

YMCA TRINITY GROUP



STAFF HANDBOOK

APRIL 2023

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION



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All the policies, procedures, fact sheets and forms referred to in this handbook can be found on Cascade.

Introduction

Welcome to the Organisation

We offer a warm welcome to you as an employee of YMCA Trinity Group.

This handbook is designed to provide the information you need to be a productive member of our team, with a 'can do' attitude. This Handbook is supported by our Code of Professional Conduct.

It should be read in conjunction with your offer letter, Statement of Terms & Conditions of Employment, Code of Professional Conduct, and any other documents given to you as part of your employment offer.

If there are any matters relating to your employment that you do not understand, or with which you are not happy, you should raise them in the first instance with your line manager. YMCA Trinity Group endeavours to meet high levels of quality in all their work and as such expects all staff to be professional in the delivery of service and individual work relationships.

We hope you will be very happy working with us as we endeavour to serve others.

Jonathan Martin
CEO

Our business philosophy

Our success to date has been built upon providing our clients with a high quality, client centred service. We put the client's requirements at the heart of everything we do and ensure that we deliver a level of service to the client's satisfaction.

To achieve this, we pride ourselves in recruiting people with the same client philosophy as ourselves, who also display the same passion for client service and determination to deliver a high standard of personal contribution.

We aim to provide a happy working environment with a "can do" attitude in pursuit of our objectives. You can expect from YMCA Trinity Group an open and honest working environment where loyalty is valued highly. In return, we expect you to share our values. This is also reflected in the Code of Professional Conduct which you will receive and can also be found on Cascade.



MISSION STATEMENT

YMCA Trinity Group statement is:

'Inspiring communities, transforming young lives'

Our values are:

We believe in potential – yours

We inspire – you to have a vision for your life

We respect – everyone's personal journey

We empathise – with your individual life choices and support you to take action

We act with integrity – we are honest and have strong moral principles

SAFEGUARDING STATEMENT

YMCA Trinity Group is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff to share this commitment



How to use this Handbook

This handbook has been organised into three main sections:

Beginning Employment

Everything you need to know about starting employment with us; including what documentation we need from you in order to get you started as smoothly as possible.

During Employment

Information about our employment policies and procedures and details on benefits available to you.

Ending Employment

Naturally, we hope that you will stay and enjoy a rewarding career with us. This section provides information on what you need to do, should you leave YMCA Trinity Group.

Handbook factsheets

Where appropriate, "handbook factsheets" are referred to, which provide more comprehensive information on aspects of employment. These can be accessed on Cascade.

Employment forms

Employment forms for completion are referred to in each section, to ensure we obtain all the information we need in a consistent, standardised way. These can be accessed on Cascade.

Code of Professional Conduct

This document (which can be found on Cascade) should be read in conjunction with this Staff Handbook. The Code of Professional Conduct is a set of guidelines, which will help staff and volunteers work professionally and maintain the Values and Mission of YMCA Trinity Group. It will also protect staff and volunteers from misunderstandings or unfair criticism.



Beginning Employment

General information about YMCA Trinity Group

You have joined a local YMCA which is a part of a much larger YMCA Federation - a Federation which has grown from a dozen young men, meeting in a room in the City of London over a hundred and seventy-five years ago, to an organisation which today operates in over 100 countries and has 30 million members and programme participants; and it is still growing - rapidly!

George Williams founded the YMCA Federation in 1844, together with a small group of like-minded young men. Although the entire group were Church members, they quickly recognised that their new YMCA organisation should aim to meet not only spiritual needs but also social and physical needs. It should be open to all; not just those committed to the Christian faith. These intentions are still reflected in the Aims and Purposes of the Federation. From those early days YMCA spread rapidly - not only throughout the UK but also throughout the world, and today it offers services to people of all ages. The services of YMCA are very varied. Generally, YMCA will try to meet the needs of the community in which it is situated. This means that apart from Accommodation and Health & Fitness, other programmes exist to support unemployed young people, general youth work, special needs youth work and education and training. We also have a thriving childcare department.

YMCA Trinity Group as an autonomous Christian charity is governed by a Board of Trustees, all of whom are volunteers. The Board's role is to provide strategic leadership, policy approval, financial accountability, business planning and statutory agency compliance.

