

ELDONIAN

COMMUNITY BASED HOUSING ASSOCIATION
PROMOTING SUSTAINABLE COMMUNITIES

Employee Handbook 2023

CONTENTS

WELCOME TO THE TEAM

AT ELDONIAN COMMUNITY BASED HOUSING ASSOCIATION

BEFORE YOU START

OUR POLICIES

PAY AND BENEFITS

TIME OFF

DISCIPLINE

EMPLOYEE PRIVACY NOTICE

LEAVING THE COMPANY

WELCOME TO THE TEAM AT ELDONIAN COMMUNITY BASED HOUSING ASSOCIATION

Welcome to Eldonian Community Based Housing Association. It is great to have you on the team!!

It is our aim to support you in performing at your best in your role at Eldonian Community Based Housing Association.

A positive working experience will help you to deliver a successful customer experience which in turn will support our vision and values.

These policies and procedures are designed to support you in your role. Along with your contract of employment, they set out the basis of your working relationship with us.

Whether you are new or have worked with us for some time, please familiarise yourself with this handbook. It will help you to understand what you can expect from us, as your employer, and what we expect from you in return.

We are sure you will love being part of our team as much as we do and hope you will have an exciting and successful career with us.

This handbook will tell you everything you need to know about working for us: the support you will receive and behaviour we expect. Use it to guide you through any questions you may have.

Please read your contract of employment along with this handbook.

We will make every effort to notify you of any changes in policies or procedures when they arise. However, you share this responsibility also and we ask you to keep yourself up to date with any changes. Your Manager holds the most up-to-date policies and procedures - please ask your Manager if you have any questions.

Please confirm you have received this handbook by filling in the form provided at the end of the handbook.

The image features a white background with two solid blue geometric shapes. The top shape is a downward-pointing triangle with a jagged, sawtooth-like edge. The bottom shape is an upward-pointing triangle with a similar jagged edge. Centered between these two shapes is the text "BEFORE YOU START" in a bold, dark blue, sans-serif font.

**BEFORE YOU
START**

Eldonian Community Based Housing Association

A MESSAGE FROM OUR MANAGING DIRECTORS,

Welcome to Eldonian Community Based Housing Association,

Firstly, let me say how delighted we are that you have made the decision to join Eldonian Community Based Housing Association.

To help you to settle into your new role and to learn more about the company, we have produced our Employee Handbook. This has been designed to support you in understanding what is expected of you as well as sharing with you details of the benefits you will receive during your time here. Along with your contract of employment, it sets out the basis of your working relationship with us. Whether you are a new employee or have worked with us for some time, please familiarise yourself with the content.

Here at Eldonian Community Based Housing Association, we understand the significance of providing a positive working environment for all our staff as this promotes employee satisfaction and well-being; as well as helping you to deliver a successful customer experience all of which supports our vision and values. It is also important that you feel part of the team as well as understanding how your role fits into the overall objectives of the company. When you start your journey at Eldonian Community Based Housing Association this will be shared with you by your Line Manager along with any specific objectives associated to your role. You will also receive a personalised Induction Programme which will be shared with you on your first day.

We are aware that starting a new role and / or joining a new company is very exciting, but it can also be daunting. We commit to helping you through any transition stage and the team are on hand to help you through this and we also welcome any feedback on how our processes can be improved.

We are certain you will enjoy being part of the team and I very much hope that you will have an exciting and successful career with us.

We very much looking forward to meeting you. Once again, welcome to our team.

XXXXXXX

Managing Directors

OUR COMPANY VALUES

	We work as a team and support each other	
	We are creative and innovative	
	We are dedicated to achieving customer needs	
	We are accountable and take ownership	
	We are passionately committed to the quality of our services	

OUR BEHAVIOURS

	Open and honest communication	
	Be reliable and consistent	
	Listen to others	
	Innovative	
	Embrace change	
	Compassionate and supportive	
	Professional at all times	
	Resilient	
	Agile	

OUR EXPECTATIONS OF YOU

BEHAVING AND LOOKING THE PART

It is very important that we act at all times in a professional and respectful manner to all those people we come into contact with whilst working at Eldonian Community Based Housing Association; including customers, team members, suppliers, visitors etc. The behaviours set out above are a guideline as to what we expect from you when representing the company over the telephone, by email, face to face meetings or any other interaction.

Similarly, your appearance and demeanour are the first steps to ensuring that every impression is a good one. For this reason, your dress and personal appearance play an important part in the overall experience a customer can expect when visiting Eldonian Community Based Housing Association. These are our general standards, and we feel everyone can easily achieve them. Uniforms or protective clothing will be provided where required including PPE where required.



FOOTWEAR

For your own safety please wear sensible shoes to ensure you do not trip or fall while performing your duties at work.

PERSONAL HYGIENE

Our customers expect a high standard of personal hygiene. It is essential that you keep to these standards as it's important and respectful for other staff, it promotes professionalism, maintains the health and safety of others and creates a happy working environment for all concerned.

SECURITY

You are requested to ensure you leave your personal belongings including your phone and money in a safe place when visiting third party sites. We do reserve the right to carry out security checks.

OUR COMMITMENT TO YOU

The ongoing success of Eldonian Community Based Housing Association depends on the knowledge and skills of our staff. Therefore, we are committed to your safety, learning and development. We believe in a partnership approach and this means that we:

- Ω Provide the opportunities for you to perform at your best, and
- Ω Encourage you to take responsibility for your own development.

Will I get any induction training?

Yes. New starters receive induction training as soon as they join. This will also include Health and Safety training and specific training relevant to your role. We will support all new members of the team, so please tell us about any relevant additional training you feel may benefit you.

Will I get ongoing training?

Staff are our most important asset and we are fully committed to your personal development.

Please discuss your aspirations with your Manager who shares with you your responsibility for training and development. Sometimes you will train 'on the job' and others you will take formal study. To support our business goals, it is a condition of your contract to attend the training courses we specify.

How will I know how I am doing?

You will receive regular feedback throughout the year, and you'll have an annual formal discussion with your Manager about your performance. During these discussions, you are encouraged to raise suggestions, request help and seek guidance on how to improve your performance.

How will this be done?

Your performance review will be a two-way conversation between you and your Manager. The type of questions may include: "What have you done well?" and "What could you have done differently?" Your Manager may ask: "What further support can I give you?" We may discuss and agree with you specific, measurable and timed objectives for the year ahead.

PROBATION PERIOD

All new employees will have a probationary period. This is a time for you to learn what we will expect of you and to determine whether the role is right for you. It will also be a time to find out how you are getting on – from your perspective and ours. Your Manager will agree with you the dates when you will review your performance together and will support you throughout your probation period. The duration of your probation period is detailed in your contract.

Your employment will be confirmed at the end of your probationary period if your performance and conduct have met our standards. In the unlikely event that your performance or conduct has fallen below the standards expected or hasn't been able to be properly assessed within the timescales, your probation period may be extended to allow us more time to review your performance and give you additional time to develop. Your employment contract may be terminated within, or at the end of your probation period, if you fail to meet the standards required.

HOURS OF WORK

Please refer to your Contract for terms and conditions and hours.

Can I permanently change my working hours?

We know there may be times when you want, or need, to vary your working pattern. This is done through a flexible working request. We will seek to accommodate any such requests wherever possible considering the needs of the Company and other team members. You may be requested to work outside your contracted hours and will be expected to do so.

When can I make a flexible working application?

If you have 26 weeks' continuous service, you can make an application for flexible working. Please discuss your request with your Manager. You can make one request in any twelve-month period. When we receive your request, we will deal with the application in a fair and reasonable manner.

Can the Company change any other terms and conditions of my employment?

The Company may encounter a situation which means we need to amend company policies and your terms and conditions of employment. Such amendments would supersede any part of this handbook. We will tell you about any changes we need to make.

