the College will write to her setting out the date on which it intends her to return to work if she takes her full entitlement to Maternity Leave, including Additional Maternity Leave.

If she wishes to return to work before the end of either her Ordinary Maternity Leave or Additional Maternity Leave, the employee will need to give the College eight weeks' notice of the date she wishes to return to work. If she fails to give such notice, the College may postpone her return to work until 28 days have elapsed.

Periods of Maternity Leave will count as periods of continuous employment for all purposes: Provided that an employee returns to her previous job or an agreed alternative, annual leave will be earned.

The calculation of leave with pay will be based on the standard leave entitlement as detailed in your Statement of Terms of Conditions of employment.

Once an employee has confirmed to her Head of Department her intention to return to work, by giving proper notice or confirmation, the annual leave with pay earned shall normally be taken prior to the employee returning to work.

The employee undertakes to inform her Head of Department if at any time during her Statutory Maternity Pay Period she either takes up employment with another employer, goes abroad outside the European Community, or is taken into legal custody.

If an employee returns to work following a period of Ordinary Maternity Leave she will generally have a right to return to the job in which she was employed before her absence. If she returns to work following a period of Additional Maternity Leave she will generally have the right to return to the job in which she was employed before her absence, or, if it is not reasonably practicable for her to return to that job, to another job which is suitable and appropriate in all the circumstances. Where an

employee has taken more than one type of statutory leave (eg maternity leave followed by parental leave) in a single period of absence from work, different statutory rules may apply.

If the employee does not return to her post, the date of giving up work will be regarded as the termination date of the employee's employment.

The College reserves the right to make reasonable contact with an employee during her maternity leave. The frequency and nature of such contact will depend on a number of factors such as the nature of her work, her role, the need to communicate important information and the steps the College considers necessary to facilitate her return to work if that is her wish. The College will discuss the arrangements for such contact with her prior to the commencement of her maternity leave.

An employee may agree with her Head of Department to work for up to 10 days during her maternity leave period. She will be paid full pay (inclusive of any Statutory Maternity Pay to which she is entitled) for any such days worked. This work will not bring her maternity leave period to an end. The College is not obliged to offer such work, nor is the employee obliged to accept such work.

If an employee is too ill to return to work at the end of her maternity leave, the College's normal rules on sick leave and sick pay will apply.

When an employee is absent on Ordinary Maternity Leave, as well as receiving SMP, she will be entitled to the benefit of the terms and conditions of employment which would have applied if she had not been absent, except for the terms providing for salary. She will also continue to be bound by all her obligations under her contract of employment, other than the obligation to work.

36 LEAVE (PARENTAL)

Employees who have completed one year's service are entitled to take up to 18 weeks' unpaid Parental Leave for children under 18 years old. If employees are separated or don't live with the child, they have the right to parental leave if they keep formal parental responsibility for the child. Parental leave should only be taken to care for the welfare of a child, for example an employee may wish to take leave to:

- stay with a child who is in hospital
- spend more time with a child
- make school/childcare arrangements and to help them settle in

Eligibility

If an employee has completed one year's service with an employer, they are entitled to 18 weeks' unpaid parental leave for each child born or adopted. The leave can start once the child is born or placed for adoption, or as soon as the employee has completed a year's service, whichever is later.

- Both mothers and fathers can take parental leave. As well as the natural mother and legitimate father of a child, the right also applies to an unmarried father named on the birth certificate and to other adults who have parental responsibility under the Children Act, for example, step-fathers in favour of whom there is a residence order
- Part-time employees will be entitled to take Parental Leave but the leave will be in proportion to the time worked
- Parental Leave is for each child, so if twins are born, the parent will get 18 weeks leave for each child
- An employee may not take more than a total of 18 weeks leave in respect of each child, regardless of how many employers the employee has within the period during which leave may be taken

When may leave be taken?

Employees can take Parental Leave at any time up to the child's 18th birthday.

Leave may be taken straight after the birth or adoption or following a period of maternity leave.

Employees will need to request leave giving at least 21 days' notice before the intended start date.

The following conditions will apply:

The employee must provide evidence of entitlement. Where reasonably possible, this should be in the form of the child's birth or adoption certificate, the employee's parental responsibility for that child, and where applicable, of the child's entitlement to a disability living allowance.

The leave must be taken in connection with caring for the child. This is not restricted to the child's health but will include, for instance, settling the child into a new playgroup. In the case of an emergency arising in connection with the child, there is provision for unpaid time off in case of family emergencies in the section on Compassionate Leave above.

No more than four weeks can be taken in any year (calculated usually from the date of birth) for each child. Leave must be taken in blocks of one week upwards and cannot normally be taken for part only of an employee's working week. If this becomes necessary, it will count as one week's leave unless the child in respect of whom it is taken is entitled to a disability living allowance.

The College may postpone the leave for up to six months where it considers that the operation of the business would be unduly disrupted if the employee took leave during the period identified in the notice. In such circumstances, the College must give the employee notice in writing of the postponement and the reasons for it not more than seven days after the employee's notice was given to the College. The College must consult with the employee as to the date on which the postponed leave is to be taken. A period of College-postponed leave may still be taken beyond the long stop dates for taking leave identified above.

An employee may not undertake paid employment for another employer during the period of Parental Leave.

The College will require an employee to provide the following evidence of entitlement to parental leave:

- evidence of responsibility for the relevant child;
- evidence of child's date of birth or the date on which an adoption placement began;
- evidence of the child's entitlement to disability living allowance.

37 LEAVE (PATERNITY)

Entitlement to paternity leave

Paternity leave is available when a child is born or placed with you for adoption (unless you are taking adoption leave). Further details of adoption leave are set out in our Adoption Policy.

You are entitled to paternity leave if you meet all the following conditions:

- You have been continuously employed by us for at least 26 weeks ending with the 15th week before the Expected Week of Childbirth or the week in which you or your Partner are notified by an adoption agency that you/they have been matched with a child.

- You:
 - are the biological father of the child; or
 - are the partner of the child's mother or of someone who has been matched with a child by an adoption agency
- You:
 - expect to have main responsibility (with the child's mother or co-adopter) for the child's upbringing; or
 - are the child's biological father and you expect to have some responsibility for the child's upbringing
- The leave is for the purpose of caring for the child, or supporting the child's mother or co-adopter in caring for the child
- You have not already taken shared parental leave in respect of the same child

Timing and length of paternity leave

Paternity leave must be taken as a period of two weeks.