The Cresset Ltd is a trading subsidiary of YMCA Trinity Group

The Cresset is Peterborough's foremost multi-purpose venue, playing host to an exciting and diverse mix of live entertainment community activities, corporate and private events.

Required to get you started

To help us get you started with YMCA Trinity Group we need you to provide us with the following information as quickly as possible. You will receive various requests via Cascade, our HR database requesting you to complete the following information:

- Bank Account Details
- Personal details; these will have been input by the HR Team and need checking by yourself
- Driving Licence, Insurance documentation and MOT Certificate (if you are required to drive on business)
- Passport, Visa, work permit or birth certificate (to comply with the Immigration and Asylum Act)
- P45 from your last employer or to complete the P46 page on Cascade if you do not have one
- Passport sized photo for ID badge and Cascade

Your induction programme on joining

When you start employment, you will be provided with a comprehensive induction programme which will help you settle into the organisation and your new role as quickly as possible. You will



be given login details for Cascade and online training that forms part of your Induction and ongoing training.

The probation period

All offers of employment by YMCA Trinity Group are made conditional upon successfully completing a probation period of 3 months. This period may be extended or reduced by YMCA Trinity Group.

We will give you feedback on your progress and provide you with opportunities to raise any questions or concerns you may have.

We are confident that your decision to join YMCA Trinity Group is the right one. However, where we have concerns after you have started employment, it is our aim to help you achieve the standards of performance and, where appropriate, to provide you with support.

During your probationary period we will monitor your performance against the following (although not exhaustive) criteria.

- Your performance to your job objectives
- Attitude and flexibility (in line with our Values and Behaviour Framework)
- Attendance/timekeeping
- Relationships with colleagues and clients, where appropriate
- Your fit with our culture

Hours of Work

Your hours of work are stated in your offer letter and Written Statement of Terms and Conditions of Employment. YMCA Trinity Group reserve the right to vary your hours and/or your shifts from time to time, subject to your statutory rights being protected.

You are expected to attend punctually and ready to begin work at the start of your working shift. If you are unavoidably delayed, or unable to come to work for any reason, you must notify your line manager by telephone of the reason for your absence as soon as possible, and at least within an hour prior to your normal start time on the first day of absence. Failure to do so may result in loss of pay and possible disciplinary action.

YMCA Trinity Group considers that working in excess of your hours is unsociable and detrimental to family life and employee welfare. If you think your hours exceed any of these limits, please let your Line Manager know so that the matter can be investigated.

If you are eligible for overtime this will have been clearly stated in your Written Statement of Main Terms and Conditions of Employment. Unless overtime rates are specifically stated you will not be paid overtime. If, at the request of your line manager, you are required to work additional hours, time off in lieu will be given as compensation, accrued and taken TOIL should be recorded on Cascade which will enable Managers to keep a track of this. Please see the Time Off in Lieu policy and procedure.

You should not leave the premises during working hours (this does not include breaks) for any other reason than for your official work commitments and then only when authorised by your Line Manager. Permission may be given for personal reasons in exceptional circumstances. Any



unauthorised absence from the workplace may result in deduction of pay and possible disciplinary action.

Some teams and departments use electronic time sheets to register hours worked, claim over time or TOIL and log sessional hours worked. If you are required to log your hours worked you will be registered with Rotageek. This is an app to where you submit timesheets simply and regularly to your line manager for authorisation.

Breaks

All employees whose working day exceeds six (6) hours should take an appropriate break (of at least 20 minutes, or as specified by your department). Your Line Manager will indicate the normal practice for your department. Please note that breaks are unpaid, and you cannot reduce your normal working hours by missing breaks which are an obligation under Health & Safety legislation. It is important to take breaks as stipulated by the Working Time Directive as it is fundamental to your health and wellbeing.

A variable lunch period, of at least half an hour for all staff entitled to a lunch break, should occur in all departments. This allows all departments to be accessible and staff available during normal working hours and such arrangements should be made between you and your Line Manager.

Holiday policy including requesting leave

Your holiday entitlement is detailed in your Written Statement of Main Terms and Conditions of employment. Holiday pay will be based on your basic rate of pay.

The holiday year runs from 1st April in one year to 31st March in the next.

Annual leave is accrued monthly and taken in the year 1st April to 31st March. Annual leave cannot be carried forward into the next holiday year. Exceptional circumstances will be looked at by a member of the Executive.