Do I have to agree to these changes?

We ask you to be flexible and adaptable to change to ensure the continued prosperity of Eldonian Community Based Housing Association. A change in circumstances affecting the Company may mean we need to ask you to vary your work duties, days or hours of work. If so, we will keep you fully informed of any pending amendments.

What if I have or want to have, another job?

To comply with your contract of employment, you must inform us if you engage in any other paid employment. We have by law to keep an account of your working hours to comply with the Working Time Regulations.

When should I get to work?

It is important to arrive on time and ready to start work at the beginning of your contracted start time. Your start time is considered as the time you are at your desk and NOT the time you enter the building.

What if I am late?

You are expected to arrive at work on, or before your scheduled start time. Failure to do so without adequate explanation and/or reporting your lateness in accordance with our policy may be treated as a disciplinary offence. Timekeeping is recorded and if

you arrive 10 minutes or more after your scheduled start time this will be treated as late.

If you arrive late for work, you should contact your Manager as soon as possible to inform them that you will be late and the reason why. If you arrive late for work without being able to make contact, you should speak to your Manager as soon as you arrive to explain why you are late and why you have not made contact prior to the commencement of your scheduled start time.

Will I be asked to work overtime and will I be paid for this?

Due to the nature of the business, from time to time we may ask you to work extra hours to meet additional demands of the Company. We will always give as much notice as we can. We hope that you will support your other team members and us whenever you can. Your Manager will discuss with you whether this is paid or whether it will be offered as time owing.



OUR POLICIES



EQUAL OPPORTUNITIES

We are an equal opportunities employer. We are committed to the equal treatment of all our employees and require you to abide by and adhere to the general principles.

You must also comply with anti-discrimination legislation and codes of practice. We will ensure we help you to understand these legal requirements.

Discrimination is strictly prohibited on the grounds of:

- Ω Gender (male, female and transgender)
- Ω Pregnancy or childbirth
- Ω Marital or civil partnership status
- Ω Age
- Ω Race (including colour, nationality or ethnic origin)
- Ω Religion (Religious belief, religious outlook or absence of belief)
- Ω Sexual orientation (heterosexual, bisexual or homosexual)
- Ω Disability
- Ω Membership or non-membership of a trade union

It is also discriminatory to:

- Ω Victimise an employee or customer
- Ω Bully or harass (sexually or otherwise)
- Ω Undertake any act or omission which has the effect of disadvantaging an employee or applicant against another

RECRUITMENT POLICY

Will I be able to apply for any vacancies?

Existing employees are to be encouraged to apply for vacant posts if they have the appropriate qualifications, experience and skills.

The Company aims at all times to recruit the person who is most suited to the particular job. Recruitment will be solely on the

basis of the applicant's abilities and individual merit as measured against the criteria for the job. Qualifications, experience and skills will be assessed at the level that is relevant to the job.

Will I have a fair opportunity?

The Company is committed to applying its equal opportunities policy at all stages of recruitment and selection. Shortlisting, interviewing and selection will always be carried out without regard to gender, gender reassignment, sexual orientation, marital or civil partnership status, colour, race, nationality, ethnic or national origins, religion or belief, age, pregnancy or maternity leave or trade union membership.

What if I have a disability?

Any candidate with a disability will not be excluded unless it is clear that the candidate is unable to perform a duty that is intrinsic to the role, having taken into account reasonable adjustments. Reasonable adjustments to the recruitment process will be made to ensure that no applicant is disadvantaged because of his/her disability.

All disabled applicants who meet the minimum requirements of the job as set out in the job description and employee specification will be guaranteed an interview.

What will the process be for selection?

Managers conducting recruitment interviews will ensure that the questions that they ask job applicants are not in any way discriminatory or unnecessarily intrusive. The interview will focus on the needs of the job and skills needed to perform it effectively. A record of every recruitment interview must be made and passed to the nominated person to be retained for a suitable period. On no account should any job offer be made during or at the end of an interview.

Will I be required to undertake a medical?

It is the Company's policy that the successful applicant may be asked to undergo a pre-employment medical examination with a doctor nominated by the Company. Any offer of employment will be conditional on the result of this medical examination being satisfactory.

Will I need a reference?

It is the Company's practice to request the successful candidate's consent for it to seek two written references. You will also be asked to provide proof of qualifications and right to work in the UK. Any offer of employment will be conditional on these being satisfactory.

HEALTH & SAFETY POLICY

We are committed to ensuring the health and safety of our employees in the workplace. Maintaining these standards is not only good practice but our investment in you – the most important asset in our company.

You will receive training in health and safety as part of our induction procedures. Our Health and Safety Policy is available for all our staff to read and understand.

We are also committed to looking after the health and safety of everyone who enters our premises. If you see anything you think is unsafe, please tell your Manager immediately. They will be able to advise of the action that needs to be taken.

As an employee, what are my legal responsibilities?

- Ω To take reasonable care for the health and safety of yourself and others who may be affected by your acts or omissions at work
- Ω To co-operate with management as far as necessary to ensure compliance with the Health and Safety policy, a copy of which is available on the premises
- Ω To work safely and efficiently
- Ω To use effective equipment as provided in the correct manner and not wilfully misuse it
- Ω Report all accidents
- Ω Adhere to safety procedures which are formulated to ensure a safe place of work.
- Ω For any queries or concerns, please raise them with your manager or the Company's Health and Safety Consultant.

SMOKING/VAPING POLICY

Where can we smoke?

It has long been reported that second-hand smoke and vaping causes damage to health. In light of this evidence and legislation we support, implement and maintain a smoke free policy for our Company so that none of our customers or staff will be at risk from the inhalation of smoke whilst on the premises. Smoking/vaping is only allowed in the designated area and during your breaks.

All employees are expected to comply with the policy.

ALCOHOL AND DRUGS POLICY

For the purposes of this policy the term 'drugs' shall be taken to mean illegal drugs and / or the misuse of prescription drugs or other addictive substances such as solvents.

The Company has a duty of care to safeguard the health, safety and welfare of all its employees, under Section 2 of the Health and Safety at Work Act 1974. We recognise that dependency on drugs or alcohol can interfere with safe and responsible working performance. The Act also acknowledges that these can be linked to genuine health or behavioural issues which may respond to the right kind of treatment.

Recognising and handling such dependencies as they affect work performance is part of our Health and Safety Policy. This differentiates between medically diagnosed alcoholism and drug addiction - which it recognises as a health problem - and 'social drinking' or 'social drug taking'.

Employees will be responsible and culpable for their own actions and behaviour whilst on work premises or at external meetings or events when representing the Company.

The Company will treat any employee with a medically proven dependency sympathetically and fairly, provided he/she asks for our help.

Please refer to the Alcohol and Drugs policy held.

SOCIAL MEDIA POLICY

We understand that employees may wish to use their own computers or devices, such as laptops and handheld devices, to access social media websites while they are at work. Employees must limit their use of social media on their own equipment to their official rest breaks such as their lunch break/times.

Social media in your personal life

We recognise that many employees make use of social media in a personal capacity. While they are not acting on behalf of Eldonian Community Based Housing Association, employees must be aware that they could bring the reputation of the Company into disrepute, which is a disciplinary offence. While they are not acting on behalf of Eldonian Community Based Housing Association, employees must be aware that they can damage reputation if they are recognised as one of our employees.

Employees can say that they work for us, 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 Eldonian Community Based Housing Association of a blog or a Twitter FTW) must not contain our Eldonian Community Based Housing Association logo or details.

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."

