ETNA Community Centre

...at the heart of TWI

2026

EMPLOYEE HANDBOOK

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In partnership with:

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INTRODUCTION

This Employee Handbook, together with your statement of terms and conditions of employment, sets out the main policies, procedures and working arrangements that apply during your employment with ETNA Community Centre. (the “Employer,” “we”).

ETNA is a registered incorporated charity (number 1193501).

Our employees play an important role in helping us provide a welcoming, safe and well-run centre for our community. Information about our services is available on our website, at: https://etnacentre.org/

We hope that your time working with ETNA will be enjoyable and rewarding.

SALARIES AND WAGES

Payment

You will be paid at the times and methods detailed in your statement of terms and conditions of employment. You will be informed in advance if we vary the method and frequency of payment for any reason.

You will receive a payslip detailing how all payments have been calculated. This will be sent to you by email. It will also show the deductions that have been made and the reasons for them, for example - Tax, National Insurance and pensions contributions.

Overpayments/underpayments

If you have been incorrectly overpaid or underpaid, or have any query relating to pay, please let your line manager or their delegate know immediately. Any resulting changes would then normally be actioned at the next pay date.

If it is discovered that you have been overpaid, we reserve the right to deduct this from any payments due to you.

Please also note that should you leave the Employer whilst a payment plan is ongoing, any outstanding payments would need to be made before your leave date.

Salary/Wage reviews

Salaries and wages will normally be reviewed annually, entirely at the Charity's discretion, and you would normally be advised of any changes to your pay**.** Please note that salary/wage reviews are not a guarantee of a subsequent pay rise.

Pension Scheme

We provide a workplace pension scheme, details of which will be provided when you start, by NEST pensions.

In accordance with the law and if you qualify, you will automatically be enrolled into this scheme. Please note that the Employer is legally obliged to re-enrol any staff who have opted out of the scheme, every 3 years.

If you have any queries about the pension scheme, please contact NEST for more details.

Benefits

Any benefits which are not contractual terms, may be withdrawn or amended by the Employer at any time, at its' own discretion.

Expenses

We aim to reimburse all reasonable authorised expenses, including mileage costs, incurred by you, however, all expenses must first be approved by your line manager or their delegate, otherwise they will not be paid.

Expenses are claimed by completing an expense form and submitting it to your line manager or their delegate. These must be accompanied by valid receipts detailing VAT where applicable.

Please note that all expenses must be claimed by no later than 3 months after the date of expenditure, otherwise reimbursement will not be made.

Fraudulently claiming expenses would be a serious disciplinary matter, and warranted, could lead to dismissal without notice, for gross misconduct.

Please note that we reserve the right to deduct over claimed expenses from any monies owed to you by the Charity.

Time and Attendance

In accordance with the Working Time Regulations, we must record your hours of work. As such, we expect you to work your hours as detailed in your contract, but if for any reason this is not the case, you must advise your line manager or their delegate of any additional hours or changes in your work, accordingly.

Overtime/Time off in Lieu (TOIL)

You may be asked to work additional hours over and above your usual contracted hours.

This may either be paid as overtime or given as Time Off In Lieu (TOIL). In either case, overtime or TOIL must be pre-authorised by your line manager or their delegate ahead of working the additional hours.

Overtime would normally be paid in accordance with your statement of terms and conditions.

With regards to TOIL, any additional hours worked should be approved by either your line manager, their delegate or the Treasurer, and must be logged on the holiday sheet.

The logged hours can then be taken as additional time off, as long as they are used within 3 months from when you first come into credit. If they are not taken by that point, they would be lost.

Requests as to when to take hours back, must be authorised in advance by your line manager or their delegate.

Please note that the TOIL system may be varied or withdrawn at the Employer's discretion.

Should you leave the Employer for any reason, accrued TOIL must be taken during your notice period or will be lost. As such, there would be no additional payments made for any TOIL not taken.

HOLIDAYS

Holiday Entitlement

Your holiday entitlement is detailed in your statement of terms and conditions of employment.

Holiday Year

Your holiday year begins on 1st April of each year and runs until 31 March of the following year.

If you start or finish your employment with us during the holiday year, your holiday entitlement will be calculated as a pro-ratad amount of your annual entitlement, at a rate of 1/12th of your holiday entitlement.

Rules regarding annual leave

a) All holiday requests are submitted by email to your line manager or their delegate, for authorisation. Once authorised they should then be entered into your own, and your Team's digital Work Calendar.
b) All holidays must be authorised before any bookings are made or deposits paid, as we cannot be held liable for any costs due otherwise.
c) Holiday requests will be considered alongside the operational needs of our business and are usually considered on a first come first serve basis.
d) We operate a minimum staffing level; therefore Line management reserve the right to refuse any holiday requests if staffing falls below the required level.
e) You can request up to 2 weeks holiday at any one time, although longer periods could be considered in exceptional circumstances.
f) You can only take holidays as they are accrued during the first year of employment, unless agreed otherwise by your line manager or their delegate.
g) You are expected to take your annual leave entitlement during the holiday year wherever possible. Holiday will not normally be carried forward unless pre-authorised by your line manager, or where there is a statutory entitlement to carry leave forward, for example in connection with certain periods of sickness or family-related leave.
h) If you fall sick immediately before to or during pre-booked annual leave, it can only be cancelled and taken at a later date if your absence is certified by a qualified medical practitioner.
i) If eligible, you will continue to accrue holiday entitlement during statutory periods of leave such as sickness absence. As such, you may be required to take any outstanding annual leave either before or immediately after this. Please note that this does not apply to the following types of family leave: maternity, paternity or adoption.
j) You will continue to accrue your statutory holiday entitlement during any period of sick leave.
k) During periods of long-term sickness, you will only accrue holiday at the rate of 4 weeks per year.
l) Upon termination of your employment, payment that has been made for holiday in excess of your pro-rata entitlement will be recovered from your final pay or any money owed to you by us, where appropriate.
m) If you are working out your notice, we reserve the right to require you to take any remaining holiday entitlement.

Religious holidays

Requests for time off for religious holidays should be made in line with the above holiday request procedure, and will be considered alongside the operational needs of our business. However please be aware there is no automatic right to time off for religious reasons.

LATENESS, SICKNESS ABSENCE, PAYMENT & CONDITIONS

Time off

As good attendance and timekeeping are essential to the efficient operation of the Charity, sickness absence is monitored accordingly. You are required to co-operate fully with management to enable complete and accurate records to be kept in respect of all absences, whether agreed in advance or otherwise.

If you are unable to get to work on time, for whatever reason, you should:

a) Let us know as soon as possible and no later than one hour before your scheduled start time, that you will not be attending work.
b) You can call, use texting, WhatsApp messaging or email to notify us of your absence.
c) If your absence is for more than one day, you still need to contact us daily as described above, until your absence is certified by a medical practitioner. You need then only contact us before the expiry of each medical certificate.
d) If your sickness lasts for more than 7 days, you must obtain a medical certificate from your GP and forward it to us no later than the 8th day of your absence.
e) During a period of absence, we may ask for additional medical evidence to help us understand your situation and provide appropriate support. Where we request a medical certificate that is not usually required, we will reimburse any reasonable cost incurred.
f) With your written consent, we may also ask to obtain medical information from your GP, specialist or other qualified Health Practitioner. This is to help us better understand any health condition that may affect your work, identify any support or adjustments that may assist you, and discuss your likely return to work. Any information obtained would be handled sensitively and in accordance with our data protection obligations
g) You should notify your line manager or their delegate as soon as you know which day you will be returning to work.
h) When you return to work you may be required to attend a return-to-work meeting.
i) If you wish to return to work before to the end of your medical note, this must be in agreement with your Employer. It this agreement cannot be reached or accommodated operationally, then your medical note will prevail.
j) Whilst holiday is usually for rest, recuperation and for you to pursue leisure activities - should you wish to take annual leave to cover a sickness period, please ask your line manager or their delegate.