Due to the nature of our work and the necessity to provide adequate staff cover, staff are requested to have no more than one working week, or equivalent pro-rata for part time staff, un-booked for the final quarter of the year; 1st January to 31st March.

If you wish to take more than 2 weeks consecutive holiday, this needs to be signed off by a member of the Senior Management Team through your Line Manager.

All holiday requests for YMCA Trinity Group staff should be made on Cascade, your Manager will receive your request and authorise or decline considering the needs of the business and other team member's holiday commitments. **Holidays should be requested at least 7 days in advance. Do not book any travel arrangements until your request has been authorised.**

Bank Holidays

All employees are entitled to paid time off for Public or Bank Holidays. Part-time entitlement will be on a pro rata basis according to normal hours of work. If you are required to work on a Bank or Public Holiday payment and/or time off in lieu is subject to the following rules:



- If the holiday falls on a day you would normally work, but you do not work, you will be paid as though you had been working your normal hours on that day.
- If the holiday falls on a day you would normally work, and you do work, you will be paid as normal for that day and given another day off in lieu or annual leave, to be agreed between you and your Line Manager. Local procedures may apply.
- Payment will not be made instead of a day in lieu, unless specified in your Statement of Terms and Conditions or there are exceptional circumstances when payment will be agreed with your Line Manager prior to working.

NB: Any employee who should have been at work and is absent, without permission, on the working day preceding and/or immediately following a Bank or Public Holiday, will not be entitled to any payment, or lieu day, in respect of the Bank Holiday. If a Doctor's Certificate is produced, to cover the whole period, payment will be made as per the Sick Pay scheme.



During employment

Sickness policy including reporting absence

YMCA Trinity Group will pay Company Sick Pay in line with your Written Statement of Main Terms and Conditions of Employment, any Statutory Sick Pay (SSP) in accordance with the rules/entitlements in force at the time. You must at all times comply with the absence notification procedure.

Absence notification procedure

This procedure covers time off work without prior approval and absence due to sickness, accident or injury to you only.

If you are going to be absent from work you should contact your line manager at least an hour before your normal start time on your first day of absence, or if possible in plenty of time prior to your start time. If you are unable to speak to them in the first instance you must either telephone later in the day and speak to them or be available for them to contact you. There may be additional reporting timescales for shift workers.

If your line manager is absent, please speak to their line manager.

During the first five working days of absence, you should speak to your line manager again at the end of each day of absence to advise whether you will be returning the following day, your line manager may agree to you not contacting them daily if it is apparent that you will not be returning for a few days.

Texting, emailing and asking a spouse, family member or friend to ring on your behalf are **not** acceptable forms of communication.

If you are absent for more than seven days, including weekends, you must obtain a medical certificate (Fit Note, previously a doctor's certificate) from your GP. This and any subsequent certificates should be forwarded to your line manager as soon as possible after you receive it and this will be added to Cascade.

If your GP indicates you "may be fit for work" on a Fit Note, you will be invited to attend a meeting with your manager before you are able to return to work.

On your return to work, following any absence of one day or more, you should complete a *Self-Certification Form for any absence*. This will normally be done at a "Return to Work" interview with your Manager. Failure to comply with the above-mentioned notification procedure will invalidate any entitlement to sick pay. For more information, see the Absence Management Policy on Cascade.

Medical appointments

For normal doctor, dentist or other medical appointments, please notify your line manager regarding the date and time. Appointments should be booked ideally outside of your normal working hours. Where this is not possible you may be asked to make the time up. This will be at the discretion of your manager. It will not count as sick leave unless you are absent for ½ a day or more.

Managing absence in the workplace

In order to help us monitor and control absence in the workplace you will be required to attend a "Return to Work" interview with your manager upon your return to work from any period of sickness absence.



Where you have an unacceptable level of short-term unrelated absences or an underlying long term medical condition, this will be discussed with you under the Managing Absence procedure. Further information on how absence is managed in the workplace can be found in the Managing Absence process, available on the Cascade.

Intervention and evaluation by Occupational Health specialists on behalf of YMCA Trinity Group may be required in the event of a period of long term sickness absence, regular intermittent sickness or following an operation (although there may be other instances that YMCA Trinity Group will contact Occupational Health for). For more information, please see the Occupational Health Policy & Procedure.

Reward & Recognition

We know our staff are passionate about the work they do & regularly go above and beyond for their clients and team. In recognition of this we offer the following non-contractual benefits to our staff to help support positive wellbeing.