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

- Ω bring the organisation into disrepute, for example by:
 - criticising or arguing with customers, colleagues, or rivals
 - images that are inappropriate or links to inappropriate content
- Ω breach confidentiality, for example by:
 - revealing trade secrets or information owned by the Company
 - giving away confidential information about an individual (such as a colleague or customer contact) or business such as a rival business; or discussing the client's internal workings
- Ω breach copyright, for example by:
 - using someone else's images or written content without permission
 - failing to give acknowledgement where permission has been given to reproduce something
- Ω 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 or any other protected characteristic
 - using social media to bully another individual (such as an employee of the Company)
 - posting images that are discriminatory or offensive or links to such content

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 organisation, may constitute gross misconduct and lead to summary dismissal.

WHISTLEBLOWING POLICY

Introduction

This policy applies to all employees and managers of Eldonian Community Based Housing Association.

Other individuals performing functions in relation to the Company, such as agency workers and contractors, are encouraged to use it.

It is important to the Company that any fraud, misconduct or wrongdoing by workers or officers of the organisation is reported and properly dealt with. The company therefore encourages all individuals to raise any concerns that they may have about the conduct of others in the business or the way in which the business is run. This policy sets out the way in which individuals may raise any concerns that they have and how those concerns will be dealt with.



Background

The law provides protection for workers who raise legitimate concerns about specified matters. These are called “qualifying disclosures”. A qualifying disclosure is one made in the public interest by a worker who has a reasonable belief that:

- Ω a criminal offence
- Ω a miscarriage of justice
- Ω an act creating risk to health and safety
- Ω an act causing damage to the environment
- Ω a breach of any other legal obligation
- Ω concealment of any of the above

is being, has been, or is likely to be, committed. It is not necessary for the worker to have proof that such an act is being, has been, or is likely to be, committed - a reasonable belief is sufficient.

The worker has no responsibility for investigating the matter - it is the Company’s responsibility to ensure that an investigation takes place.

A worker who makes such a protected disclosure has the right not to be dismissed, subjected to any other detriment, or victimised, because he/she has made a disclosure.

The Company encourages workers to raise their concerns under this procedure in the first instance. If a worker is not sure whether to raise a concern, he/she should discuss the issue with his / her Manager.

Everyone should be aware of the importance of preventing and eliminating wrongdoing at work especially if you are concerned that it is illegal or unethical. However, maliciously making a false allegation is a disciplinary offense.



PAY AND BENEFITS



You will be paid on a monthly basis on the last working day of the month, in arrears and will be provided with a payslip which sets out the basis of your pay.

How much will I be paid?

Your rate of pay is detailed in your Statement of Terms and Conditions of Employment. Any deductions or additions affecting your pay will be detailed on your payslip.



What if my payslip is wrong?

It is your responsibility to check your payslip carefully. If you find a mistake has been made in the calculations and payment of your wages which has resulted in you being under- or overpaid, please tell us immediately. We will correct our mistake as soon as possible. Failure to advise of any overpayment will be treated as theft and will be managed under our Disciplinary Policy.

We reserve the right to deduct from your salary, or other pay, any sums you may owe Eldonian Community Based Housing Association.

This includes but is not limited to:

- Ω Any overpayment we have made to you for any reason
- Ω Any schemes you have elected to join such as pension
- Ω Any external judgements we are instructed to deduct.

Overpayments

If you leave the organisation with some holiday entitlement not taken in the current holiday year, you will be paid on your last day of employment a sum representing pay for the number of days not taken. Any holiday taken in excess of your pro rata entitlement will be deducted from your final salary payment.

We will endeavour to advise you of any deductions we are instructed to make under tax and social security laws. You will see details of deductions on your payslip.

PENSION

Eldonian Community Based Housing Association has chosen The Nest Pension Scheme to help you to save for your retirement. This is a high quality, on-line pension that is run in its members interests and is designed to be simple to use. It offers its members value for money, with an investment approach that aims to look after members savings for a better retirement outcome.

LAY OFF CLAUSE

Your right to receive remuneration is dependent on you being provided by the Company with work of the kind which you are employed to do. The business reserves the right in its absolute discretion to impose a lay off with no pay or to impose short time working with an hourly reduction in pay. The Company may in its absolute discretion determine the duration of any period of lay off or short time working. During any period of lay off or short time working you must remain contactable and available for work if required. You may in certain circumstances be entitled to receive a guarantee payment in which case the Company will comply with its statutory obligations.

The page features a white background with blue geometric shapes at the top and bottom. The top shape is a downward-pointing triangle, and the bottom shape is an upward-pointing triangle. Both shapes have a jagged, mountain-like edge. The text "TIME OFF" is centered in the white space between these shapes.

TIME OFF

HOLIDAYS

Holidays are a great way for you to relax and unwind and ensure a good work life balance. We will do everything we can to accommodate your holiday requests wherever possible if operational requirements can be met.

Our holiday year runs from 1st January to 31st December.

What am I entitled to?

Details of your entitlement to paid annual leave and public or bank holiday is contained in your Statement of Terms and Conditions of Employment.

Part-time staff receive the same entitlement to annual and public or bank holidays as full-time staff, except that it is calculated on a pro-rata basis.

What happens if I join part way through the holiday year?

If you join part way through the year, your annual leave will accrue from the day you join. You will receive a proportion of your full year's entitlement. This will be calculated on an hourly basis according to the remaining period of the holiday year.

When can I take annual leave?

You are expected to take your leave evenly over the year. Normally a maximum of two weeks may be taken at any time. Exceptions to this rule are at the discretion of management.

How do I book annual leave?

You can book leave through BreatheHR and your request will be sent to your Line Manager who will approve or deny your request. Holidays are approved on a first come, first approved basis in accordance with operational requirements. It is advisable to book as far in advance as practically possible. Please do not commit to any expenditure until your annual leave has been formally approved.

If it is not possible to give reasonable notice of annual leave required, every effort will be made to try and accommodate your request. The decision will depend on there being adequate cover over your desired period. Holiday taken without prior authorisation will not be paid and may be viewed as unauthorised absence.

What if I do not use up all my annual leave entitlement?

Make every effort to take your annual leave within your holiday year. We may send reminders to book and take your leave. A maximum of 5 days may be carried over to the next holiday year. Payment in lieu of annual leave not taken will be made only in exceptional circumstances.

What will happen if I leave and still have annual leave left?

If you leave, your annual leave entitlement will be re-calculated to reflect your leaving date. During your notice period, we reserve the right to decide on the dates on which some or all your outstanding holiday entitlement may be taken. Any outstanding leave will be paid to you in your final salary. This will be subject to tax and National Insurance. If you have taken more leave than

your entitlement, the balance will be deducted from your final pay.

Will you ever ask me to cancel my leave?

Once your leave has been approved, we would always expect you to take this time off. Only in very exceptional circumstances would we ask you to consider changing the dates you have booked. This would be by mutual consent.

What happens if I am ill on holiday?

If you have booked a holiday and then fall ill, then subject to satisfactory evidence of your sickness, we may at its absolute discretion – allow you to cancel that part of your booked leave and pay you the appropriate sick pay (if eligible), allowing you to re-book leave and take it later.

Do I still accrue annual leave during maternity/ adoption/parental leave?

Annual leave continues to accrue throughout these periods of family leave. As part of your preparations for any family leave, please take time to discuss how best to manage your annual leave entitlement for your benefit and that of the Company

SICKNESS ABSENCE

Managing our levels of absence is critical to our success. A high level of absence puts the team under pressure, affects customer service and the success of our Company in delivering excellent service overall. We expect all employees to present themselves for work, but we realise that genuine absence is sometimes unavoidable. If you are genuinely unwell, we do not expect you to attend work. If you are going to be absent from work, it is important that you follow our absence reporting procedures. Our sickness absence management procedures are designed to provide you with the support you need while minimising the disruption absence can cause. Managing your wellbeing makes it easier to enjoy life and attend work, so we want to help you as much as we can.

What do I do if I am ill and unable to work for any reason?