You are required to follow this procedure. If you do not, any payments due to you during your sickness may be delayed or in some cases not made at all, and/or your absence may be classed as unauthorised and disciplinary action taken accordingly.

Lateness

You should ensure that you arrive at your place of work with enough time to be ready to begin work at your official start time. If applicable, this will be detailed in your contract of employment or otherwise be advised to you.

If you are unable to get to work on time, you must contact your line manager / their delegate as soon as possible, to let them know: that you will be late, the reasons for this and your expected time of arrival.

You may also be required to make up some or all of the time lost due to lateness or have your wages pro-rated to reflect your actual hours of work.

Leaving the workplace

You are not allowed to leave your place of work except during authorised breaks, or with the permission of your line manager or their delegate. If you need to leave work earlier than your scheduled finish time, please obtain advance permission first from your line manager or their delegate. Where you leave work early you may be required to either make up some or all of the time lost or have your wages pro-rated to reflect your actual hours of work.

Absence Monitoring Procedure

Purpose

This policy outlines how the organisation monitors and manages absence to ensure fairness, consistency, and support, whilst maintaining operational effectiveness.

Trigger Points for Review

Absence levels will be monitored regularly. The following trigger points will prompt a review meeting with the employee:

- 3 or more instances of absence in a rolling 6-month period.
- 10 or more days of absence in a rolling 12-month period.
- Any pattern of absence (e.g. frequent Mondays or Fridays) that suggests potential misuse.
- Any single absence exceeding 10 consecutive working days.
- Failure to follow absence reporting procedures.

Welfare/Absence Review Meetings

If a trigger point is reached, the employee will be invited to an Absence Review Meeting with their line manager or their delegate. The purpose is to:

- Discuss the reasons for absence.
- Identify any underlying health or personal issues.
- Explore support options (e.g. occupational health referral, adjustments).
- Agree on an action plan to improve attendance.

Further Medical Information

If we are concerned about your absence record, we may seek your permission for a medical examination by your own doctor, or a doctor of our choice. If you do not agree to this, we would then have to make a decision about your continued employment based on the information available. Please note that should you be asked to attend an occupational health appointment, and fail to do so, you will be responsible for reimbursing us for any costs incurred.

Support and Adjustments

Where appropriate, the Charity will consider reasonable adjustments, phased returns, or referrals to occupational health, to support employees in returning to work and sustaining attendance.

Confidentiality

All absence-related information will be treated confidentially and in accordance with data protection legislation.

In order to investigate absence from work we reserve the right to visit you at home, with your consent.

Disciplinary Action

The following could result in formal disciplinary action up to an including dismissal, in line with the company's internal procedure:

1. Persistent or unauthorised absence;
2. Persistent lateness;
3. Failure to follow the absence and lateness reporting procedures;
4. Triggering the absence monitoring procedure after a letter of concern has been issued;
5. Leaving the workplace without permission during working hours.

Sickness absence and Statutory Sick Pay (SSP)

For authorised sickness absence you may be entitled to SSP in line with eligibility rules at the time.

To qualify, you must follow the absence reporting procedure set out above.

Effective 6 April 2026, SSP is payable from the first day of absence from a scheduled day of work.

The rate payable will be the lesser of 80% of your earnings, or the current SSP rate in force. SSP is treated the same as wages and is subject to Income Tax deductions and National Insurance Contributions.

Payments may be withheld if we believe there is reason to doubt the validity of a claim for sick pay. We reserve the right to request an independent medical examination where considered necessary. Unauthorised absences or false reporting of sickness are considered to be serious disciplinary matters which could lead to your dismissal without notice.

If your absence is due to the negligence, nuisance or breach of any statutory duty on the part of a third party, any payments made by us is recoverable by us out of any damages that are paid by them.

If you would like any further information on SSP, please speak to your line manager or their delegate.

Additional Sick Pay

Any additional sick pay will be paid entirely at our discretion, and you should not consider that you have a contractual right or entitlement to receive this.

Any additional sick pay that you receive will already encompass your entitlement to SSP.

No payment will be made under this scheme where you are the subject of disciplinary proceedings, or under investigation for possible breach of any contractual obligation, business rule or procedure.

Medication

If you are taking medication you should explain the nature of your job to your doctor so they can assess your fitness to work. If it may impact your fitness for work, you should also discuss any medication you are taking with your line manager or their delegate, so they are aware of any side effects that could affect you at work, and consider any reasonable adjustments.

Medical information

You should inform your line manager or their delegate of any health conditions or symptoms you have, for relevant support to be considered. If we are unaware of such conditions or symptoms, we cannot consider any reasonable adjustments.

If it is recommended by your medical practitioner that you need a temporary period of restricted duties (e.g. avoiding heavy lifting), you should submit a Fit to Work Note from a certified medical practitioner confirming these adjustments. If we are unable to accommodate restricted duties, then you will be considered to be unfit for work.

If you report for work without any medical documentation stating that you need adjustments, you will be regarded as being fully fit for work.

Appointments

You should ensure wherever possible, that appointments are made outside of your working hours. If, however, you do require time off for appointments, please ask permission from your line manager or their delegate, giving reasonable notice. You may be asked to provide written confirmation of your appointment. Please note however, that there is no guarantee that you will be permitted time off, although we will make every effort to accommodate this wherever possible.

If time off is granted, you will either be paid / not be paid / be asked to make the time up at our discretion.

Sickness absence and other work

If you are absent from work due to sickness or injury, you must tell us before you carry out any other paid additional employment, self-employment or voluntary work. If conflict of interests or health & safety issues or similar arise as a result, this could lead to disciplinary action up to and including your dismissal.

Extreme adverse weather and public transport difficulties

In the event of extreme weather conditions, e.g. heavy snow and flooding, or if your journey to work on public transport is affected by industrial action, engineering works etc., you are expected to make every reasonable effort, including the use of alternative means of transport, to arrive at work at your scheduled start time.

If you decide that weather conditions or public transport difficulties are sufficiently severe to prevent you from travelling to and arriving safely at work, you may ask to either:

a) Take the day(s) as annual leave;
b) Take the day(s) as authorised unpaid leave of absence;
c) Where appropriate and with permission from management, work from home.

In any event, you must contact us as detailed in the lateness section, to review the difficulties you are having and the available options.

Any decision to close due to extreme weather will be made by the Centre Director or your line manager on the basis of ensuring the health and safety of all employees. As such you would be made aware of this at the earliest opportunity either via telephone, messaging, or email.

Jury service

If you are called for jury service, you should give the Notification Slip to your line manager or their delegate.

You would not usually be paid during jury service, although you may be able to claim for lost earnings from the Court. Additional payments, if any, would be entirely at our discretion.

You would be expected to return to work on the days that adjournments make this practicable.

If the timing of the jury service conflicts with your work needs, you must let management know as soon as possible.

If you require time off for any other type of public duty, please discuss this with your line manager or their delegate.