Paternity leave can be taken from the date of the child's birth or adoption placement, but must end within 52 weeks of the child's placement or birth or the first day of the Expected Week of Childbirth (if born earlier than this).

Notification

To take paternity leave you must give us written notice by giving at least 28 days' notice in writing stating:

- the Expected Week of Childbirth or the Expected Placement Date;
- the start date of each week of each week to be taken
- you are taking the leave for the purpose of caring for a child or supporting the child's mother.

You are able to provide two separate notices for each of your two weeks of leave.

Changing leave dates or cancelling leave

You may vary the start date of your paternity leave if you give notice as follows:

- If you wish to start your leave on the day of the child's birth or on the day that the child is placed with you or the adopter, at least 28 days before the first day of the Expected Week of Childbirth or the Expected Placement Date
- If you wish to start your leave on a specified number of days after the child's birth or placement, at least 28 days (minus the specified number of days) before the first day of the Expected Week of Childbirth or the Expected Placement Date
- If you wish to start your leave on a specific date that is different to the original start date you informed us of, at least 28 days before that date

If you are unable to give us 28 days' written notice as set out above, you should do so as soon as you can.

Paternity pay

In this paragraph, "**Relevant Period**" means the eight-week period ending with the Qualifying Week which is the 15th week before the Expected Week of Childbirth or the week in which you or your Partner were notified of being matched with the child.

If you take paternity leave in accordance with this policy, you will be entitled to statutory paternity pay (SPP) if, during the Relevant Period, your average weekly earnings are not less than the lower earnings limit set by the government.

SPP is paid at a prescribed rate which is set by the government for the relevant tax year, or at 90% of your average weekly earnings calculated over the Relevant Period if this is lower. For details of the current prescribed rate, please contact the Human Resources Department

Terms and conditions during paternity leave

All the terms and conditions of your employment remain in force during paternity leave, except for the terms relating to pay. In particular:

- Staff benefits, such as healthcare and/or dental cover shall continue
- Annual leave entitlement under your contract shall continue to accrue
- Pension benefits shall continue

Returning to work

You are normally entitled to return to work after paternity leave to the same position you held before commencing leave. Your terms of employment will be the same as if you not been absent.

However, if you have taken paternity leave straight after or straight before a period of parental leave of more than four weeks, and it is not reasonably practicable for us to allow you to return to the same job, we will offer you a suitable and appropriate alternative position.

If you are also taking shared parental leave in respect of the same child, see the Shared Parental Leave Policy for information about return to work.

38 LEAVE (SHARED PARENTAL - SPL) - *This policy is currently being updated. Please contact the HR office for further information.*

39 LEAVE (STUDY)

The College may permit an employee to take Study Leave. A formal request must be made to the relevant College Officer or the Senior Bursar through the Head of Department.

40 LEAVE (UNPAID)

In exceptional circumstances the College may permit an employee to take unpaid leave. An “exceptional circumstance” might be defined as caring for an ill or elderly relative, or taking an educational break for a defined purpose, such as the carrying out of research as part of a course of study.

The Head of Department will wish to ascertain that no undue burden will fall upon other members of staff who have to cover the employee’s work in his or her absence. A formal request must be made to the Senior Bursar through the Head of Department.

41 LEAVE (OTHER)

There are a number of other circumstances when you are permitted to take reasonable time off, sometimes with pay. These include Public Duties, such as being a Justice of the Peace, member of a local authority or of a board of visitors for a prison, for example. Likewise, if you are summoned for Jury Service, you will be permitted to take time off work for that purpose. In the case of Jury Service,

a payment is made to you for this work but a claim can be made to the College to make up your earnings to the rate of full pay so that you are not worse off. The same applies to Territorial Army Service. If you have to take time off for the above reasons, you must inform your Head of Department in the first instance who will formally notify the Senior Bursar of your impending absence.

There are other occasions when you may be able to take time off work, such as if you are a governor of a school. You should discuss this with your Head of Department in the first instance.

42 OVERTIME AND TIME OFF IN LIEU

Unless it is stated to the contrary in your contract of employment, overtime is not payable. However, there could be occasions when you are asked by your Head of Department or College Officer, to work outside your normal working hours in which case you will be able to take time in lieu. If overtime is payable, the rate of payment for overtime working will be found in your contract of employment.

You may not work additional hours without the prior authority of your Head of Department or College Officer in which case time in lieu or overtime will be authorised and agreed in advance. If on occasion it is not possible to notify your Head of Department in advance, then you will still need to seek retrospective authorisation supported by your record of hours worked as kept in accordance with the Working Time Regulations and as directed by the College. Any additional hours worked should not exceed the provisions of the Working Time Regulations (maximum 48 hours per week), unless you have previously signed an opt-out form.

You should not take more than **eight** in lieu days in a year. In lieu days must be taken at times as agreed with your Head of Department. In Lieu Days may not be carried forward across leave years except in exceptional circumstances and with the express consent of both the College Officer and Senior Bursar or your Head of Department.

43 PART-TIME WORKING

The College endeavours to ensure that all the terms and conditions of part-time staff are no less favourable than those offered to full time members of staff. This relates not only to terms and conditions but also to the way part-timers are treated. They must not be subjected to detriment by any act or deliberate failure to act on the part of the employer and the same disciplinary standards will apply to part-timers as to full-timers. They will equally be able to access similar training opportunities. While it is recognised that part-timers may not be able to attend residential courses or sessions held outside contracted hours, this will be taken into account when scheduling training and consideration will be given to alternative providers, distance learning and so on. A part-timer attending a course outside contracted hours will be entitled to the same payment as a comparator for those additional hours.

In recruiting new members of staff, the College will first investigate whether there are any jobs that might be done on a part-time or job share basis.

44 PENSION

The College is required to enrol all eligible workers into a workplace pension if they are not already in one. The College currently makes pension arrangements for its eligible employees through the Cambridge Colleges Federated Pension Scheme (CCFPS).

The scheme provides a pension and lump sum when you retire, but also provides insured benefits during your employment with the College. These insured benefits will not be available to you if decide to opt out of the scheme.

Membership of CCFPS is available to all members of staff over the age of 18, subject to fulfilling certain criteria. Details of the scheme and your auto-enrolment date will be issued in your starter pack.