If you are unable to come to work because of sickness you must inform us at least an hour prior to the start of your work day on the first day of absence, you should refrain from doing anything strenuous or undertake any other work, including working from home. You must telephone your Manager personally. Text messages or e-mails are unacceptable. Please provide the following information:

- Ω The nature of your illness or the reason for your absence
- Ω How long you think you may be absent from work
- Ω Whether you are seeking medical attention or need to shield
- Ω In the absence of any certification you will be required to contact your Manager daily, unless alternative arrangements have been agreed
- Ω Update on work and any pending deadlines.

What if I am too ill to call?

You may ask someone else to contact your Manager on your behalf only in exceptional circumstances. You will be expected to call as soon as you are able to do so.

In the case of prolonged absence, you are expected to maintain regular contact with your Manager. Also, we reserve the right to maintain reasonable contact with you, by obliging you to attend regular meetings so that we have an up-to-date understanding of your health and fitness to attend work.

What are my obligations during my absence?

The Company expects you to get better and not to undertake any activity during your absence that could impair your recovery. For guidance, you will be expected during sickness absence to:

- Ω Remain resting at home and follow any Government guidelines (particularly in respect of pandemic advice)
- Ω Refrain from doing anything strenuous
- Ω Comply with the directions of your GP
- Ω Avoid activity inconsistent with illness
- Ω Do not attend work at any other establishment.

It is important you follow the correct reporting procedures: not doing so could be treated as unauthorised absence. This and any other breach would be discussed with you during your return to work interview.

Further information can be found in the Attendance Policy and Pandemic Policy.

What happens if I am off for more than seven consecutive calendar days?

A medical certificate is required from your GP. This applies to all employees regardless of their contracted hours. This certificate must be dated to cover you from the first eight days of absence. A new certificate must be provided on or before the date of the previous one expires. Your doctor may certify that you are “unfit for work” or that you may be “fit to work” with reasonable adjustment. If you are considered fit to work, you must have a discussion with your Manager before or upon your return.

What happens if I am absent for a longer period?

It may sometimes be necessary to be off sick for a longer period. If you are off sick for four weeks or more, or you have a history of persistent absence, we reserve the right to:

- Ω Seek your consent to obtain a full report from your doctor regarding your current health, fitness to work, likelihood of recovery and what we can do to support you.
- Ω Have you examined by an independent, or occupational medical consultant?

This information would be treated in confidence and will allow us to reach a fair decision about any reasonable adjustments that can be made to assist you.

Do I need a medical certificate if I am off sick, for seven days or less? You do not need a certificate but when you return to work you will be asked to complete a self-certification form. You may be asked to do this in your return to work meeting. You will be invited to attend a Return to work interview on your return from absence, regardless of the length of time you have been absent from work.

absence. If your absence is related to a specific set of circumstances such as pregnancy, this absence will not be included in our calculation and no formal action will be taken.

SERIOUS ILLNESS

We understand how distressing notification of a serious illness can be and want to assure you of our support during this difficult period. It is important you take us into your confidence and discuss your concerns with your Line Manager.

What do I do if I have an appointment with a doctor or dentist or need to visit a hospital?

We would ask you to make routine appointments outside your working hours when you can. Exceptions to this must be agreed with your Manager and arranged as near to the start and end of day as possible. If it is necessary for you to attend a hospital

TIME AWAY FROM WORK

MEDICAL REPORTS AND EXAMINATIONS

We will do everything we can to help you through periods of illness. To understand the reasonable adjustments we may need



to make, we will at times ask you to attend a medical examination. We may need to seek further medical advice in relation to your absence. You will receive written details of the Access to Medical Reports Act 1988 and guidance on your rights. In all circumstances, you will be asked to give your consent for full disclosure to us. Where permission continues to be refused, you will be informed that a decision relating to your employment may be made without the benefit of a medical report.

FREQUENT ABSENCE WHERE THERE IS NO UNDERLYING SERIOUS HEALTH CONDITION

It is normal company procedure to monitor periods of absence and act where the amount or frequency of absence reaches unacceptable levels. We will monitor patterns and levels of

appointment, please show proof of your appointment so we can give our consent.

ELECTIVE SURGERY

Elective surgery is not considered to be a medical necessity and as such employees wishing to undergo such treatment should use their holiday entitlement. Any additional unpaid leave required would be given sympathetic consideration.

OTHER ABSENCE

Doctors and Dental appointments should be made at the start or end of the working day. You will need to inform your line manager if you need to attend a hospital appointment.

If you need to take unpaid time off work for reasons other than those identified in this handbook, requests will be reviewed in exceptional circumstances, and approval will be at the discretion of your Manager.

We want to be able to give you choice and flexibility whenever we can but we need to balance this with giving our customers the best service possible. You may have many statutory rights to ask for time off work and you may have the right to request unpaid time off to carry out functions connected with certain public duties, and the right to paid time off for a variety of reasons.

As well as asking for time off, you may also want to vary your working hours. For information on flexible working applications, please refer to the appropriate section of the handbook entitled "Hours of work".

TIME OFF FOR PUBLIC DUTIES

Reasonable time off unpaid to attend meetings is permitted of staff who carry out the following duties:

- Ω Justice of the peace
- Ω Member of a statutory tribunal

- Ω Member of a board of visitors for prisons, remand centres or young offender's institutions
- Ω Member of a governing board of Local Education Authority LEA or school or college

You should advise the court that you wish to claim compensation for loss of earnings. It is your responsibility to make the claim.

ARMY RESERVE

Eldonian Community Based Housing Association commit to honour the Armed Forces and support the Armed Forces community, recognising the value serving service personnel, both regular and reservists, veterans and military families contribute to our business and community.

We will endeavour in our business dealings to uphold the key principles for the Armed Forces Covenant.

Individuals who are members of the Army Reserve (formerly the Territorial Army) are entitled to a period of two weeks' special leave per year to attend courses. Requests must be made in writing providing the evidence to support their attendance.

JURY SERVICE

If you get called up for Jury Service, please notify your Manager immediately on receiving the summons.

RELIGIOUS FESTIVALS

We recognise you may require additional time off for religious festivals that fall outside of public holidays. If this is the case, you should use your annual holiday entitlement. Where this is not possible, unpaid leave may be considered. Any such requests must be approved in advance, giving as much notice as possible.

MATERNITY, PATERNITY AND ADOPTION LEAVE

It is an exciting time when you are considering taking maternity, paternity or adoption leave. The Company has created separate pack of policies which will guide you easily through what to do when wishing to take time off. You will also be provided with information on parental leave and pay, shared parental leave etc.

Eldonian Community Based Housing Association recognises that, from time to time, employees may have questions or concerns relating to their rights. It is our policy to encourage open discussion with employees to ensure that questions can be resolved as quickly as possible.

As the maternity, paternity and adoption provisions are complex, you should clarify the relevant procedures with your Manager, who will ensure they are followed correctly.

TIME OFF FOR DEPENDANTS

In cases of family illness or emergencies, we recognise that you may need to request time off at short notice to decide for care of a dependant. This is called Dependency Leave.

If you need to be absent from work to deal with an emergency involving a dependant, you must tell us as soon as possible, saying why you require time off. This leave will usually be unpaid but may be paid at the managers discretion.

In these special circumstances, a reasonable amount of unpaid leave during working hours will be arranged and agreed with you by your Manager for you to deal with the emergency.