Employee Assistance Programme

YMCA Trinity Group provides staff with access to a free confidential welfare scheme through Health Assured, which is available 24 hours a day, 365 days a year. The scheme provides access to trained experts either via the phone or on a face-to-face basis. To access the service, you should call 0800 716017 and quote Scheme No 72564. There is also a website and App with useful information. The scheme is available to staff and volunteers of YMCA Trinity Group.

The EAP programme provides telephone or face to face counselling, Legal and Financial help, a medical team to give advice on a range of issues and you also have access to an online Health Risk Assessment.

Further information can be provided upon request to the HR Department or information is available on Cascade.

Birthday Day Off

All contracted staff are entitled to their Birthday off, if your Birthday falls on a non-working day please take this 3 days either side of your Birthday. Your line manager will add this to Cascade as an 'Other Absence' so this does not affect your annual leave entitlement.

Hive

Hive is a confidential platform for colleagues to give feedback, raise issues and ideas - whatever their role or location. There is also easy access to employee surveys and always-on feedback features, including our peer-to-peer recognition tool, **Hive Five**.

Attached is a short video and poster that gives more information. <https://youtu.be/EwtwuiQL89U>

Free Gym Membership

Free access to YMCA Gyms and classes at our sites in Peterborough and Cambridge is available for all eligible staff of YMCA Trinity Group. At this point, staff on casual, relief or zero-hours contracts aren't eligible for a free membership. However, in exceptional cases, eligibility is at the discretion of the Executive Team only.

For staff who are interested in taking out a membership, please visit your local Gym to arrange a membership card.



Free membership will be a Staff Welfare Benefit but will not form part of your Terms & Conditions of Employment.

All Staff must still complete all the relevant membership paperwork, including a health questionnaire, and, where required, an induction. Staff will only be allowed access to the Gym & classes if they have a valid membership card and they must book in at Reception. Where a fitness class is full, or the gym is at capacity, we'll ask staff to allow paying members priority.

Discounted Childcare

Enrol your child at one of our YMCA Childcare Nurseries, After School and/or Holiday Clubs and receive 20% discount on your fees. Discount is given to all children attending, of whom you are the parent/legal guardian of and who live with you.

Contact your local Childcare Manager to book a viewing and enrol your child.

Pension scheme

Auto Enrolment is applicable, and staff are automatically enrolled as soon as they are eligible. Further information can be found on www.nestpensions.org.uk

Service Awards

Continual service and contribution to the success of YMCA Trinity Group is appreciated. We give our contracted, permanent staff a small token of our appreciation after 5 years' service and then again after every further 5 years of service. For more information, see the Long Service Policy on Cascade.

Salary payment

Your salary will be paid into your bank or building society account on the 25th of every month. This may be amended from time to time due to the 25th falling on a weekend or Bank Holiday. Your pay is calculated for the whole calendar month you are paid. Sessional staff will be paid 1 month in arrears e.g. hours worked in February will be paid in March by completing a timesheet on SAGE.

Whilst we make every effort, we cannot guarantee that any changes to your pay will be actioned if they occur after the 15th of the month. If this is the case, they will be included in the next month's pay.

It is the practice of YMCA Trinity Group that all staff are paid either at or above the hourly rate of any National Minimum Wage legislation in force at the time.

YMCA Trinity Group does not automatically guarantee that any member of staff will receive a pay rise each year. Whilst we endeavour to give a pay rise each year, this is entirely dependent on the financial status of YMCA Trinity Group and agreed with the Board of Trustees.

YMCA Trinity Group reserves the right to make deductions from a staff member's salary upon leaving or otherwise to reclaim any outstanding monies owed by the staff member to YMCA Trinity Group.

Expenses

All reasonable "business" expenses incurred during your employment, where authorised prior to the expense being incurred, will be refunded to you.



Expense claims should be submitted via 'Webexpenses', an online platform and always supported by relevant receipts. Webexpenses can be used out of the cloud for mileage claims and as an app on your smart phone where you can photograph receipts.

All staff who use petty cash are responsible for providing proper VAT receipts (not debit/credit card vouchers) or returning the money in cash. Failure to adhere to this procedure will mean the amount unaccounted for will be recovered by deductions from expense claims or salary. The signing of the petty cash voucher indicates the willingness to accept this condition.