Details of the current rules of the scheme can be found at <https://www.pensions.admin.cam.ac.uk/ccfps>

45 PERSONAL PROPERTY

The College is not responsible for items you bring on to College premises and does not accept liability for any loss or damage to them. In your own interest, you are requested not to bring personal items of value on to the premises and, in particular, not to leave them on the premises overnight.

46 PUBLIC INTEREST DISCLOSURE (WHISTLEBLOWING)

The College at all times conducts its business with the highest standards of integrity and honesty. It expects all employees to maintain appropriate standards in everything they do. Employees are therefore encouraged to report any wrong doing by the College or its employees that falls short of these business principles.

The Public Interest Disclosure Act 1998 protects employees who report wrong doing within the workplace and it is the aim of this policy to ensure that as far as possible our employees are able to tell us about any wrongdoing at work which they believe has occurred or is likely to occur.

We recognise that employees 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 employees are confident that they can raise any matter with the College that concerns them in the knowledge that it will be taken seriously, treated as confidential and that no action will be taken against them.

You are encouraged to use the following procedure, if you have any concerns at all about wrong doing at work, including any criminal offence, a failure to comply with legal obligations, a miscarriage of justice, a health and safety danger, an environmental risk or a concealment of any of these.

The College undertakes that no employee who makes a bona fide report under the procedure will be subjected to any detriment as a result, in accordance with section 47B of the Employment Rights Act 1996. In the event that you believe that you are being subjected to a detriment by any person within the College as a result of your decision to invoke the procedure you must inform the Senior Bursar or President immediately and appropriate action will be taken to protect you from any reprisals.

If it should become clear that the procedure has not been invoked in good faith, for example of malicious reasons or to pursue a personal grudge against another employee, this will constitute misconduct and will be dealt with in accordance with the terms of the College's Disciplinary Procedure.

The College is very keen to hear of any concerns that employees may have about wrongdoing at work and encourages them to use the procedure wherever possible.

The College recognises that there may be matters that cannot be dealt with internally and external authorities will need to become involved. Where this is necessary, the College reserves the right to make such a referral without your consent.

Procedure

- If appropriate, discuss the matter with your Head of Department or College Officer in the first instance.
- An informal approach to your Head of Department or College Officer will be treated as completely confidential and will not result in any report to anyone within the College unless you agree.
- If the matter requires further investigation such an investigation will be carried out by an appropriate College Officer, and you will be informed of the outcome of the investigations and what, if any, action has been taken.
- If you remain unhappy about the speed or conduct of the investigation or the way in which the matter has been resolved, you should refer the matter to the Senior Bursar. When the Senior Bursar has investigated your complaint he will tell you the result of the investigation and what, if any, action has been taken.

47 REDUNDANCY

An employee with two years' continuous service or more is eligible for redundancy payments if he or she is dismissed because of redundancy. The College is required to follow certain procedures. Before an employee is dismissed as redundant, the employee will be consulted and alternative options (should they be available) will be considered before the redundancy process is started.

If the College offers a post to an employee who has been made redundant from College employment, that employee is allowed a trial period of four weeks in the new post without loss of the right to redundancy payment should he/she decide not to accept the post.

REDUNDANCY DURING PREGNANCY, MATERNITY LEAVE, ADOPTION LEAVE OR SHARED PARENTAL LEAVE

If a redundancy situation occurs during your pregnancy, Maternity Leave, Adoption Leave or Shared Parental Leave, we will let you know about the proposals and involve you in any consultation process. We will invite you to a meeting before any final decision is reached regarding redundancies.

Where you inform us of your pregnancy on or after 6 April 2024, you will, during your pregnancy and for a period of 18 months following the EWC (including any period on Maternity Leave), have the right of first refusal on any suitable alternative vacancies that are appropriate to your skills. If you inform us in writing of your child's actual date of birth prior to the end of your maternity leave and this date is later than the EWC, then we will alter the 18-month period so that it runs from your child's actual date of birth.

Employees on Shared Parental Leave will be given first refusal on any suitable alternative vacancies that are appropriate to their skills both during their period of leave and, provided that a period of at least six weeks' continuous Shared Parental Leave is taken (with such leave starting on or after 6 April 2024), for a period of 18 months from the date of birth (or the date of placement for adoption in adoption cases).

Employees taking Adoption Leave will be given first refusal on any suitable alternative vacancies that are appropriate to their skills both during their period of leave and, provided that their adoption leave ends on or after 6 April 2024, for a period of 18 months from date of placement for adoption.

48 RESIGNATION

Subject to the provision in the statement of terms and conditions, an employee is required to give at least four weeks' notice of resignation. Some employees, such as Heads of Departments, may be required to give twelve weeks' notice of resignation. Such notice will be stated in the Statement of Terms of Employment.

If you resign from your post, you will be entitled to such proportion of your entitlement for a full leave year which is equivalent to the proportion of the leave year spent in the service of the College. You must make every effort to take this holiday before your employment terminates.

If it is impractical to grant the outstanding leave entitlement before you leave the employment of the College, the College will pay a sum not exceeding the amount of your salary for the period concerned.

49 RETIREMENT

There is no longer a fixed retirement age. Currently employees may continue working beyond any of the previous retirement ages. Staff will no longer be formally notified of impending retirement. However, we strongly encourage all those approaching the state pension age to discuss any thoughts or queries they may have about retirement with us at any stage so that we can both plan for this more effectively. Information about the implications of different retirement dates, or a reduction in working hours on pension payments, can be obtained from our pension providers via the HR Manager.

Should you wish to prepare for retirement by gradually reducing your working hours, the College may consider this, subject to the needs of the business. Please be aware that reduced working hours would result in a pro-rata reduction in salary and benefits and may therefore impact on your pension. Where reduced hours are requested, you should consider the impact on the business and how this could be accommodated.

50 RIGHTS OF SEARCH

The College reserves the right to carry out searches of employees and their property (including vehicles) whilst they are on College premises, but would only seek to do so in extreme circumstances. Staff are asked to assist the College in this matter should it decide that such a search is necessary.

If you are asked to submit to a search, you may be accompanied by a third party to be selected only from those persons who are on the College premises at the time the search is taking place. The right to be accompanied also applies should any further questioning take place.

Where appropriate, the College reserves the right to call the police at any stage in respect of serious enquiries involving College personnel.

51 SALARY

The salary and benefits you are entitled to are outlined in your offer letter and/or statement of terms and conditions. These conditions of employment apply to all permanent staff. Conditions regarding

the payment of salaries or wages and benefits can only be varied with the consent of the Bursarial Committee.