WORK AND FAMILIES

The statutory entitlements described in this section will all be applied in accordance with the legislation in force at the time. For questions and more details on any of the following, please contact your line manager or their delegate.

Maternity leave

If you are pregnant, you must let your line manager or their delegate know as soon as possible. This means we can ensure a safe working environment, usually by carrying out a risk assessment. In any event, you should inform us no later than the 15th week before the week in which your baby is due. You will also need to provide a MATB1 certificate to confirm your expected week of childbirth. We can then discuss your entitlements with you and assist in planning any leave due.

You should also inform your line manager or their delegate of the date on which you want your maternity leave to start. They will then write to you within 28 days to confirm the date you will be expected to return to work.

If you wish to change the start date of your Maternity Leave you should give your line manager or their delegate at least 28 days' written notice wherever possible.

You have the right to reasonable paid time off to attend antenatal appointments, and we may ask you to provide confirmation of these. Where possible you should arrange appointments for the start or end of your working day and get these authorised by your line manager or their delegate as soon in advance as possible.

You may decide to take any outstanding holidays accrued before starting your maternity leave. Holiday should be taken in the holiday year in which it accrues. Therefore, if the holiday year is due to end while you are on maternity leave, you should take your full annual leave entitlement before starting that leave. Holiday plans should therefore be discussed with your line manager or their delegate as soon as possible, with all holiday subject to their approval as usual.

Statutory Maternity Pay (SMP)

If you are eligible, the company pays SMP according to current regulations, which will be advised to you.

Contact during maternity leave / Keeping in touch (KIT) days

During your maternity leave the Employer may agree up to 10 keeping in touch (KIT) days to include you in any training and keep you updated with any key events, etc. Working any KIT days will not affect your maternity leave period. Payment would be at your normal basic rate of pay for the actual time spent working and this would be inclusive of any maternity pay entitlement.

The Employer may also make reasonable contact with you during your leave to update you on any changes and to discuss your maternity leave and return to work, etc.

Return to work following maternity leave

If you return to work at the end of your full 52 weeks maternity leave period, you do not need to notify the Employer in advance of your return; the Employer will assume that you are returning on your due back date unless you notify otherwise.

If you wish to return to work before the planned end of your maternity leave, you must give us eight weeks' written notice confirming the date of your return, otherwise we will be entitled to postpone your return, either until we have had sufficient notice, or your maternity leave period has expired, whichever is the earlier. Please note that if you return before notifying us, we are under no obligation to pay you.

You are normally entitled to return to the position you held before starting maternity leave and on the same terms of employment. However, if you have taken Additional Maternity Leave and it is not practicable to return to the same position, you may be given a suitable alternative job on terms and conditions that are no less favourable.

If you do not return to work due to illness or any other reason, you must contact your line manager or their delegate and follow the absence reporting procedure, or your absence may be treated as unauthorised. If you do not wish to return to work, then you should resign in writing giving the notice set out in your contract.

Paternity leave

Effective from 6 April 2026, eligible employees have a day one right to take paternity leave, provided they meet the eligibility criteria below. The qualifying service requirement for Statutory Paternity Pay remains unchanged.

You may be eligible for paternity leave if you:

- Are the child's biological father; or
- Are the spouse, civil partner or partner of the child's mother or birth parent; and
  Have, or expect to have, responsibility for the child's upbringing.

Eligible employees may take either:

- Two separate blocks of one week's leave; or
- Two consecutive weeks' leave;
- Not as separate days.

The leave should be taken within 52 weeks of birth.

Notification of Paternity Leave

Employees need to notify their line manager / delegate of their intention to take paternity leave according to the statutory requirements. This should include:

- The expected week of childbirth;
- The date on which leave is intended to start; and
- Whether one week or two weeks' leave will be taken.

Where possible, employees should provide written notice of any change to the intended start date as soon as possible and in accordance with current statutory guidance, which is detailed at: Paternity pay and leave: Overview - GOV.UK

If you do not notify the Charity accordingly, this could affect your entitlement to take leave on your preferred dates.

Statutory Paternity Pay (SPP)

To qualify for Statutory Paternity Pay you should have worked continuously for the Company for 26 weeks at the 15th week before the baby is due.

SPP is paid at the statutory rate applicable at the time leave is taken. If you do not earn above the lower earnings limit, you will not qualify, but you may be able to get Income Support. Further information is available from your local Jobcentre Plus.

All the usual terms and conditions of your employment stay in place during paternity leave, except for pay.

Adoption leave and Pay

Adoption leave is available if you adopt a child. If you are planning to adopt you should inform your line manager or their delegate as soon as possible so that they can discuss your entitlements with you and help you plan any leave of absence.

Adoption Leave and pay is available to both individuals who adopt and one member of a couple where a couple adopt jointly (the couple may choose which partner takes adoption leave). You must give your line manager or their delegate a 'matching certificate' from the adoption agency as evidence of your entitlement to Statutory Adoption Pay (SAP).

Shared Parental Leave and Pay

You may be eligible for shared parental leave so, if you wish to find out more, please let us know.

Shared Parental Leave (SPL) gives parents more flexibility in how to share the care of their child in the first year after birth or placement, rather than simply taking maternity, adoption or paternity leave. If you both you and your partner are eligible, you will be able to choose how to split the available leave between yourselves and can decide to be off work at the same time or at different times. You may be able to take leave in more than one block. The total amount of SPL available is 52 weeks, less the weeks spent by the child's mother on maternity or adoption leave.

Dependant leave

You may be entitled to take unpaid leave in order to deal with an emergency involving someone who depends on you. If this arises, you should contact your line manager or their delegate and make them aware of the need for you to leave work, before doing so. The Charity may ask you to provide evidence to confirm the time off.

A dependant is a parent, a spouse or a partner, a child or someone else for whom you have regular caring responsibilities. You will be permitted unpaid time off:

a) To provide help when a dependant falls ill, gives birth or is injured or assaulted (including mental illness or injury);
b) To make arrangements for providing care when a dependant is ill or injured;
c) To cope when the arrangements for caring for a dependant unexpectedly break down (e.g. if a child minder fails to turn up);
d) When a dependant dies;
e) To deal with an unexpected incident involving your child during school hours.

Carer's Leave

Carer's leave entitles those with caring responsibilities unpaid leave if you are responsible for a dependant's care, and you are either the spouse, civil partner, child of a parent and/or live in the same household of a dependant reliant on you - for either providing or arranging care.

You are entitled to take carers leave from the first day of employment. If the need to take this leave arises, please ensure that you make your line manager or their delegate aware of the need for you to take this leave as soon as possible.

A dependant is defined as having a long-term care need if:

- they have a mental or physical injury likely to last more than 3 months.
- they have a disability, as defined under the Equality Act; (2010)
- they require care as connected with their age.

Eligible employees can take up to one week's unpaid leave per year, which will not affect any other type of statutory leave such as:

- Dependant leave.
- Maternity leave.
- Paternity leave.
- Adoption leave.
- Parental bereavement leave.
- Neo-natal care leave.

Employees meeting the criteria for carer's leave are entitled to take one week's unpaid leave flexibly to suit caring responsibilities and may either choose to take full leave of one week, a full day or half a day's leave when required.

Notification of Carer's leave

You need to notify your line manager or their delegate when you intend to take leave and if unpaid leave is either planned or unforeseen. When notifying us of taking leave, you will continue to have the same employment protections as with other types of family leave.