BEREAVEMENT OR COMPASSIONATE LEAVE

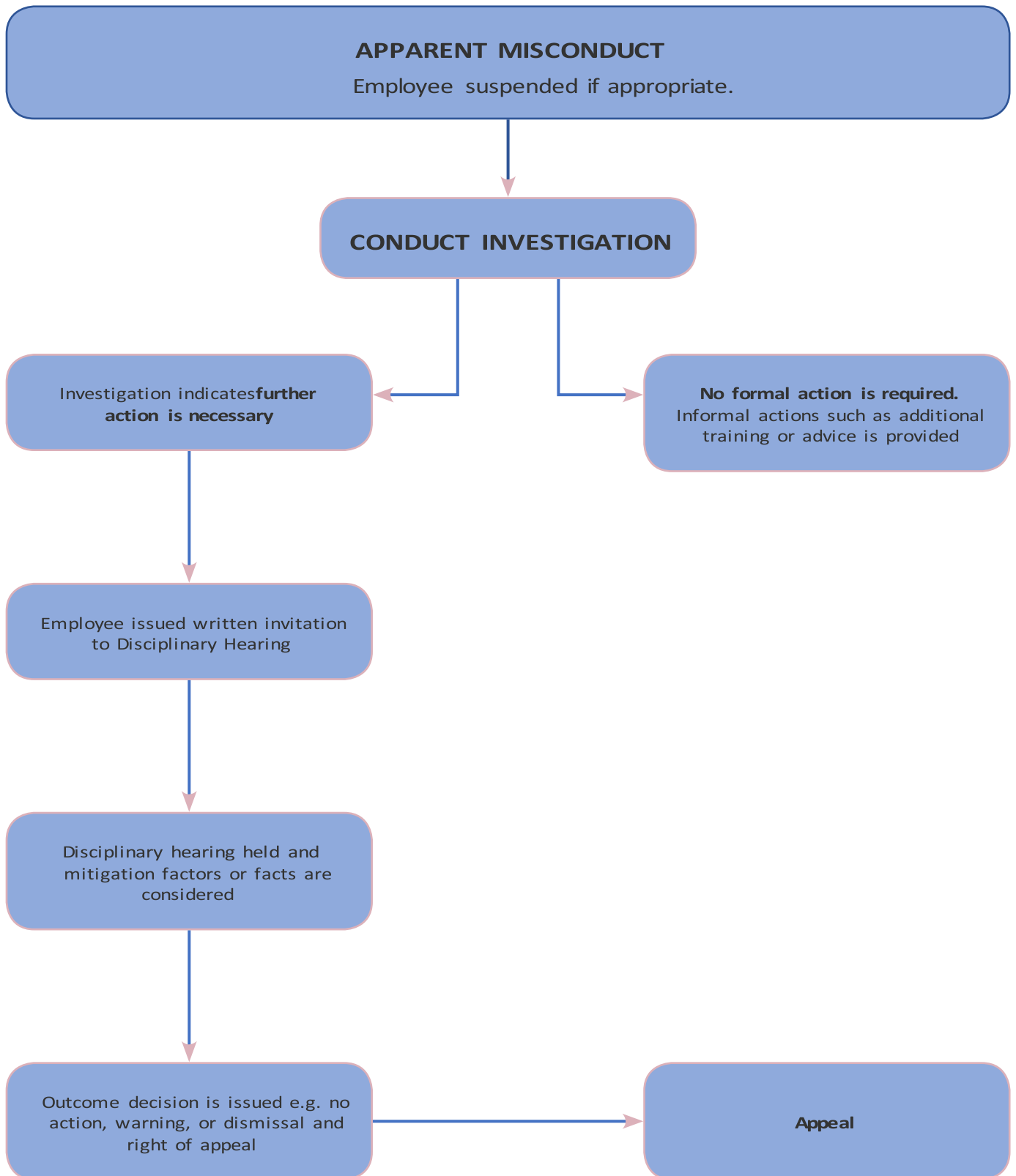
We appreciate this can be a difficult time for you and understand you need to take time off work. Compassionate leave might be granted paid or unpaid and will be at the absolute discretion of your Manager.

If additional time off is required, you should consider using annual holiday or taking unpaid leave.

The image features a white background with two solid blue geometric shapes. The top shape is a downward-pointing triangle with a jagged, sawtooth-like edge. The bottom shape is an upward-pointing triangle with a similar jagged edge. The word "DISCIPLINE" is centered in the white space between these two shapes.

DISCIPLINE

DISCIPLINARY FLOW CHART



DISCIPLINARY PROCEDURE

We expect and value high standards of conduct. Most employees will not experience disciplinary policy and procedures. We like to give staff as much freedom as possible in their work and relationships with clients. However, to safeguard everyone's best interests and to ensure consistency and fairness, it is necessary to have in place a framework of policies and procedures. We aim to keep the rules, policies and procedures as simple as possible.

Our Disciplinary Policy outlines how misconduct issues should be dealt with in a fair and consistent way. We understand that maintaining good working practices does not always require formal action and in the first instance we will aim for an informal approach that includes guidance and support to help you understand the issue, or improve your conduct.

If the informal approach has not successfully led to the required improvement, or where the offence is repeated or is serious enough to warrant moving directly to the formal procedure, the Disciplinary Policy will be followed.



Will you always take disciplinary action if I do something wrong?

Disciplinary action is designed to bring your attention to any shortfall in your behaviour or conduct and help highlight how this can be addressed.

We will always attempt to resolve conduct or behavioural issues through an informal conversation. We hope through highlighting and discussing any issues that your behaviour or conduct would improve. However, informal discussion is not always the right

approach and we would always review each case individually before determining the correct course of action. The process is summarised in the flow chart.

What is an investigation interview?

Should an allegation be made against you, you will be invited to attend an investigation interview. The purpose of this interview is to establish the facts regarding the incident or allegation before deciding what action to take.

A simple investigation can be resolved and concluded very quickly. However, if the issues are more serious or complex, and several people are involved, then it could take several days. The person appointed to review the matter is called an "Investigating Officer". This will be someone who has not been involved in, or party to, the allegation or incident.

You are not entitled by law to be accompanied at an investigation interview. However, you can bring a fellow employee with you who can act as your companion only. If we feel this may conflict the process, we may request that you bring another employee with you.

You may find you are called to an investigation interview as a witness. This is normal and a part of the process, as the investigation may require numerous witness statements to establish the facts.

What should I do if I become involved in an investigation?

All employees are required to co-operate with the management investigations. Give a full and honest account of any matter put to you.

Whilst we will always endeavour to give you notice of any investigations, in certain circumstances this may not be practical and no notice will be given.

The Investigating Officer will most likely want to talk to:

- Ω The person making the complaint
- Ω Any witnesses to the event
- Ω The person against whom the allegation or complaint is being made.

Remember that the Investigating Officer is trying to gain an understanding of the problem so that a fair and reasoned decision can be made on what action to take.

Will I be suspended during the investigation?

Where misconduct is viewed as serious, or to aid an investigation, it may be necessary to suspend you from work. We may also decide to suspend you if we feel that there is a risk posed to the Company, its employees, clients or property and assets.

We feel that suspension may also ease the investigatory process where relationships have broken down as it allows for a cooling off period.

Whatever the reason for the suspension, it is not considered to be a punishment or an implication of guilt. It is an opportunity to investigate objectively.

What happens while I am suspended?

You will be suspended on full pay for as short a time as possible.

During any investigation, you should not contact any other employee, supplier or customer of the Company, nor should you attempt to return to work without express permission. You must be available during your period of suspension to attend any investigation meetings, or subsequent Disciplinary Hearing, if this was to be an outcome of the investigation.

Whilst we don't expect you to stay at home all day, we do expect you to be contactable locally and available if necessary. It is inappropriate for you to go on holiday unless already agreed beforehand.

What happens if I become sick whilst on suspension?

If you become sick whilst on suspension, you should report sick in the normal way and supply a medical certificate if your sickness is likely to last more than three days. In these circumstances, you will be re-classified as "absent on sick leave". Any period of suspension may be lifted while a member of staff is off sick.

What happens if disciplinary action is deemed necessary?