Salaries are paid monthly, in arrears. Payment is usually made on the 25th day of each month for permanent staff and on the 29th day of each month for casual workers (if either of these dates fall on a weekend, payment will be made on the previous Friday). All salary payments are made by electronic transfer directly into bank or building society accounts.

The payment covers the entire month (e.g. 1st to 31st) and your monthly salary is calculated as 1/12th of your annual basic salary. If you join after the first working day of a calendar month you will be paid a pro-rata amount for each working day you are employed in that month.

You will receive a payslip showing how the total amount of your pay has been calculated. It will also show any deductions that have been made and the reasons for them, e.g. Income Tax, National Insurance, etc.

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

Overpayments

If, for any reason, you are overpaid, you should notify your Head of Department. The total amount of the overpayment will normally be deducted from your next salary payment but, if this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period. Failure to report an overpayment may result in disciplinary action.

PAYE

If you have a query regarding your tax code or Income Tax deductions, you should contact HMRC directly. The College's Employer Reference is 126/U40.

At the end of each tax year current employees will be given a form P60 showing the total taxable pay received from the College during that year and the amount of deductions for Income Tax and National Insurance. You should keep this document in a safe place as you may need to produce it if making enquiries with the HMRC.

Salaries are reviewed by College Officers once a year, normally in August. There is no contractual right to a salary increase.

52 SMOKING & E-CIGARETTES

Smoking is permitted only in the designated smoking shelter. Smoking, whether a cigarette or e-cigarette is not permitted anywhere else in the College. Staff may only smoke during their normal allocated break times. Smoking is not permitted in College vehicles.

53 STAFF SOCIAL EVENTS:

The College, in sponsoring staff social events, hopes that every employee and their guest/s will find events enjoyable and will appreciate the following guidance is intended to accomplish that aim.

At any College sponsored event (or any event which is linked in any way to the College and whether on or off College premises) the rules and guidelines of the College (eg harassment, bullying,

It is an offence to be concerned in an arrangement to make available money or other property to another, knowing or suspecting its use for the purpose of terrorism.

Section 18:

It is an offence to be concerned in an arrangement which facilitates the retention or control of terrorist property by concealment, by removal from the jurisdiction, by transfer to nominees, or in any other way; unless the person charged proves absence of knowledge or suspicion that the arrangement related to terrorist property.

Section 38B:

A person who has information and knows or believes that it might be of material assistance in preventing an act of terrorism, or in securing the apprehension, prosecution or conviction of a terrorist offender, must disclose that information to a police constable as soon as is reasonably practicable.

Whilst on College premises, please consult with your Head of Department or College Officer regarding any suspicions or concerns you may have. Those suspicions or concerns should be documented and sent to the Human Resources Manager. Those suspicions or concerns should then be reported directly to a police constable.

57 WORKING TIME

All employees are required to keep records of hours worked and to conform to a time recording system as directed by the College.

Your statement of terms and conditions will state the number of hours you are required to be at work in order to perform your role effectively, with flexibility and commitment. Everyone has individual terms and conditions of employment depending on their own contract of employment so some sections below may not apply. If you have any questions about your working hours, please speak to your Head of Department.

The Working Time Regulations 1998 came into force on 1 October 1998. They provide that an employer may not allow an employee to work more than 48 hours on average per week, unless the employee has previously agreed in writing by signing an opt-out form that this provision does not apply to their employment (for a copy of the form, please contact the HR Office). They also state required rest periods.

Medical and Dental Appointments

Wherever possible, and in order to minimise disruption, you are asked to make medical and dental appointments either outside of your normal working hours, or at the beginning or end of your working day. However, we do realise that this may not always be possible, particularly with hospital appointments.

If you need to take time off to attend a medical or dental appointment, please notify your Head of Department giving as much notice as possible. Such time off will be paid, but you are requested to make the time up. You will not be expected to make the time up for hospital appointments.

If you have an appointment which is not at the end of the working day, you will normally be expected to return to work following your appointment.

Public Holidays

There are eight public holidays. These include Good Friday and Easter Monday; the first and last Monday in May; the last Monday in August; Christmas Day and Boxing Day, and New Year's Day. (Also refer to Section 8).

Emergency Call-outs

In accordance with the terms set out in the Statement of Terms of Employment, some employees may be required for Emergency Call-Outs as an essential part of their job. They will, however, be expected to comply with the requirements of the Working Time Regulations and take appropriate rest periods.

Closedown Periods

The Closedown Periods are the periods when the College is at its quietest, when no conference or guest room bookings are taken and catering services cease. Closedown enables the large maintenance projects to be carried out and electricity, heating and water services are liable to interruption. Closedown Periods generally take place in August, and over the Christmas period.

58 YOUR CAREER

Queens' College aims to provide you with the time, advice, opportunities, facilities and support to receive the right level of training and development for your job, consistent with the Aims and Objectives of the College. We want to ensure that you have the knowledge and skills you need for your current position and the scope to develop your capability and potential for the future.

Annual Appraisals

All staff are required to take part in an annual review of their performance, details of which are available separately. This is an important opportunity for you and, normally, your Head of Department to take time to consider your all-round performance, review your job description, talk through any problems or difficulties that may be affecting your work, and identify any training you may need. It should also allow you and your Head of Department to consider your longer-term career development aspirations. Specific work-related objectives will be discussed and agreed with you and any training and development needs will also be identified.

Internal Vacancies

Queens' College is always willing to consider internal promotion and appointment, as we believe this offers excellent opportunities for development.

Internal vacancies are advertised on the College website, <http://www.queens.cam.ac.uk/academic-and-staff-vacancies>, on the staff Notice Boards outside the Bursary and Financial Offices and via email to Heads of Department. You will generally receive advance notice of vacancies before they are advertised externally.

University and college job vacancies are advertised on the Cambridge University website: <http://www.jobs.cam.ac.uk>

Training and Development

The College aims to equip all employees with the necessary knowledge and skills to be able to carry out their duties safely and without risk to themselves or others, to do their jobs successfully and with confidence, and to support all employees to reach their full potential. We recognise that well-managed development and training can help employees to: identify and develop their potential; respond positively to change uncertainty and conflict; increase job satisfaction; improve self-confidence, motivation and initiative and also extend their range of performance. All training and development undertaken must be clearly focused on achieving the College objectives.