Whilst we will try our utmost to agree all periods requested, due to operational needs, there may be occasions when we cannot authorise leave at the time requested. Whilst we cannot refuse you a Carers Leave request, please note we reserve the legal right for the leave to be taken at an alternative date - no later than one month after the start date of the original request.

Compassionate and bereavement leave

We understand that there may be times when you need time away from work due to bereavement or other difficult circumstances. Requests for leave will be considered on an individual basis, taking into account the circumstances and the support you may need.

In addition, certain circumstances may give rise to specific statutory rights to leave:

- **Parental Bereavement Leave / Pay**: Employees with parental responsibility for a child who dies before the age of 18, or who experience a stillbirth after 24 weeks of pregnancy, may be entitled

to up to two weeks' statutory leave and pay. This can be taken as a single two-week period or as two separate one-week periods within 56 weeks of the bereavement.

- **Bereaved Partner's Paternity Leave (BPPL)**: Employees who experience the death of a partner during the first year following the birth or placement for adoption of their child may be entitled to statutory unpaid leave care for their child following their partner's death.

OPERATING PROCEDURES

We have created policies and procedures to help ensure that everyone understands their responsibilities when carrying out their work.

To help us maintain consistent and effective ways of working, it is important that you take the time to familiarise yourself with these procedures and to follow them at all times.

Personal details

At the start of your employment, you will be asked to provide certain personal details so that we can fulfil our statutory duties, our Health and Safety obligations and our employment contract with you. Also to get in touch with you outside of work and / or contact your next of kin in the event of an emergency. It is therefore important that you keep us informed of any changes to this information during your employment. Please therefore inform your line manager or their delegate promptly of any changes to your personal details.

Training

ETNA may provide or arrange training that is necessary or beneficial for your role. Employees are expected to attend and participate in any training that ETNA considers necessary for their work.

Where ETNA agrees to fund significant external training, you may be asked to enter into a separate training agreement setting out any requirement to repay some or all of the costs if you leave ETNA within an agreed period.

Training costs will only be recoverable where this has been specifically agreed with you in advance and where permitted by law.

Additional employment

You are free to undertake other paid or unpaid work, volunteering or other activities outside your working hours, provided this does not interfere with your responsibilities to ETNA.

You should therefore inform your line manager or their delegate if any outside work or activity could:

- create an actual or potential conflict of interest with your role at ETNA;
- affect your ability to carry out your ETNA duties safely and effectively;
- involve the inappropriate use of ETNA's confidential information, resources or contacts; or
- affect working time or rest requirements.

Where a potential conflict arises, ETNA will discuss this with you and consider whether any reasonable steps are needed to manage it.

All employees must not use their position at ETNA for personal financial benefit, or undertake outside work in a way that creates a serious conflict with the Charity’s interests.

Buying and selling of goods and services

You must not use ETNA's premises, facilities, contacts or working time to run or promote a personal business or commercial activity without prior agreement from your line manager or their delegate.

Behaviour outside of work

ETNA respects employees' private lives and does not seek to restrict lawful activities outside working hours.

Behaviour outside work may become an employment matter where it has a genuine and significant connection with an employee's role or could seriously affect ETNA, its' reputation, safeguarding responsibilities, working relationships or the employee's ability to carry out their role.

Examples could include serious harassment or discriminatory behaviour, criminal conduct relevant to an employee's role, serious inappropriate behaviour towards someone connected with ETNA, or misuse of confidential information.

Any concerns will be considered fairly and in the context of the individual circumstances. Where appropriate, the matter may be dealt with under ETNA's Disciplinary Procedure.

Professional Boundaries

ETNA employees are expected to maintain appropriate professional boundaries with people they come into contact with through their work, including centre users, hirers, volunteers, partners and contractors.

ETNA is a friendly and welcoming community centre and positive relationships are an important part of our work. However, employees should ensure that personal relationships or interests do not affect, or appear to affect, their professional judgement or responsibilities.

Employees should:

- treat people fairly, respectfully and consistently;
- avoid using their position at ETNA for personal or financial benefit;
- not give preferential treatment because of a personal relationship;
- declare any personal relationship or interest that could create a conflict of interest to Centre Director/Chair;
- respect people's privacy and maintain appropriate confidentiality; and
- use appropriate professional judgement when communicating with people they know through ETNA, including through personal social media or messaging accounts.

Employees should not take on personal responsibilities or provide support outside their ETNA role where doing so could create an inappropriate relationship, dependency or conflict of interest.

Your line manager or their delegate should be made aware of any actual, potential or perceived conflict of interest. This includes any personal, family, financial or other relationships that could affect, or could be seen to affect, your judgement, decisions or professional responsibilities.

If you are unsure if a situation may constitute a conflict of interest, you should discuss it with your line manager or their delegate at the earliest opportunity so that appropriate guidance and support can be provided.

Particular care must be taken when working or interacting with children or adults at risk. Employees must follow ETNA's Safeguarding Policy, which can be located on SharePoint, and report any safeguarding concern in accordance with that policy.

Any concern about professional boundaries should be discussed with your line manager or their delegate. Where the concern relates to your line manager or their delegate, it should be raised with the Chair of Trustees.

This section should be read together with the following Handbook clauses:

- Gratuities;
- Wills and Bequests;
- Data Protection Policy;
- Confidentiality Policy;
- Whistleblowing Policy;
- Grievance and Disciplinary Procedures; and
- Safeguarding Policy (available on SharePoint).

Employee Wellbeing

ETNA is committed to supporting the health and wellbeing of its' employees and creating an inclusive and supportive working environment.

You are encouraged to speak to your line manager or their delegate if you are experiencing difficulties that are affecting you at work or if you believe that support or reasonable adjustments may be helpful.

ETNA has additional guidance and policies available covering areas including menopause, mental health and transgender / non-binary inclusion. These can be located on SharePoint, and you are encouraged to refer to them or speak to your line manager or their delegate if you would like further information or support.

Where a matter relates to your line manager or their delegate, employees may speak to the Chair of Trustees.

Dress Code

Employees are expected to dress appropriately for their role and the activities they are undertaking, taking account of professionalism, safety and the community environment in which we work.

Personal Protective Equipment (PPE)

PPE may be issued to you in order to ensure the safe performance of your duties. This could include items such as overalls, headgear, or goggles.

If PPE has been issued to you, it is imperative that you wear this, as it has been issued for your own protection.

If PPE becomes damaged at any point, please report this straight away to your line manager or their delegate so that it can be replaced immediately.

You should be aware that failure to use issued PPE would be regarded as a contravention of the Health and Safety at Work Act 1974 and appropriate disciplinary action will be taken against you, up to and including dismissal, if circumstances warranted it.

ETNA Property, Keys and Devices

ETNA may provide you with equipment, devices, documents, keys, access codes and other property to enable you to carry out your role.

All ETNA property must be used responsibly, kept secure and used only for its intended purpose unless otherwise authorised. This includes laptops, mobile phones, keys, documents and any other items issued to you during your employment.

Access codes must be kept confidential and must not be shared with anyone unless specifically authorised. Keys must be kept secure and must not be copied, lent, transferred to another person or left unattended. Keys should not be labelled in a way that identifies ETNA's premises or contact details.

Where ETNA provides you with a laptop, mobile phone or other device, you must also comply with ETNA's Digital and Data Protection policies.

Any loss, theft, damage or suspected misuse of ETNA property, keys, access codes or devices must be reported to your line manager or their delegate as soon as possible.