If we feel there is a disciplinary case to answer, you will usually be invited to attend a meeting in writing giving you at least two days' notice of any Disciplinary Hearing.

You have the right to be accompanied at a Disciplinary Hearing by a fellow employee or trade union representative. Representatives may take notes and make comments or ask questions but cannot answer questions directed to you. You can at any point ask to confer with your representative.

Is it okay for me to accompany a co-worker to their Disciplinary Hearing?

If you are asked by a fellow employee to accompany them at a Disciplinary Hearing, we are happy for you agree to attend.

By attending this meeting, you are helping to ensure all matters are dealt with fairly. If you agree to act as a representative for a fellow employee, your role will be to help your co-worker prepare and present their argument as appropriately as possible. You may take notes, add comments that are relevant and confer with your fellow employee. However, you must not answer on their behalf.

You will be paid if this is outside of your working hours.

Should this matter remain confidential?

Whether you are the person directly involved in the process or acting as a representative in a fellow employee's disciplinary meeting, this matter should be treated confidentially. All disciplinary matters should be kept confidential and should not openly be discussed with your colleagues, except for your companion or the Investigating Officer.

What disciplinary action could be taken?

The possible outcomes of a Disciplinary Hearing could be:

- Ω No action to be taken but areas for improvement may be identified.
- Ω Hearing adjourned for further investigation or consideration
- Ω Disciplinary action to be taken in the form of a warning or dismissal.

What are the stages of Disciplinary?

There are three stages in the Company Disciplinary Policy and procedure, these are:

Stage 1: First written warning

This is the first stage of the procedure and would normally be given for a first incident of unacceptable behaviour or conduct, work performance or attendance. A first written warning will normally remain on your file for twelve months' but this is subject to satisfactory improvement and will be disregarded after this time.

Stage 2: Final written warning

If an act of misconduct is serious or if there is a further act of misconduct whilst a first written warning is live, a final written warning will normally be given. A final written warning will usually remain on your file for 12 to 18 months.

Stage 3: Dismissal

If your attendance, work performance or conduct is still deemed unsatisfactory and you fail to improve or reach the required standards, this may result in dismissal.

For acts of misconduct you may be dismissed with notice of payment or in lieu of notice.

For acts of gross misconduct, you may be dismissed for a first breach of discipline. If gross misconduct is established, you could be instantly dismissed without any notice or pay in lieu of notice.

Are there any exceptions to the three stages?

Not every breach of discipline will require or warrant a warning under the disciplinary procedure. It might, on occasions be more appropriate to discuss the issue with you and work with you to achieve the required improvement.

In certain circumstances, it may be appropriate to consider demotion as an alternative to dismissal. However, this would be agreed with you and confirmed in writing. We may also issue a level of warning alongside the demotion.

Equally, we reserve the right to omit stages one and two of the procedure and move directly to stage three.

What does misconduct mean?

This is when you have failed to adhere to the rules, policies and procedures of the Company for example:

- Ω Failure to complete the work allocated properly
- Ω Insubordination or refusal to carry out a work instruction
- Ω Poor attitude

- Ω Lack of respect or inappropriate behaviour in the workplace
- Ω Issue with time keeping and attending meetings
- Ω Unauthorised use or misuse of the Company's computers, telephones or other IT equipment
- Ω Lack of care
- Ω Unauthorised absence
- Ω Unsatisfactory customer service
- Ω Improper conduct or other unacceptable behaviour at work events.

This list not exhaustive.

What does gross misconduct mean?

This is where there has been a very serious breach of the Company rules or where mutual trust and confidence has been broken. The procedure allows for "summary" or "instant" dismissal. In these circumstances, no notice, pay or lieu of notices is given when the dismissal is invoked. As these circumstances are so serious, you should familiarise yourselves with the list of reasons below:

- Ω Damage to property, or of another employee or client by deliberate means or negligence
- Ω Fraud or deliberate falsification of records or documents
- Ω Dishonest conduct or deliberately making false statements in relation to the Company, its employees, clients, or suppliers
- Ω Deliberately making false statements commencing or containing malicious, vexatious, or otherwise unreasonable complaints or grievances, whether formal, informal, verbally or in writing against the Company, its clients' or suppliers.
- Ω Disclosure of Company, client, or supplier's information to an unauthorised person
- Ω Serious acts of intimidation, bullying or harassment (including the use foul and abusive language) of any other employee, client, supplier, or director of the Company
- Ω Breach of the Company Social Media Policy
- Ω Serious insubordination
- Ω Smoking in a non-smoking area, including electronic cigarettes
- Ω Failure to comply with obligations under health and safety
- Ω Any criminal offence involving dishonesty or violence, affecting your position
- Ω Making covert recordings of colleagues, customers' or suppliers without their express consent
- Ω Breaching civil or criminal law. In the case of criminal offences, your misconduct will be considered gross where such offences (whether committed during or outside your working hours) adversely affect the Company's reputation, or your suitability for the type of work you are employed or retained by us to perform
- Ω Reporting for duty under the influence of alcohol or illegal or non-prescribed drugs

- Ω Being in possession of alcohol or illegal drugs while on the company premises, or involvement with, or taking, illegal drugs even if it occurs off the premises
- Ω Incapability while on duty or on the Company premises or being unfit for work because of alcohol or illegal drugs
- Ω Physical violence, fighting, assault on another person or against another employee or worker away from the workplace, anti-social activities such as brawling, indecency or serious verbal abuse
- Ω Serious negligence which causes or might cause unacceptable loss damage or injury including reputational damage.

This list is not exhaustive.

What happens if I cannot attend the Disciplinary Hearing?

Due to the serious nature, you should make every effort to attend the meeting. If you cannot attend the Disciplinary Hearing you should contact the Investigating Officer as soon as possible.

If you need to re-arrange the meeting because the original time is not suitable for your representative, we will delay the meeting for a maximum of five days to give you the opportunity to make the required arrangements

If you do not attend and there is no valid reason for your absence, we may look to re-arrange the meeting or request a written submission. If you continue to be unavailable to attend a Disciplinary Hearing, we will conclude that a decision should be made on the evidence available in your absence. We will inform you in writing of this decision.

Can I be disciplined for conduct outside work?