The HR Manager will play a key role in working with Heads of Department to identify appropriate staff for promotional development and to ensure that such employees receive suitable training to enable them to take up more senior appointments and to cope with the resulting pressures.

The Bursar and the HR Manager will liaise with all staff with line management responsibilities and provide guidance in meeting the obligations listed below.

Heads of Department

Heads of Department will be responsible for:

- a. Identifying areas of their own work and work done by staff for whom they are responsible that could be assisted by training and development activities.
- b. Identifying statutory training requirements and ensuring these are met.
- c. Prioritising non-statutory training.
- d. Ensuring that new employees reporting to them are provided with proper induction training.
- e. Ensuring that all staff for whom they have management responsibility receive regular feedback on their performance, and that both the annual and end of probation performance reviews are completed on time, with clear targets set and any training needs clearly identified.
- f. Contributing to any training plans, and regularly reviewing these to ensure that planned training is being delivered on time and that it meets the stated objectives.
- g. Ensuring that staff who are attending organised training sessions know the reasons for the training, its objectives, the expected outcomes and standards of performance; that their performance is measured against this and the training properly evaluated.
- h. Ensuring that staff who are undertaking professional qualifications are given the appropriate support and encouragement and regular monitoring is carried out to ensure their studies are progressing in a satisfactory manner.
- i. Complying with the statutory process for handling requests for time off for training purposes.
- j. Supporting the HR Manager in the implementation of this policy.

Individual responsibilities

We aim to create an environment where employees take responsibility for their individual effectiveness, personal and career development. All staff are required to participate in periodic reviews, training and staff development as may be agreed from time to time. We expect that all reasonable efforts will be made to attend training courses but if this proves not to be possible, the College expects to receive at least three days' notice. Should an employee fail to attend a course without good reason, we retain the right to treat it as a disciplinary matter.

If you wish to undertake a course of study which is not essential to the performance of your job but will be to the benefit of your personal development, the College may in its sole discretion be willing to fund the costs of such study by paying up to 50% of the basic costs. Such courses might be an Open University Degree course, MBA or part-time Degree course.

Extended Study Courses

For extended study courses essential to the performance of a job, the College may, subject to budgetary constraints:

- Pay the full costs of the training together with any examination fees, and professional membership fees;

- Pay a maximum book allowance of £50 for prescribed books on production of receipts. The College may agree to pay an additional sum in exceptional circumstances.
- Permit you to take paid time off for your examinations at the discretion of your Head of Department or College Officer. This will be one half day or one day per examination, together with one half day or one additional study day per examination to a maximum of three days. Other revision time may be taken in flexi-time.

For general courses such as part-time Degree or Open University Degree courses, the College may agree to the following:

- To fund up to 50% of your fees;
- Permit you to take paid time off for your examinations.

Employees who have been in post for less than twelve months will not normally be eligible for funding of fees or paid time off for examinations.

In the event that you fail your examinations, your Head of Department will consider your particular circumstances and seek authorisation from the College Officer and Senior Bursar with regard to (a) payment of course or examination fees and subscriptions for retakes; and (b) asking for a refund of fees and subscriptions already made.

If you withdraw from your course or if you leave the employment of the College during the course by your choice, or if you fail and your Tutors believe you have not applied yourself sufficiently, the College may require you to refund 100% of the fees paid. The amount to be paid will be decided by the Senior Bursar in consultation with your Head of Department and College Officer.

If you undertake significant training at the College's expense (i.e. training amounting to £500 or more, or training which involves day or part-day release lasting one month or more), and then leave the College within one year of completing the course, 100% of the fees are refundable to the College. This requirement will only be imposed if you leave voluntarily or as a result of being dismissed, but not because of illness or redundancy.

At the end of any course you will be asked to give your Head of Department feedback on the effectiveness of the course and show how you will use your learning in your work. You will need to fill in a *Course Evaluation form* available from your Head of Department.

APPENDIX 1

HIV/AIDS Advisors

The HIV/AIDS Advisors are the College Nurse and members of the Welfare Team

Data Protection Lead

The College Data Protection Lead (CDPL) is Andy Bainbridge, email dpo@queens.cam.ac.uk

Freedom of Information Act Officer

The Freedom of Information Act Officer is Mr Jonathan Spence

APPENDIX 2

HEALTH AND SAFETY POLICY

Statement of Intent

Under the Health and Safety at Work Act 1974 each undertaking is required to issue for its employees, a statement of its Safety Policy and its Safety Organisation. The policy statement which follows applies to all Queens' College premises, including the Sports Ground, Boathouse, Owlstone Croft, and any other properties occupied for the purposes of the College (hereinafter called 'the College premises'), and to all who work or reside therein.

The Governing Body of the College, acting through its Officers, is the employer and responsible authority of the College. The Governing Body has overall responsibility to ensure that the College premises, in so far as is reasonably practicable, are a safe and healthy place in which to work, and in which to reside and use the College facilities.

The issue of this statement does not absolve anyone in the College from their personal responsibility to take care of their own health and safety and that of others living in, working in, or visiting the College premises.

It is the policy of the College to take all reasonable steps to secure the health, safety and welfare of all persons living in or working on the College premises, whether they be Fellows, staff, students or other residents. The College is committed to taking all reasonable steps to protect any visitors to the College against risks to their health and safety arising out of the working activities of the College. In making this commitment, the College recognises its responsibility to provide a safe place of work together with safe working systems for all persons conducting their business within the College premises.

The College will seek to identify any inherent risks within the workplace and will take all reasonable steps to minimize or mitigate them, if elimination is impossible. However, it is important that everyone plays his or her full part in this process, and it is therefore vital that all who work on the College premises acquaint themselves fully with the health and safety policy and procedures laid down. Those who have supervisory or managerial positions must understand that they have a responsibility to ensure that health and safety standards are maintained at all times and that those persons they supervise or manage are not placed at risk in breach of this policy; equally, they must ensure that such persons comply fully with all College health and safety policies and procedures. For their part, employees and students must take all reasonable steps to ensure that they endanger neither themselves nor any other persons through their activities in the College. More specific health and safety requirements and responsibilities are set out in the paragraphs below.

Health and Safety Organisation

Ultimate responsibility for health and safety in Queens' College is vested in Governing Body. It is for the Governing Body to determine and approve health and safety policy for the College and to make provision for the implementation of its policies.