All ETNA property remains the property of ETNA and must be returned immediately upon request and, in all cases, on the termination of your employment.

Where permitted by law and your contract of employment, ETNA reserves the right to recover the reasonable cost of replacing any property, keys or devices that are not returned.

Personal Devices and Data

Where an employee has been authorised to use a personal computer, tablet or mobile phone for ETNA work, the device must be appropriately secured, and ETNA information must be protected from unauthorised access.

Work-related information should be stored using ETNA's approved systems wherever possible rather than permanently on a personal device.

Any loss or theft of a device containing ETNA information, or suspected unauthorised access to that information, must be reported to your line manager or their delegate promptly.

ETNA information held on a personal device must be securely deleted when it is no longer required and, in all cases, when employment ends.

In line with the Computer Policy, employees cannot expect the right of privacy used for ETNA work and the Charity therefore reserves the right to monitor usage and access in the interest of security and to detect or deter unauthorised use.

Monitoring will usually be conducted by the Centre Director or Chair of Trustees and may be shared with Trustees as appropriate. Additionally such information may be shared externally with relevant authorities where appropriate and third-party Employment and /or Legal advisors.

We allow reasonable personal use of personal mobile phones, smartwatches or fitness trackers capable of receiving/replying to messages or telephone calls during working hours.

Bring your own device (BYOD)

This policy applies to employees who are authorised to bring their own computers (or other devices, for example mobile telephones or tablets) into work. It covers those employees who work exclusively on personal laptops as well as those who are authorised to receive work-related emails on their mobile telephones.

We are committed to ensuring that personal data is protected by appropriate technical and organisational measures against unauthorised or unlawful processing or disclosure, and against accidental loss, damage or destruction. This policy should be read in conjunction with our data protection policy, computer use of social media policies.

Please refer to the Data Protection Policy for full details of how this applies in detail.

Gifts, Hospitality and Bribery

ETNA is committed to acting honestly, fairly and transparently. Employees must not offer, request or accept any gift, hospitality, payment or other benefit that could improperly influence, or appear to influence, a decision made on behalf of ETNA.

Small, occasional tokens of appreciation, such as chocolates, flowers or similar modest gifts, may be accepted where it is clear that they are simply a gesture of thanks. Any gift or hospitality of more than a modest value, or where an employee is unsure whether it is appropriate to accept it, should be discussed with your line manager or their delegate.

Employees must never offer, request or accept a bribe or other improper inducement. Any suspected bribery, corruption or inappropriate offer should be reported to your line manager or their delegate.

Further information is set out in ETNA's Business Ethics and Anti-Bribery Policy which can be located on SharePoint

Wills, Gifts and Bequests

Employees must not use their position at ETNA to seek or encourage personal gifts, financial benefits, legacies or bequests from people they meet through their work.

Employees should not become involved, in their capacity as an ETNA employee, in preparing or witnessing a will, acting as an executor, or dealing with the estate of a centre user.

Any significant gift, legacy or bequest offered to an employee as a result of their work at ETNA should be declared to your line manager or their delegate or, where appropriate, the Chair of Trustees.

Cash handling

If you are required to handle cash as part of your duties, you must comply with authorised Employer procedures at all times. Any deliberate contravention of these procedures will lead to disciplinary action being taken against you, which may result in your dismissal.

No smoking and vaping policy

We operate a no smoking policy. Smoking is not permitted in our buildings, premises, or in vehicles being used for business use. This clause also prohibits the usage of E-Cigarettes or similar products in our buildings, premises, or in vehicles being used for business use.

Where designated smoking areas are provided, we ask that employees help keep the area clean and tidy for everyone's benefit. If the area is not maintained to an acceptable standard, ETNA may need to review or withdraw the facilities.

Good housekeeping

Work areas must be kept clean and tidy at all times to reduce the risk of fire and accidents.

Parking

Where possible, please consider and prioritise using public transport, walking or cycling to work, as part of ETNA's sustainability policy.

Parking on site is provided for visitors, who take priority for available spaces.

Personal vehicles are parked at your own risk, and we do not accept liability for any theft or damage.

Health and safety

Our Health & Safety Poster can be located in the office and our policy on SharePoint. It is essential that you comply with all health and safety rules and regulations. If you wilfully or by neglect fail to observe these, disciplinary action may be taken, up to and including dismissal.

You must read and take note of all health and safety notices. You are also expected to take reasonable care for your own well-being, and that of your colleagues.

It is a requirement for most job roles that the employee has an in date First Aid at Work certificate, which should be renewed every 3 years, as organised and paid for by ETNA.

Accidents at work

If you have an accident at work, however minor, you must record it in the accident book. If you are working off site you should document the accident on the site where you are working and notify management immediately. You **MUST** provide details of the nature of the accident or injury, any first aid treatment that was administered, the names of any witnesses and the date and time the accident occurred.

Health and hygiene

If you have either been in contact with persons suffering from an infectious or contagious disease or are yourself suffering from one, for example influenza, coronavirus, norovirus, mumps and measles, as diagnosed by a medical professional, you must report this to management before commencing work.

Should you arrive at work without informing management of this, you may be sent home for the Employer's duty of care to other staff and clients/service users. Should this be the case, you will be paid in line with ETNA's sickness pay provisions.

In these circumstances you should self-certify your illness until you obtain a medical certificate from your doctor. You must not attend work until you are recovered from illness and the risk of passing on an infection to others.

Search of personal property and work area

In exceptional circumstances, ETNA may ask an employee to consent to a search of their personal belongings or work area where there are reasonable grounds to believe that this is necessary, for example in relation to suspected theft, prohibited substances or a serious health and safety or security concern.

Any search will be carried out reasonably and sensitively, with due regard for the employee's privacy and dignity. Where appropriate, the employee may ask for another person to be present.

An employee may refuse to consent to a search. Without this, ETNA will consider the circumstances and evidence they have and may take further appropriate action, which could include investigation under the disciplinary procedure or, where there is a reasonable suspicion of criminal activity, contacting the police.

Any matter arising from a search will be considered under ETNA's disciplinary procedure where appropriate.

Sustainability

ETNA is committed to reducing its environmental impact and using resources responsibly. All employees are expected to support our Sustainability Policy and help us operate the Centre in an environmentally responsible way.

This includes avoiding unnecessary waste, recycling wherever possible, and using energy, water and other resources responsibly. Employees are encouraged to identify and suggest practical ways in which we can further improve the environmental sustainability of the Centre.

CCTV / Security cameras

ETNA operates external CCTV cameras around the Centre for the purposes of safety, security, crime prevention and the protection of our building, property and those using the Centre.

CCTV is not used for routine monitoring of employees. Appropriate signage is displayed to make people aware that CCTV is in operation.

Recordings are stored securely and access is restricted to authorised personnel. Images may be reviewed where there is a legitimate reason to do so, for example following a security incident, accident or suspected criminal activity, and may be shared with the police or other relevant authorities where appropriate.

CCTV footage may also be used as part of an investigation or disciplinary process where it provides relevant evidence.

Recordings are normally retained for 28 days, unless they are required for an ongoing investigation or other legitimate reason.

Employee notices

It is our policy to keep you informed of any changes or information that may affect you. This will normally be communicated through email, meetings or other appropriate staff communication channels.

Changing terms and conditions of employment

Where ETNA proposes a change to your terms and conditions of employment, this will be discussed with you and appropriate consultation and notice will be provided.