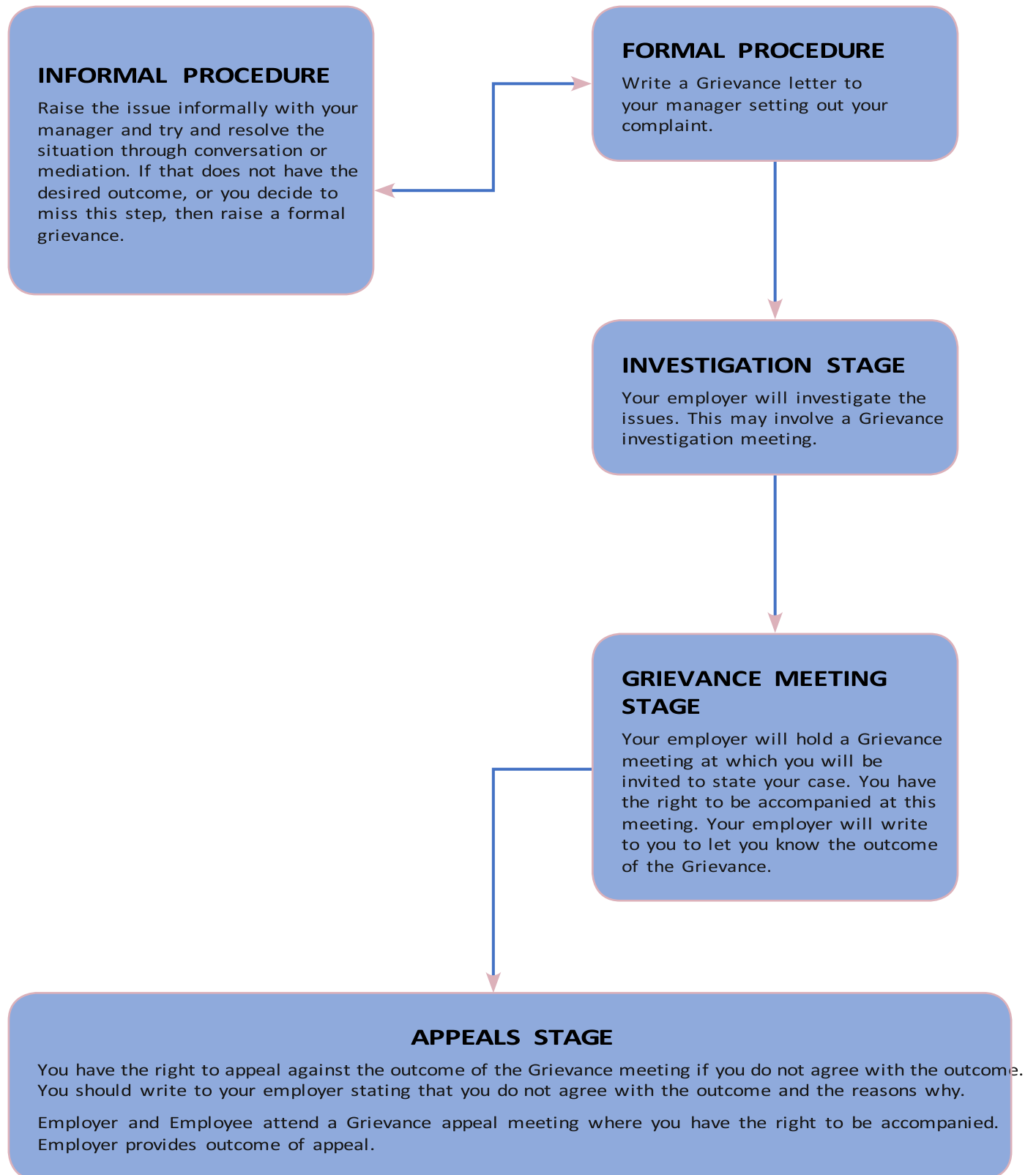
If your conduct outside of work undermines your capacity or credibility in your role with us, or would reflect badly on the Company (in breach of civil law) or the Company's reputation was brought into disrepute and this may result in disciplinary action being taken up to and including summary dismissal.

What can I do if I do not agree with the disciplinary decision?

You have the right to appeal if you are dissatisfied with a decision or sanction imposed at any stage of the disciplinary procedure.

Your appeal should be made in writing, clearly stating the reason for appeal. Refer to the Appeals Policy for further details.

GRIEVANCE FLOW CHART



GRIEVANCE

We value all Eldonian Community Based Housing Association employees and want to promote a productive but rewarding place to work. Therefore, we aim to work together to understand and attempt to resolve any concerns that may arise.

When should I make use of the complaint and Grievance Procedure?

Most problems that occur are usually of a minor nature and are often resolved by discussions with your immediate Line Manager. However, there may be times where you feel your problem has not been resolved through discussion, or that the problem is of a serious nature. If so, please use the Formal Complaint and Grievance Procedure.

If you have a grievance relating to your employment, please raise it while you are still employed to enable us to consider the issues and find a solution. If you decide to raise a complaint after your employment has ended, then depending on the circumstances, we may investigate your complaint and respond to you in writing.

How do I make a formal complaint?

To invoke the Formal Complaint and Grievance Procedure, put your complaint in writing to your immediate Line Manager setting out your reasons for raising the complaint. If you feel this is inappropriate, and the complaint is about your Manager, please address the formal grievance to a member of the Senior Team or HR Team.

What will happen next?

This will depend on what your complaint or grievance is about. Initially it will probably involve an interview to discuss the contents of your letter. Please see the accompanying flow chart which will show you how the issue will be dealt with.

For example, if you had a complaint regarding a disagreement with another member of staff, then it may be because of a breakdown in communication. Perhaps another employee is not aware of all the circumstances surrounding the issue.

To resolve the issue, it may be more appropriate for your Manager to facilitate a meeting between the people concerned.

What if I am feeling bullied at work?

If you believe you are being bullied or have been harassed (sexually or otherwise) by another member of staff or customer, then we will take these allegations very seriously as they breach the code of conduct and equality policy. An investigation may recommend that disciplinary action need to be taken against the perpetrator.

What if I do not feel comfortable talking about the matter?

Where complaints or allegations are of a sensitive nature, then we understand that you may have difficulty in discussing this type of issue.

Please be assured the situation will be dealt with very sensitively and the person you have made the complaint against will not be present at any meetings that we have with you but will be interviewed separately.

You will always be encouraged to bring a companion to support you at any meetings.

What is a grievance meeting?

Your Manager or Director will invite you to attend a meeting to discuss the issues raised within your grievance letter. The main purpose of the meeting is for you to discuss the issues raised and give an indication of how you would like the issue to be dealt with.

After the meeting (and further investigation if necessary) you will be notified in writing of the decision to uphold, or the actions that will be taken. If after meeting you are unhappy with the outcome, and still feel your grievance or complaint has not been resolved, then you can appeal the decision. See the Appeals policy for further details.



EMPLOYEE PRIVACY NOTICE (GDPR)



EMPLOYEE PRIVACY NOTICE

INTRODUCTION

The Company collects and processes personal data relating its employees to manage the employment relationship. The Company is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does the Company collect?

The Company collects and processes a range of information about you. This includes:

- Ω your Eldonian Community Based Housing Association, address and contact details, including email address and telephone number, date of birth and gender
- Ω the terms and conditions of your employment
- Ω details of your qualifications, skills, experience and employment history, including start and end dates, with previous employers and with the organisation
- Ω information about your remuneration, including entitlement to benefits such as pensions or insurance cover
- Ω details of your bank account and national insurance number
- Ω information about your marital status, next of kin, dependants, and emergency contacts
- Ω information about your nationality and entitlement to work in the UK
- Ω information about your criminal record
- Ω details of your schedule (days of work and working hours) and attendance at work

- Ω details of periods of leave taken by you, including holiday, sickness absence, family leave and sabbaticals, and the reasons for the leave
- Ω details of any disciplinary or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence
- Ω assessments of your performance, including appraisals, performance reviews and ratings, training you have participated in, performance improvement plans and related correspondence
- Ω information about medical or health conditions, including whether or not you have a disability for which the organisation needs to make reasonable adjustments
- Ω details of trade union membership; and
- Ω equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief

The Company collects this information in a variety of ways.

For example, data is collected through application forms, CVs or resumes; obtained from your passport or other identity documents such as your driving licence; from forms completed by you at the start of or during employment (such as benefit nomination forms); from correspondence with you; or through interviews, meetings or other assessments.

In some cases, the Company collects personal data about you from third parties, such as references supplied by former employers, information from employment background check providers,

information from credit reference agencies and information from criminal records checks permitted by law.

Data is stored in a range of different places, including in your personnel file, in the Company's HR management systems and in other IT systems (including the Company's email system).

Why does the Company process personal data?

The Company needs to process data to enter into an employment contract with you and to meet its obligations under your employment contract. For example, it needs to process your data to provide you with an employment contract, to pay you in accordance with your employment contract and to administer, pension and insurance entitlements.

In some cases, the Company needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check an employee's entitlement to work in the UK, to deduct tax, to comply with health and safety laws and to enable employees to take periods of leave to which they are entitled. For certain positions, it is necessary to carry out criminal records checks to ensure that individuals are permitted to undertake the role in question.