The College will appoint a College Safety Officer (CSO). Responsibility for day-to-day management of health and safety within the College is assigned to the CSO. As such, he or she is responsible for the following:

- Ensuring that the College complies, so far as is reasonably practicable, with all relevant health and safety legislation.
- Ensuring that assessments are undertaken of the risks to health and safety in all parts of the College premises and that all reasonable measures are taken to eliminate, mitigate or minimise such risks.

- Ensuring that all staff receive adequate health and safety training and that Heads of Departments maintain appropriate records of such training or briefing.
- Ensuring that all persons working on the College premises are briefed on the health and safety policies and practices of the College as may affect them.
- Ensuring that the College has sufficient fire safety alarms and fire-fighting appliances and that they are maintained in working order.
- Ensuring that all accidents occurring on the College premises are reported and recorded in writing and, if required, investigated promptly.
- Keeping all health and safety measures under constant review.
- Reporting to the Governing Body any major accidents or deficiencies in health and safety provision in the College premises.
- Conducting an annual review of the health and safety performance of the College
- Organising meetings of the Safety Committee and ensuring that it meets at least twice a year.
- Report directly to the Governing Body on any matter of concern if other channels do not resolve that concern

Below the CSO, responsibility for implementing College health and safety policy falls on Heads of Department, in respect of the College staff working under their direction; and on Fellows and others with a teaching or pastoral role in the College, in respect of the students with whom they deal. The CSO will arrange appropriate training where necessary and ensure that suitable records are kept. Those concerned must, in particular, ensure that the staff members or students under their control or supervision are not subjected to any unnecessary risk. In discharging this responsibility, they are to:

- Carry out risk assessments for their areas of responsibility and take whatever measures they can to eliminate any hazards identified (such risks can arise from the nature of the work undertaken, substances used or generated as waste products, any plant or equipment used, the buildings or structures used, or the individuals involved in the work).
- Ensure that all persons under their control or supervision comply with the College's health and safety rules and code of practice.

The chair of every College committee is responsible for giving explicit consideration to any safety implications of its decisions and recommendations and to consult formally the CSO, when appropriate. It is also the responsibility of the chair of each College committee to ensure that, if any aspect of that committee's activities falls outside its responsibilities, there is an explicit transfer of that aspect to the appropriate College Officer, or committee.

It is a fundamental principle that every individual employed by, or working or studying in, the College has a personal responsibility to promote the health, safety and welfare of all persons working on, living in or visiting the College premises. This is not just a moral responsibility; under the Health and Safety at Work Act 1974, all employees and students are required to ensure the following:

- They take all reasonable steps to safeguard their own health and safety while at work or otherwise active on the College premises.
- They take all reasonable steps to ensure that their actions do not expose others to risk.
- They co-operate fully with the College in its efforts to promote and maintain a safe and healthy working environment. This includes undertaking whatever health and safety training the College may deem necessary and familiarizing themselves with, and observing, the College's health and safety rules and code of practice.

Arrangements of College Health and Safety Policy

The greatest danger to the College is fire. Fire can be caused in a number of ways but the most common circumstances are use of unsafe electrical equipment and overheating of combustible substances (e.g., causing fat fires when cooking). No appliance may be connected to the mains supply on College premises unless it conforms to British Standard 2754, or has BEAB approval, or meets the equivalent standards or approvals of other EC countries, or has been PAT tested and passed that test.

Furthermore, electrical circuits must not be overloaded, for example by use of multi-socket adaptors. Further, cooking and other similar such appliances may only be used in the designated areas detailed in the College's Information and Regulations.

The College has set in place arrangements to deal with fire emergencies. These arrangements include the provision of fire alarms and fire-fighting equipment (principally fire extinguishers and fire blankets). However, it is the policy of the College that the first priority of anyone discovering a fire is to raise the alarm, to alert others to the hazard and to evacuate the building. No-one is to attempt to fight a fire unless he or she judges that it is safe for him or her to do so. All persons within the relevant building or part of a building must respond to all EVACUATION alarms by vacating the building and gathering at the appropriate assembly point until they are cleared by an appropriate person (usually one of the Porters' Lodge staff) to re-enter the building or to disperse. This includes response to practice alarms, which will be carried out from time to time to test the integrity of the system and to ensure that everyone involved knows and understands the evacuation and other arrangements.

While fire is the greatest danger to the College, there are numerous other hazards, which pose a risk to Fellows, students, staff and visitors. These include hazards from the use of power tools, electrical equipment and substances which might endanger health, from manual handling operations and from the nature of the workplace itself. It is the policy of the College that, in all areas where hazards are perceived to exist, risk assessments shall be carried out by the appropriate Supervisor or Head of Department and reviewed regularly thereafter. The appropriate Supervisor or Head of Department must take the necessary action to eliminate, where practicable, mitigate or minimise the risk. This includes ensuring that the workplace remains free of unnecessary hazards (such as trip hazards or hazards from falling objects) and that staff or students receive the appropriate safety training (e.g., manual lifting training). The Supervisor or Head of Department must keep appropriate and accurate records of all risk assessments and any actions taken as well as all training given. The Supervisor or Head of Department is required to ensure that students and staff wear the appropriate personal protective equipment where it is provided.

Whenever accidents do occur, the College requires that, on every occasion, they shall be recorded in the Accident Book. During normal office hours, Accident Reporting forms are available in the Bursary. Outside working hours these forms are available from the Porters' Lodge. Each department has a small supply of forms for use at that location. If the accident is sufficiently serious, it shall be reported to the HSE by the Senior Bursar (or by a person delegated by the Senior Bursar) within the statutory timeframe. The CSO shall also formally investigate any serious accidents and incidents that may occur on the College premises. Each report must be signed by the Senior (or Domestic) Bursar and the CSO and, if thought fit, further information or appropriate action asked for. The Accident Book must be kept securely and only available for inspection by authorized persons.

All records, duly signed and dated, except those specifically relating to activities initiated and carried out within individual departments, must be kept securely in the Health and Safety Office of the college and available for inspection by authorized persons. Departmental records must be kept, under the same conditions, in each department.

The College will establish a Safety Committee consisting of officers, senior staff and representatives of the employees and of the students. . The Committee shall meet at least twice yearly. The purpose of the Safety Committee shall be as follows:

- To review progress on the implementation of College health and safety policies.
- To draw attention to any deficiencies in the health and safety policies of the College.
- To review the accident record of the College and to take any necessary action in response to any incidents that may have occurred.