Resignation

If you wish to resign from your position, you must notify your line manager or, where appropriate, the Chair of Trustees in writing. Your notice period will begin from the date we receive your written notification and will be as set out in your contract of employment.

If you leave your employment without working your required notice, or without ETNA's agreement, we may make any deductions from your final pay that are permitted by your contract and by law.

If you are dismissed for gross misconduct, you would not normally be entitled to notice or pay in lieu of notice.

References

It is ETNA's normal practice to provide factual employment references confirming basic information such as an employee's role and dates of employment. Where additional information is required for safeguarding or regulated activity, ETNA will respond appropriately in accordance with its legal and safeguarding responsibilities.

Pay in lieu of notice

ETNA reserves the right, where permitted, to make a payment in lieu of all or part of your notice period. This means that your employment may end without you working some or all of your notice period and you would instead receive the payment due in accordance with your contract and applicable deductions.

DIVERSITY AND EQUAL OPPORTUNITIES

ETNA is committed to creating a welcoming, inclusive and respectful environment and to providing equality of opportunity for our employees, job applicants, volunteers and others we work with.

We do not tolerate unlawful discrimination, harassment or victimisation. Everyone should be treated fairly and with dignity and respect.

Under the Equality Act 2010, the protected characteristics are:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race (including colour, nationality and ethnic or national origin);
- religion or belief;
- sex; and
- sexual orientation.

Our commitment to equality and diversity applies throughout employment, including recruitment, training, development, promotion, pay and other employment practices.

Employees who have a disability or health condition are encouraged to let ETNA know where a reasonable adjustment may help them at work. ETNA will consider reasonable adjustments in discussion with the employee.

Anyone who believes they have experienced or witnessed discrimination, harassment or other inappropriate behaviour should raise the matter with their line manager or their delegate. Where the concern relates to the Centre Director, it should be raised with the Chair of Trustees. Concerns will be taken seriously and addressed appropriately.

All employees are expected to support ETNA's commitment to equality, diversity and inclusion and to treat colleagues, volunteers, partners and people using the Centre with dignity and respect.

Further information is contained in ETNA's Diversity and Equal Opportunities Policy, which can be located on SharePoint.

DRUGS AND ALCOHOL POLICY

ETNA is committed to providing a safe and responsible working environment. Employees must not attend work while unfit to carry out their duties safely and effectively as a result of alcohol, illegal drugs or other substances.

The possession, use or supply of illegal drugs on ETNA premises is prohibited and may be treated as a disciplinary matter, including gross misconduct where appropriate.

Alcohol must not be consumed during working hours or on ETNA premises unless this has been specifically authorised, for example as part of an ETNA event or function. Where alcohol is available at a work-related event, employees are expected to behave responsibly and remain fit to carry out any duties required of them.

Where ETNA has reasonable grounds to believe that an employee is unfit for work because of alcohol or drugs, appropriate action will be taken to protect the employee and others. This may include asking the employee to stop work and dealing with the matter under the disciplinary procedure where appropriate.

Where there is evidence of illegal activity, ETNA may report the matter to the police.

DIGITAL, IT AND SOCIAL MEDIA USE

ETNA's computers, email, internet access, mobile devices and other digital systems are provided primarily for work purposes. Employees are expected to use them responsibly, securely and professionally and in accordance with ETNA's Digital Policy and Data Protection Policy.

Employees must take reasonable steps to protect ETNA's systems and information. This includes keeping passwords and login details secure, using strong and unique passwords, never sharing passwords with others, locking devices when unattended, and being alert to suspicious emails, links or attachments. Passwords must be changed immediately if there is any reason to believe they may have been compromised. Any loss of data or devices, or suspected security breach, should be reported promptly to your line manager or their delegate.

Reasonable occasional personal use of ETNA's IT systems is permitted provided it does not interfere with work, incur any costs, compromise security or involve inappropriate or unlawful material.

Employees must protect confidential and personal information relating to ETNA, its staff, volunteers, partners, hirers and people using the Centre. Information, photographs or personal details obtained through work must not be shared without appropriate authority or consent.

When using social media, messaging services or other online platforms, employees must not disclose confidential information or post content that could reasonably be considered discriminatory, harassing, defamatory or otherwise damaging to ETNA or those connected with it. Employees expressing personal views should make clear, where appropriate, that they are speaking for themselves and not on behalf of ETNA.

ETNA may monitor, access or review its IT systems and work-related communications where there is a legitimate and proportionate reason to do so, for example for security, business continuity, investigation of suspected misconduct or compliance with legal obligations. Any monitoring will be carried out in accordance with data protection requirements and ETNA's relevant policies.

Serious or deliberate misuse of ETNA's IT systems or digital communications may be dealt with under the disciplinary procedure, up to and including dismissal.

Further guidance is contained in ETNA's Digital Policy, Data Protection Policy and other relevant staff policies located on SharePoint.

PLEASE NOTE THAT THIS POLICY ALSO INCLUDES THE USE OF WHATSAPP, TEAMS AND ANY OTHER INSTANT MESSAGING APPLICATIONS.

USING YOUR OWN VEHICLE FOR BUSINESS USE

Employees who use their own vehicle for authorised ETNA business journeys, must ensure that they hold a valid driving licence and that the vehicle is appropriately insured for business use, roadworthy, taxed and, where required, has a valid MOT.

Employees are responsible for informing their insurer that they use their vehicle for business purposes and for ensuring that appropriate breakdown cover is in place where necessary.

Authorised business mileage may be claimed in accordance with ETNA's expenses arrangements. Mileage is reimbursed at the applicable HMRC approved mileage rate.

Employees must drive safely and comply with road traffic legislation at all times when travelling on ETNA business. Any driving offence, loss of licence or other change that may affect an employee's ability to drive for work must be reported to your line manager or their delegate.

ETNA may ask employees who drive on its behalf to provide evidence of their driving licence, insurance, MOT or other relevant documentation.

Mobile Phones and Devices While Driving

Employees must not use a hand-held mobile phone or other hand-held device while driving on ETNA business.

Hands-free equipment should only be used where it is safe to do so and must not distract the driver. Employees should stop and park safely before making or receiving a call where necessary.

Employees are expected to drive safely and give their full attention to the road at all times.

GRIEVANCE PROCEDURE

We recognise that from time to time you may wish to raise concerns relating to your employment or discuss matters that are causing personal distress or upset whilst at work. We encourage open communication between employees and management so that problems or issues can be resolved fairly and quickly.

Informal stage

Wherever possible, you should first try to resolve any problem or concern informally with your line manager. An informal discussion can often resolve matters quickly.

If your grievance concerns your line manager, or you feel the matter is too serious to raise informally, you should proceed to the formal stage below.

Formal stage

If the matter cannot be resolved informally, or you are not satisfied with the outcome, you should submit a formal written grievance to your line manager or, where the grievance concerns your line manager, it should be submitted to the Chair of Trustees.

Your written grievance should explain the nature of your complaint and the outcome you are seeking.

You will then be invited to attend a formal hearing to discuss your grievance and provide any further information. The hearing will be conducted by an appropriate manager, trustee or other person appointed by ETNA, including a third party.

You have the right to be accompanied at a formal grievance hearing by a work colleague or an accredited Trade Union representative.

Following the hearing and any necessary investigation, you will receive the outcome of your grievance in writing.

Appeal stage

If you are not satisfied with the outcome of your grievance, you may appeal in writing to your line manager or their delegate or, where the grievance concerns the Centre Director, the Chair of Trustees.