Family friendly policies

All factsheets are available on Cascade.

- **Maternity leave**

YMCA Trinity Group complies with the statutory requirements, in addition to this the first 2 weeks of leave are paid at full pay. Further details are provided in the handbook factsheet. There is also a Maternity Guide which can be found on Cascade.

- **Paternity leave**

YMCA Trinity Group pays full pay for the 2 weeks' paternity leave. Further details are provided in the handbook factsheet.

- **Adoption leave**

YMCA Trinity Group complies with the statutory requirements; in addition, the first 2 weeks are paid at full pay. Further details are provided in the handbook factsheet.

- **Shared Parental leave**

YMCA Trinity Group complies with the statutory requirements. Further details are provided in the handbook factsheet.

- **Flexible working requests**

YMCA Trinity Group complies with the statutory requirements. Further details are provided in the handbook factsheet.

- **Time off for dependants**

YMCA Trinity Group complies with the statutory requirements. Further details are provided in the handbook factsheet.

- **Bereavement leave**

YMCA Trinity Group provides bereavement leave, with pay on a discretionary basis in line with the following criteria:

Family Member	Maximum number of days paid
Child (under the age of 18 or are stillborn after 24 weeks' pregnancy)	2 weeks
Spouse	4 days
Mother, Father, Sibling, Parents in law, Grandparent, Grandchild, Uncle, Aunt	2 days



Each individual case will be considered on their own merits at the discretion of a member of Senior Management or Executive team.

Other Absence

• Time off for public duties

By prior arrangement with a member of the Senior Management team or Executive team, reasonable leave without pay will be granted to staff involved in civic or public duties connected with being: -

- a justice of the peace
- a member of a local authority
- a member of a statutory tribunal
- a member of a police authority
- a member of a board of prison visitors or a prison visiting committee
- a member of a relevant health body
- a member of a relevant education body
- a member of the environment agency (or Scottish protection environment agency)

No additional enhancement over and above any statutory entitlement is provided by YMCA Trinity Group

• Compassionate Leave

A member of the Senior Management team or Executive team may grant compassionate leave for exceptional circumstances. If you feel you need to apply for compassionate leave, you should contact your Line Manager in the first instance.

This leave is entirely separate from Bereavement Leave, Parental Leave and Time Off for Dependents. Compassionate Leave can be paid or unpaid, and each case will be considered entirely on its merits without recourse to any precedent.

• Jury Service

Staff on Jury Service or being called as a witness will be paid as normal. However, you must claim loss of earnings from the Court and this will be deducted from your salary after the Court pays the loss of earnings to you. You must present the Court Order or Jury Duty Notice to payroll upon receipt and agree the process of payments to be made.

• Reserve Forces Service

Staff belonging to the Reserve Forces (Army, Navy and Air Force) will be expected to take holiday or normal days off to cover their liability for service. Up to 8 additional days off, unpaid, will be granted to cover annual call-out for annual camps or equivalent additional liability.

Driving on Company business

For some staff and volunteers, a significant part of their daily routine and the risks arising from such activities need to be effectively managed. As such, YMCA Trinity Group wishes to remind all staff and volunteers that whilst driving their vehicle or a Company vehicle on YMCA Trinity Group business, they should not place themselves or others at risk. A driving risk assessment is available to all staff and volunteers on the Y Drive under H & S All Staff, Risk Assessment.

Staff and volunteers are reminded that they need to ensure their private vehicle is properly insured for 'business use' if used on YMCA Trinity Group business. A copy of your Driving Licence, Insurance documents showing Business Use and an MOT certificate (if applicable) is required on an



annual basis, without receipt of these documents, expenses for mileage will not be paid. Vehicle documents will be logged on your Cascade record.

Further details can be found in the Driving at Work policy and procedure and Drivers Handbook via Cascade.

Telephone and mobile phones

Private telephone calls including private calls from YMCA Trinity Group mobile phones

YMCA Trinity Group maintains telephone systems in order to assist the conduct of the business and telephone calls should only be made or received in this context. YMCA Trinity Group permits short, occasional and reasonable personal use of the telephone systems, provided that this does not interfere with the performance of your duties. Making excessive personal telephone calls may be subject to YMCA Trinity Group's disciplinary procedure and/or you may be required to repay the full/part cost of the calls.

Personal mobile phones

The use of personal mobile phones should be kept to a minimum during working hours.