Policy Review

In the Michaelmas term the Safety Committee shall make an annual report to the Governing Body on the health and safety performance of the College. The College Health and Safety Policy shall be subject to annual review by the Safety Committee and its conclusions included in its annual report to the Governing Body.

APPENDIX 3

FIRE SAFETY POLICY

1 INTRODUCTION

The College wishes to ensure that its students, staff, Fellows and visitors are protected from fire risks and it has adopted the following procedures to assist in fire prevention.

2 SCOPE

The College is the owner of listed buildings and of buildings that are used for a variety of different purposes, including the Library, the Fitzpatrick Hall (sports, films and discos), Dining Hall, Bar, communal rooms (used both for study and for events such as meetings), residential rooms, private homes and hostels (Houses of Multiple Occupation: HMOs).

Mandatory legislation regarding the fire precautions necessary in student accommodation, HMOs and the workplace requires the College to provide a safe place of residence for students and a safe working environment for employees. Fire Risk Assessments must be carried out to identify all safety deficiencies that must be addressed and rectified. An action plan to address these deficiencies must be produced for each site.

3 INDIVIDUAL RESPONSIBILITY:

Individuals have a personal responsibility for themselves and others, to take reasonable care and to respect the fabric of the College.

The damaging or misuse of any item of fire detection equipment or fire safety equipment is a criminal offence and will be regarded very seriously by the College.

4 SPECIFIC RESPONSIBILITY:

The College Safety Officer has responsibility for safety across the whole College Estate and will be able to advise on any fire safety related point. In discharging his duties, he is assisted by the Regulatory Compliance Officer, the Head Porter and the Head of Maintenance.

5 SAFETY COMMITTEE:

Issues concerning fire safety may be drawn to the attention of the Safety Committee, which meets twice a year. The constitution of the Safety Committee is described in the College's Health and Safety Policy Document.

6 FIRE ALARM SYSTEM:

All College fire alarm system sounders have two active states. In the intermittent ringing state, occupants should become alert, close all windows, switch off electrical appliances and prepare to evacuate. Evacuation at this stage is not necessary. If the sounders change to continuous ringing, everybody must evacuate the building immediately, closing but not locking doors behind them and congregate at the assembly point as described on the Fire Action notices displayed on every staircase and elsewhere on College premises.

7 TESTING OF FIRE ALARM SYSTEMS:

All College fire alarm systems will be tested weekly. Every week a manual call point will be operated on each fire system, at approximately the same time each week, on a rotation system to ensure that all call points are tested over a period. The resulting alarm will be monitored at the control panel and the sounders checked. Any defects will be identified and repaired. All such checks will be recorded by the Regulatory Compliance Officer or a person delegated by him.

8 TESTING OF EMERGENCY LIGHTING:

Emergency lighting will be tested monthly with the intention of ensuring that defects are identified and repaired. All such tests will be recorded. Each month suitably trained College Staff will simulate a mains failure and check that every lamp is illuminated in each building. Annual checks will simulate a mains power failure to check that the emergency lighting remains illuminated for its specified duration.

9 MAINTENANCE OF FIRE SAFETY EQUIPMENT:

All fire safety equipment such as fire extinguishers, fire hoses and fire blankets will be maintained and tested annually by an approved contractor. Monthly visual checks will be carried out by suitably trained College staff to ensure serviceability. All such checks will be recorded.

10 MAINTENANCE OF FIRE ALARM SYSTEMS:

An approved contractor will maintain all College Fire alarm systems on a six monthly basis. Any defects identified in the interim will be reported to the contractors and will be rectified.

11 MAINTENANCE OF PRIVATE FIRE HYDRANTS:

All College fire hydrants will be maintained annually by a suitably qualified engineer.

12 FIRE EVACUATION DRILLS:

Fire evacuation drills will be held annually on all College premises on a rolling programme, usually without warning. These drills will provide an opportunity for all persons to demonstrate their ability to evacuate the building and assemble at a designated assembly point. Evacuation instructions will be in the Fire Action notices on every staircase.

13 TRAINING:

The College Safety Officer is responsible for arranging suitable training to be given to all Porters to ensure that their immediate response to fire alarms conforms to the rules in operation at the time. Porters will be refresher trained annually. All College staff will receive suitable individual fire training annually. Resident and other Fellows primarily based in college will also receive appropriate training. A record of such training will be held by the College Safety Officer. All new members of staff will be instructed on the College fire policy and evacuation procedures during their induction. Students will receive a comprehensive fire safety briefing from the local fire authority on their matriculation into College and detailed procedures to be carried out in the event of a fire are contained in Queens' College "Information and Regulations".

14 DOCUMENTATION:

The College Safety Officer is responsible for ensuring the collation and updating of all relevant documentation including fire logs and training records. He must provide the Safety and Bursarial Committees with confirmation that procedures and processes in use in the college are up to date and are being carried out.

15 INDIVIDUALS WITH DISABILITIES:

A Personal Emergency Evacuation Plan (PEEP) will be produced for every person, living on College premises, with disabilities which might impair their ability to escape the premises in an emergency. Fire Wardens, Gate Porters and other responsible persons will be provided with appropriate training, not only for such individuals but in generic terms for non-residents with disabilities.

APPENDIX 4

EMPLOYEE PRIVACY POLICY

How we use your personal information

Staff

This statement explains how Queens' College ("we" and "our") handles and uses information we collect about our staff ("you" and "your"). For these purposes, "staff" is intended to include employees, workers and casual workers (e.g. undergraduate supervisors, ad-hoc or temporary staff). In broad terms, we use your data to manage your employment with the College, including your role and the performance of it, how we support you as an employer, and how you are paid, as well as other statutory requirements.

The controller for your personal information is Queens' College, Silver Street, Cambridge CB3 9ET. The person responsible for data protection at the time of issue, and the person who is responsible for monitoring compliance with relevant legislation in relation to the protection of personal information, is the College Data Protection Lead (CDPL), Andy Bainbridge, email: dpo@queens.cam.ac.uk

Unless otherwise stated, the legal basis for processing your personal data is that it is necessary for the performance of the employment contract we hold with you, or for statutory purposes (e.g. processing your monthly salary, tax and pension contributions).