Your appeal should explain the reasons for your appeal and the outcome you are seeking. It should normally be submitted within 10 working days of receiving the written grievance outcome. ETNA may consider a late appeal where there are reasonable circumstances for the delay.

You will be invited to an appeal hearing and given reasonable notice of the meeting. You will have the right to be accompanied by a work colleague or an accredited Trade Union representative.

Wherever possible, the appeal will be heard by someone who has not previously been involved in the grievance.

Following the appeal hearing, you will receive the outcome in writing. This will conclude ETNA's internal grievance procedure.

DIGNITY AT WORK: BULLYING, HARASSMENT AND SEXUAL HARASSMENT

ETNA is committed to providing a working environment where everyone is treated with dignity, courtesy and respect. Bullying, harassment, sexual harassment and victimisation will not be tolerated. Harassment is unwanted conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. Sexual harassment is a form of harassment involving unwanted conduct of a sexual nature. Bullying may include intimidating, malicious, insulting or offensive behaviour, or an abuse or misuse of power that undermines, humiliates or causes harm to another person.

Such behaviour can take many forms, including verbal, written, physical or online conduct. It may occur in person, through social media, messaging platforms or other electronic communications, and may take place in the workplace, at work-related events or in any situation connected with work. It may involve colleagues, volunteers, trustees, contractors, partners, service users or any other individuals employees come into contact with through their work at ETNA.

Examples may include offensive or inappropriate comments, jokes, questions or images; unwanted attention or advances; exclusionary or intimidating behaviour; misuse of authority; unwanted physical contact; or any other behaviour that causes a person to feel intimidated, degraded, humiliated or offended. These examples are not exhaustive.

All employees are responsible for contributing to a respectful, inclusive and professional working environment. Managers have an additional responsibility to take concerns seriously and act appropriately where they become aware of potential bullying, harassment, sexual harassment or victimisation.

Any employee who experiences or witnesses inappropriate behaviour is encouraged to raise the matter with the Centre Director or Chair of Trustees. Employees are not expected to address the issue directly with the individual concerned if they do not feel comfortable or safe doing so.

Concerns will be treated seriously and handled sensitively. No employee will be subjected to any detriment for raising a genuine concern or supporting another person's complaint. Where appropriate, concerns may be resolved informally. However, where a matter is serious, cannot be resolved informally, or the employee wishes to make a formal complaint, it should be raised under ETNA's Grievance Procedure.

Where concerns also raise safeguarding issues, particularly in relation to a child or vulnerable adult, employees must follow ETNA's Safeguarding Policy and report the matter in accordance with that policy.

ETNA will investigate formal complaints fairly and, so far as reasonably practicable, maintain confidentiality throughout the process. Where a complaint is upheld, appropriate action will be taken. Serious acts of bullying, harassment, sexual harassment or victimisation may be treated as gross misconduct and dealt with under ETNA's Disciplinary Procedure.

For further information, employees should also refer to ETNA's Anti-Sexual Harassment Policy.

DISCIPLINARY RULES AND PROCEDURES

ETNA aims to deal with conduct, performance and other disciplinary matters fairly and consistently. Wherever appropriate, the purpose of the disciplinary procedure is to help employees understand concerns and provide an opportunity for improvement.

Depending on the circumstances and seriousness of the matter, ETNA may seek to resolve minor concerns informally before using the formal disciplinary procedure.

Investigation

Before formal disciplinary action is taken, ETNA will normally investigate the matter to establish the relevant facts. The nature and extent of the investigation will depend on the circumstances.

This may or may not involve speaking with the employee, depending on the circumstances.

Employees are expected to cooperate reasonably with an investigation.

Where appropriate, the investigation and any subsequent disciplinary hearing will be conducted by different people.

Suspension

In some circumstances, ETNA may consider suspension from work while a serious matter is investigated. Suspension will normally be on full pay and will only be used where ETNA considers it appropriate in the circumstances.

Suspension does not constitute disciplinary action or imply that any decision has been made about the allegations.

Where possible, alternatives to suspension will be considered.

Disciplinary hearing

If, following an investigation, ETNA considers that there is a disciplinary case to answer, the employee will be invited to a disciplinary hearing.

The employee will be given reasonable written notice of the hearing of at least 24 hours and sufficient information / evidence about the concerns to enable them to respond. Where appropriate, relevant evidence will also be provided in advance.

Normal practice is that such meetings will be held at the office. They may be also held remotely via Teams / Zoom, or the telephone.

This meeting will be conducted by the Centre Director, Chair of Trustees and/or an appointed person deemed appropriate by them, including party advisors.

The employee has the right to be accompanied at a formal disciplinary hearing by a work colleague or accredited Trade Union representative.

At the hearing, the employee will have an opportunity to respond to the concerns, present relevant information and ask appropriate questions.

Following the hearing and any further investigation that may be required, ETNA will confirm the outcome in writing.

Please note, if you do not attend the meeting for good reason, then any scheduled disciplinary hearing may still proceed, and a decision may be made in your absence.

In the event that you are unable to attend the hearing, for any reason, such as sickness, we may consider alternative means for proceeding with the hearing. This may include holding the meeting at an alternative venue (including your home), by Teams, Telephone; or by the provision of written submissions for consideration at a meeting held in your absence.

Possible disciplinary outcomes

Depending on the seriousness and circumstances of the matter, formal disciplinary action may include:

- a first verbal warning;
- a first written warning;
- a final written warning; or
- dismissal.

ETNA may move directly to a final written warning or dismissal where the matter is sufficiently serious.

Where appropriate and where permitted by the employee's contract, ETNA may consider an alternative to dismissal.

Warnings will normally remain active for the period specified in the written outcome. Once expired, they will not normally be taken into account for future disciplinary purposes, although a record may be retained where appropriate in accordance with ETNA's data retention arrangements.

Gross misconduct

Gross misconduct is conduct sufficiently serious to fundamentally breach the employment relationship and may result in dismissal without notice or payment in lieu of notice following an appropriate investigation and disciplinary process.

Examples may include:

- theft, fraud or deliberate dishonesty;
- violence, threats of violence or serious abusive behaviour;
- serious bullying, harassment, discrimination or victimisation;
- serious sexual harassment;
- serious breach of safeguarding responsibilities;
- serious or deliberate breach of confidentiality or data protection requirements;
- serious misuse of ETNA's property, IT systems or victimisation;
- serious sexual harassment;
- serious breach of safeguarding responsibilities;
- serious or deliberate breach of confidentiality or data protection requirements;
- serious misuse of ETNA's property, IT systems or funds;
- being unfit for work through alcohol or illegal drugs where this creates a serious risk or amounts to serious misconduct;

- serious insubordination;
- serious negligence resulting in, or creating a significant risk of, injury, loss or damage;
- serious breach of health and safety requirements;
- bribery or other serious financial impropriety; or
- other conduct of comparable seriousness.

This list is illustrative and not exhaustive. Whether conduct amounts to gross misconduct will depend on the circumstances.

Appeal

An employee who is dissatisfied with a formal disciplinary outcome may appeal in writing. The appeal should explain the reasons for the appeal and should normally be submitted within 10 working days of receiving the written outcome.

The appeal should be submitted to the person identified in the outcome letter. Where the disciplinary action concerns your line manager, appropriate trustee oversight will apply, and any appeal will be considered by the Chair of Trustees or another suitably appointed trustee who has not previously been involved, wherever possible.