In other cases, the Company has a legitimate interest in processing personal data before, during and after the end of the employment relationship. Processing employee data allows the Company to:

- Ω run recruitment and promotion processes
- Ω maintain accurate and up-to-date employment records and contact details (including details of who to contact in the event of an emergency), and records of employee contractual and statutory rights
- Ω operate and keep a record of disciplinary and grievance processes, to ensure acceptable conduct within the workplace;
- Ω operate and keep a record of employee performance and related processes, to plan for career development, and for succession planning and workforce management purposes
- Ω operate and keep a record of absence and absence management procedures, to allow effective workforce management and ensure that employees are receiving the pay or other benefits to which they are entitled
- Ω obtain occupational health advice, to ensure that it complies with duties in relation to individuals with disabilities, meet its obligations under health and safety law, and ensure that employees are receiving the pay or other benefits to which they are entitled
- Ω operate and keep a record of other types of leave (including maternity, paternity, adoption, parental and shared parental leave), to allow effective workforce management, to ensure that the Company complies with duties in relation to leave entitlement, and to ensure that employees are receiving the pay or other benefits to which they are entitled
- Ω ensure effective general HR and business administration
- Ω provide references on request for current or former employees
- Ω respond to and defend against legal claims; and
- Ω maintain and promote equality in the workplace.

Where the Company processes other special categories of personal data, such as information about ethnic origin, sexual orientation, health or religious belief, this is done for the purposes of equal opportunities monitoring. Data that the Company uses for these purposes is anonymised or is collected with the express consent of employees, which can be withdrawn at any time. Employees are entirely free to decide whether or not to provide such data and there are no consequences of failing to do so.

Who has access to data?

Your information will be shared internally, where appropriate with your immediate Manager in the area in which you work.

The Company shares your data with third parties in order to obtain pre-employment references from other employers, obtain employment background checks from third-party providers where appropriate and obtain necessary criminal records checks from the Disclosure and Barring Service. The Company may also share your data with third parties in the context of a sale of some or all of its business. In those circumstances the data will be subject to confidentiality arrangements.

The Company also shares your data with third parties that process data on its behalf:

- Ω in connection with payroll
- Ω the provision of pension
- Ω Occupational health services where required
- Ω Outsourced HR representatives
- Ω IT
- Ω Health and Safety e.g. Track and Trace
- Ω Training Providers

How does the company protect data?

The Company takes the security of your data seriously. The Company has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

- Ω Company Data Protection Policy
- Ω HR Portal
- Ω Health and Safety

Where the Company engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

For how long does the organisation keep data?

The company will hold your personal data for the duration of your employment. The periods for which your data is held after the end of employment are in line with current data protection guidelines.

YOUR RIGHTS

As a data subject, you have numerous rights. You can:

- Ω access and obtain a copy of your data on request
- Ω require the Company to change incorrect or incomplete data
- Ω require the Company to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing
- Ω object to the processing of your data where the Company is relying on its legitimate interests as the legal ground for processing; and
- Ω ask the Company to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the Company's legitimate grounds for processing data

If you would like to exercise any of these rights, please contact The Company's Data Controller and make a subject access request. Eldonian Community Based Housing Association has appointed the Managing Director as the Data Controller for the Company.

If you believe that the Company has not complied with your data protection rights, you can complain to the Information Commissioner.

WHAT IF YOU DO NOT PROVIDE PERSONAL DATA?

You have some obligations under your employment contract to provide the Company with data. In particular, you are required to report absences from work and may be required to provide information about disciplinary or other matters under the implied duty of good faith. You may also have to provide the Company with data in order to exercise your statutory rights, such as in relation to statutory leave entitlements. Failing to provide the data may mean that you are unable to exercise your statutory rights.

Certain information, such as contact details, your right to work in the UK and payment details have to be provided to enable the Company to enter a contract of employment with you. If you do not provide other information, this will hinder the Company's ability to administer the rights and obligations arising as a result of the employment relationship efficiently.

The page features a white background with two large, solid blue geometric shapes. The top shape is a downward-pointing triangle with a jagged, sawtooth-like edge. The bottom shape is an upward-pointing triangle with a similar jagged edge. The text is centered between these two shapes.

LEAVING THE COMPANY

LEAVING THE COMPANY

WHAT DO I NEED TO DO WHEN I WANT TO RESIGN?

You will need to put your resignation in writing to your Manager in adequate time.

Your Manager will arrange to meet with you to discuss the following points:

- Ω Confirm the length of your notice period and your last working day
- Ω Your reason for leaving
- Ω Confirm your annual leave up to your last working day.

WHAT HAPPENS IF I RESIGN MIDWAY THROUGH A PAYROLL PERIOD?

You will be paid your hourly salary, holiday pay if applicable until the end of your notice period, this may be less than a full pay period and will be pro rata to the last day of employment. If you hand in your notice after the final cut-off date for payroll, you will be paid in the following month.

WILL I HAVE ANY DEDUCTIONS IN MY FINAL SALARY?

There may be a requirement to deduct monies owed from your final salary, however no deductions will be taken without informing you.

For further information please review the full policy information held on site.

REDUNDANCY POLICY

Introduction

This policy sets out the Company's approach to dealing with potential redundancies. It does not form part of employees' terms and conditions of employment and may be subject to change at the discretion of management.

Although the Company's policy is to avoid redundancies wherever possible, it may require a reduction in the overall number of staff employed or organisational changes that result in some employees being made redundant.

Where this is necessary, the Company will ensure that:

- Ω the total number of redundancies made is kept to a minimum.
- Ω employees and, where appropriate, their representatives are fully consulted on any proposals and their implementation.
- Ω selection for redundancy is based on clear criteria that will, as far as possible, be objectively and fairly applied
- Ω every effort is made to find alternative work for employees selected for redundancy; and
- Ω support and advice is provided to employees selected for redundancy to help them find suitable work when their employment has come to an end.

VOLUNTARY REDUNDANCY

To minimise the need for compulsory redundancies, the Company may consider requests from employees for voluntary redundancies. Whether or not additional payments will be offered in relation to voluntary redundancies will be a matter for consultation and will depend on the circumstances.

The Company reserves the right at its absolute discretion to decline requests for voluntary redundancy.

REDUNDANCY SELECTION

The criteria used in selecting employees for redundancy will depend on the existing circumstances and the needs of the business at the time. However, every effort will be made to construct a fair and robust set of criteria following appropriate consultations.

Individual employees who are provisionally selected for redundancy following the application of the criteria will be informed of the fact and invited to a meeting, at which they will be given an opportunity to make representations that the application of the criteria results in unfairness to them or if they feel that there has been a mistake in the application of the criteria.

ALTERNATIVE WORK

The Company will make every effort to redeploy to suitable alternative work any employee who is selected for redundancy. Such employees will be informed of all the available vacancies in the Company at the time of their selection and will be given an opportunity to discuss with their Line Manager which vacancies are likely to be suitable for them. While priority will be given wherever possible to employees under threat of redundancy, the Company reserves the right to select the best available candidate in relation to any given vacancy.

Employees have a separate legal entitlement to be offered any suitable alternative work that is available if they are made redundant while on maternity leave.

TIME OFF WORK

An employee under notice of redundancy will be entitled to a reasonable amount of paid time off to look for alternative work, attend interviews, etc. Employees wishing to take advantage of this right should make the appropriate arrangements with their Line Manager.

TERMINATION OF EMPLOYMENT

Depending on the circumstances, the Company may waive its right to insist on employees working their notice and instead give a payment in lieu of notice. Employees with two or more years' service may be entitled to a statutory redundancy payment. The amount of this payment will be confirmed when the employee is selected for redundancy and the sum will be paid along with the employee's final salary payment or payment in lieu of notice.

Welcome to the team!

I have read, understood and accept the terms and conditions set out within this handbook.

Signature Date

Print name