How your data is used by the College

Your data is used by us for a number of purposes, including:

A. supporting your employment and your performance in your role:

Personal data includes:

- i) * personal details, including name, contact details (phone, email, postal, both work and personal) and photograph;*
- ii) your current and any previous role descriptions;*
- iii) your current and any previous contracts of employment and related correspondence;*
- iv) any occupational health assessments and medical information you have provided, and related work requirements;*
- v) * your training and development qualifications, requests and requirements.*

B. ensuring that you have the right to work for the College:

Personal data includes:

- i) * your recruitment information (including your original application form and associated information submitted at that time);*
- ii) other data relating to your recruitment (including your offer of employment and related correspondence, references we took up on your appointment, and any pre-employment assessment of you);*
- iii) * evidence of your right to work in the UK (e.g. copies of your passport).*

C. paying and rewarding you for your work:

Personal data includes:

- i) * your national insurance number;*
- ii) * your bank details;*
- iii) * details of your preferred pension scheme;*
- iv) your current and previous salary and other earnings (e.g. maternity pay, overtime), and the amounts you have paid in statutory taxes*
- v) correspondence between you and the College, and between members and staff of the College, relating to your pay, pension, benefits and other remuneration.*

In addition, we maintain records of your use or take-up of any benefit schemes provided by us (e.g. healthcare, dental care, physiotherapy, annual flu vaccinations, health checks), which we collate and monitor to review the effectiveness of these staff benefits. The legal basis for this processing is that it is in our legitimate interest to ensure that any staff benefit schemes represent good value for money to both you and us, and to ensure that you do not overuse your entitlements.

D. administering HR-related processes, including records of absences and regular appraisals of your performance and, where necessary, investigations or reviews into your conduct or performance:

Personal data includes:

- i) * records of your induction programme and its completion;*
- ii) * records of your performance appraisals with your line manager;*
- iii) records, where they exist, of any investigation or review into your conduct or performance;*
- iv) records of absences from work (including but not limited to annual leave entitlement, sickness leave, parental leave and compassionate leave)*
- v) correspondence between you and the College, and between members and staff of the College, regarding any matters relating to your employment and/or membership and any related issues (including but not limited to changes to duties, responsibilities and benefits, your retirement, resignation or exit from the College and personal and professional references provided by the College to you or a third party at your request).*

E. maintaining an emergency contact point for you:

*Personal data includes details of your preferred emergency contact, including their name, relationship to you and their contact details.**

F. monitoring equality and diversity within the College:

*Personal data includes information relating to your age, nationality, gender and ethnicity.**

G. disclosing personal information about you to external organisations, as permitted or required by law.

If you have concerns or queries about any of these purposes, or how we communicate with you, please contact us at the address given below.

Data marked with an * relate to information provided by you, or created in discussion and agreement with you. Other data and information is generated by the College or, where self-evident, provided by a third party.

We would not monitor social media sites for any personal data relating to you, unless we believed there was a legitimate interest for us to do so (e.g. monitoring compliance with an agreed plan, such as a homeworking agreement) and only if we inform you we might do this in advance. Consequently, we do not routinely screen your social media profiles but, if aspects of these are brought to our attention and give rise to concerns about your conduct, we may need to consider them. Our social media policy can be found in your Staff Handbook or on the College website at <https://www.queens.cam.ac.uk/life-at-queens/documents-policy/publication-scheme>

We also operate CCTV on our College sites which will capture footage. Our CCTV policy can be found in your Staff Handbook or on the College website at <https://www.queens.cam.ac.uk/life-at-queens/documents-policy/publication-scheme>

For certain posts, we may use the Disclosure and Barring Services (DBS) and Disclosure Scotland to help assess your suitability for certain positions of trust. If this is the case, we will make this clear to you in separate correspondence. Certificate and status check information is only used for this specific purpose, and we comply fully with the DBS code of Practice regarding the correct use, handling, storage, retention and destruction of certificates and certificate information. We recognise that it is a criminal offence to pass this information on to anyone who is not entitled to receive it.

Who we share your data with

For staff, we would normally publish on our website your name, photograph (if you have provided one), your email and College contact phone number and basic biographical information relating to your College role.

We share your personal information where necessary and appropriate across the collegiate University. The University and its partners (including all of the Colleges) have a data sharing protocol to govern the sharing of staff and members of the College. This is necessary because they are distinct legal entities. The parties may share any of the above categories of personal information, and the agreement can be viewed in full at <https://www.ois.cam.ac.uk/policies-and-protocols/data-sharing-protocols>

Any transmission of information between partners is managed through agreed processes that comply with UK data protection legislation.

We share relevant personal data with our healthcare and dental scheme benefits providers and with relevant government agencies (e.g. HMRC) and your pension provider. Information is not shared with other third parties without your written consent, other than your name, role and employment

contact details which are made publically available. Generally, personal data is not shared outside of the European Economic Area.

We hold all information for the duration of your employment and for no more than twelve months after the end of your employment. After that time, we retain a small subset of personal data for up to seven years after your relationship with the College ends:

- I* personal details, including name and your preferred personal contact details (if we still have these);
- II your previous salaries and other earnings, pensions and the amounts you have paid in statutory taxes;
- III records of your performance appraisals with your line manager;
- III records, where they exist, of any investigation or review into your conduct or performance;
- IV your reasons for leaving and any related correspondence;
- V any references we have written subsequent to your employment with us.

Those marked with an * relate to information provided by you, or created in discussion and agreement with you.

We reserve the right to retain the personal data longer than the periods stated above, where it becomes apparent that there is a need to do so – for example, in the event of a major health or personal injury incident, records may need to be kept for up to forty years.

We then store in a permanent archive:

- i) your full name and title;
- ii) your job title(s) or College affiliation(s) and the corresponding dates of employment;

Your rights

You have the right:

to ask us for access to, rectification or erasure of your data; to restrict processing (pending correction or deletion); and to ask for the transfer of your data electronically to a third party (data portability). Some of these rights are not automatic, and we reserve the right to discuss with you why we might not comply with a request from you to exercise them.

Failure to provide the information reasonably requested of you may result in disciplinary action taken by the College, which could ultimately lead to your dismissal from employment.

Changes to our Employee Privacy Policy

If we make changes to our employee privacy policy in the future, they will be updated in the Staff Handbook, and where appropriate, notified to you either in writing or by email. Please check the Staff Handbook on the website periodically for any updates at

<https://www.queens.cam.ac.uk/life-at-queens/documents-policy/publication-scheme>

You retain the right at all times to lodge a complaint about our management of your personal data with the Information Commissioner's Office at <https://ico.org.uk/concerns/>