The employee will be invited to an appeal hearing and given reasonable notice. They have the right to be accompanied by a work colleague or an accredited Trade Union representative.

Wherever possible, the appeal will be heard by someone who has not previously been involved in the decision.

The outcome of the appeal will be confirmed in writing and will conclude ETNA's internal disciplinary procedure. This decision will be final, and there will be no further right of appeal.

Independent Support

Support is available from organisations including ACAS, Victim Support and the Equality Advisory and Support Service (EASS).

Employees affected by sexual harassment may wish to seek confidential advice or support outside ETNA. Please also see the Anti-Sexual Harassment policy for more details.

Employees who have experienced sexual violence or abuse can also access specialist support through organisations such as Rape Crisis England & Wales.

Seeking independent advice or support does not prevent an employee from raising a concern with ETNA through the procedures set out above.

SHORT TIME WORKING AND TEMPORARY LAY OFF POLICY

ETNA aims to provide employees with their normal contractual hours and does not expect short-time working or temporary lay-off to be part of normal working arrangements.

However, in exceptional circumstances, for example, business interruption or loss of funding support from the council, there may be a temporary reduction in available work or ETNA may be unable to operate the Centre normally. This could arise, for example, because of an unexpected building closure, significant disruption to our operations or a substantial temporary reduction in work or income.

Where reasonably necessary, ETNA reserves the right to introduce temporary short-time working or lay-off. This may involve temporarily reducing an employee's working hours and pay or, where no work is available, temporarily requiring an employee not to attend work.

ETNA will only use these arrangements where reasonably necessary and will, wherever practicable, consult affected employees and consider reasonable alternatives first.

Any short-time working or lay-off arrangements will be kept under review, and normal working arrangements will be restored as soon as reasonably practicable.

Employees will receive any statutory guaranteed payment or other payment to which they are legally entitled during a period of lay-off or short-time working.

Nothing in this section affects an employee's statutory rights, including any rights that may arise in relation to redundancy following an extended period of lay-off or short-time working.

DATA PROTECTION

ETNA Community Centre is committed to protecting personal information and handling it lawfully, fairly and transparently in accordance with the UK GDPR and Data Protection Act 2018. All employees, volunteers, trustees, contractors and anyone working on behalf of ETNA are expected to comply with data protection requirements.

ETNA collects and processes personal information for legitimate business, employment, safeguarding and legal purposes. This may include contact details, employment records, payroll information, attendance records, sickness information, performance records, DBS information where required, and other information necessary to manage employment and community services.

When handling personal data, ETNA will:

- Process information lawfully, fairly and transparently.
- Collect only information that is necessary for a specific purpose.
- Keep information accurate and up to date.
- Store information securely and restrict access to those who need it for their role.
- Retain information only for as long as necessary.
- Protect information against unauthorised access, loss, misuse or disclosure.

Personal information may be shared with authorised third parties where necessary and lawful, including payroll providers, pension providers, occupational health services, professional advisers, regulators, government agencies and IT service providers. ETNA will never sell personal data.

Employees and volunteers who have access to personal information must:

- Only access information needed to carry out their duties.
- Keep all personal information confidential and secure.
- Follow ETNA's data protection and security procedures.
- Not disclose information without proper authority.
- Report any actual or suspected data breach immediately.
- Complete any required data protection training.

ETNA operates CCTV for security and crime prevention purposes. CCTV footage is stored securely, access is restricted to authorised personnel and recordings are normally retained for a limited period unless required for an investigation.

Individuals have a number of rights in relation to their personal information, including the right to access, correct, restrict or object to certain processing of their data, and to make a complaint to the Information Commissioner's Office (ICO).

Any actual or suspected loss, unauthorised disclosure or misuse of personal information must be reported immediately to your line manager or their delegate. Failure to comply with data protection requirements may result in disciplinary action, and serious breaches may be treated as gross misconduct.

For full details on how ETNA collects, uses, stores, shares and protects personal information, including information on subject access requests, retention periods, CCTV, data breaches and individual rights, employees should refer to ETNA’s separate Data Protection Policy.

CONFIDENTIALITY POLICY

During their work, employees may have access to confidential information relating to ETNA, its employees, volunteers, trustees, partners, hirers, suppliers or people using the Centre.

Employees must keep confidential information secure and must not access, copy, use or disclose it except where this is necessary and authorised as part of their work or required by law.

Particular care must be taken with personal information, financial information, commercially sensitive information and information relating to safeguarding or individuals using ETNA's services or facilities.

Confidential information must not be stored on personal devices or shared through personal accounts unless this has been authorised and appropriate security arrangements are in place.

Employees' obligations regarding confidential information continue after their employment with ETNA ends. ETNA information and documents must be returned or securely deleted as appropriate when employment ends.

Serious or deliberate breaches of confidentiality may be dealt with under ETNA's Disciplinary Procedure.

Further information is contained in ETNA's Data Protection Policy and Digital Policy, which can be located on SharePoint.

MODERN SLAVERY STATEMENT

ETNA is committed to acting ethically and responsibly and does not tolerate modern slavery, forced labour or human trafficking in any part of its activities or supply relationships.

Employees who become aware of, or have concerns about, possible modern slavery or exploitation connected with ETNA's activities should report their concerns promptly to the Centre Director or their line manager, or where appropriate, the Chair of Trustees.

Further information is contained in ETNA's Modern Slavery Policy, which can be located on SharePoint.

PROTECTED DISCLOSURE OR 'WHISTLE BLOWING'

ETNA is committed to operating honestly, safely and responsibly and encourages employees to raise serious concerns about wrongdoing at the earliest opportunity.

Whistleblowing relates to concerns about wrongdoing that are in the public interest, rather than an employee's individual employment circumstances. Concerns may include suspected:

- criminal activity;
- fraud, bribery or financial wrongdoing;
- failure to comply with a legal obligation;
- risks to health and safety;
- safeguarding concerns;
- environmental damage;
- serious misconduct, including sexual harassment; or
- deliberate concealment of wrongdoing.

Personal concerns relating to an employee's own employment should normally be raised through ETNA's Grievance Procedure.

Raising a Concern

Employees should normally raise a whistleblowing concern with their line manager or the Centre Director. Where the concern involves their line manager, or the employee does not consider it appropriate to raise the matter with them, the concern should be raised with the Chair of Trustees.

Concerns can be raised verbally or in writing. Employees should provide as much information as they reasonably can to help ETNA understand and consider the concern.

ETNA will take genuine concerns seriously and will investigate or take other appropriate action where necessary. Information will be handled sensitively and, as far as reasonably possible, confidentially.

Employees will not be subjected to detrimental treatment for raising a genuine concern where they reasonably believe the information they provide is in the public interest.

Employees may also seek independent advice or, where appropriate, raise a concern with an external prescribed body or regulator.

Further information about how to raise a concern and the protections available to whistleblowers is contained in ETNA's Whistleblowing Policy, which can be located on SharePoint.

RECEIPT OF EMPLOYEE HANDBOOK

The Employee Handbook will be issued in digital format

Where the Employee Handbook has been emailed to you, please confirm that you have received, read, understood and agree to the Employee Handbook by return email. *

*** Please return this to your line manager.**

Please note: *If a contract has not been signed and returned without any feedback after a 3-month period, then the terms and conditions above will assume to have been accepted in full.*

Prepared by:

guardian SUPPORT