Working from home

YMCA Trinity Group recognises that there may be occasions where staff may find it more convenient to work from home to complete specific work. The overriding principle when considering any working from home situation is therefore 'business need', it also needs to be authorised by your line manager prior to you working from home.

Further details can be found in the Hybrid Working policy & procedure, which can be found on Cascade.

IT policies

YMCA Trinity Group has an IT policy, please refer to this policy for the rules concerning the use and monitoring of YMCA Trinity Groups IT systems and staff responsibilities with regards to portable computer equipment and mobile phones.

There are also a YMCA Trinity Group Social Media and Virtual Comms policies which must always be adhered to, any breach of these policies may lead to Disciplinary processes.

Disciplinary policy and procedure

Purpose

YMCA Trinity Group requires rules and procedures to be complied with to ensure a professional, safe and productive working environment. It is hoped that there will be no need to use the Disciplinary procedure, however, should such action be deemed necessary, the procedure detailed in the Disciplinary policy and procedure should allow all relevant issues to be fairly dealt with. Disciplinary action is initially at the discretion of your manager, and for performance issues only after the Capability procedure has been followed.

Capability procedure

When it first becomes clear to your manager that your work performance is deteriorating, or a health problem has developed, the manager will hold an informal discussion with you to try to establish the reason or reasons and quickly resolve the issue, where possible. There is no right of accompaniment or appeal at this stage.

Commented [LW1]: Discipline policy isn't always about relationships. Maybe say 'to ensure a professional, safe and productive environment' Or something. Not sure on those words either!

Commented [CR2R1]: I have added the words as you are right it describes it better



The Capability procedure will then be followed. Both policies and procedures can be found on Cascade.

Employee Conflict (Informal Grievance)

Most people at some time during their employment have conflicts with colleagues; YMCA Trinity Group would want this to be initially dealt with informally.

Should you have a conflict with another staff member, in the first instance you should speak to the person to seek resolution.

Should you be unable to resolve the conflict between yourselves, please raise the matter with your manager who will attempt to resolve the matter informally.

If the matter is with your manager, please raise it with the next line of management.

There are various tools that can be used informally to resolve matters such as conciliation and mediation.

Should the matter still be unresolved as a last resort the matter should be raised through the formal Grievance procedure.

Grievance policy and procedure

YMCA Trinity Group recognises that grievances can arise in any employment relationship. The purpose of the grievance procedure is to arrive at a mutually satisfactory solution of the grievance as quickly as possible.

The HR Department can provide advice at any time to anyone with a potential grievance.

The Grievance policy and procedure gives more information on this process and can be accessed on Cascade.

Equality, Diversity & Inclusion

YMCA Trinity Group is an Equal Opportunities and Diverse organisation. The policy and procedure reflect both the Values of YMCA Trinity Group and the spirit and intentions of legislation, which outlaw's discrimination.

The Equality, Diversity and Inclusion policy and procedure can be accessed on Cascade.

The Inclusion Working Group review the statistical make-up of the organisation as well as lived experience of staff to ensure we are a welcoming environment where everyone can thrive. Completing your Personal Details page on Cascade helps with this anonymised monitoring. If you would like to join the Inclusion Working Group, talk to your line manager in the first instance – new members are always welcome.

We have formal processes which detail our support of individuals, including Transgender, Menopause, Bullying and Harassment Policies (see below) and Access to Work requests. You are able to have your pro-nouns listed in your email footer.

We are continually reviewing and improving in this area and would like to hear from you if you have a suggestion on how we can be more inclusive.



Disclosure and Barring Service check

For some roles, it is a condition of your employment for regular Disclosure and Barring Service checks to take place. YMCA Trinity Group will carry these out on commencement of your employment and at least every three years for the duration of your employment.

Staff must advise their line manager of prosecutions pending throughout their employment. Staff must not wait until their next DBS check to declare new convictions. Non-disclosure of criminal convictions may lead to your position within YMCA Trinity Group being at risk.

Once you receive your DBS certificate, you must show this to your Line Manager as soon as possible. YMCA Trinity Group will pay for your registration with the DBS Update service using your certificate number. Registration must happen within 30 days from the date of the certificate, please ensure you bring your certificate in promptly. It is a requirement for all staff to register on the Update Service. The cost of this of this can be claimed back through expenses.

If you are already on the DBS register, you can authorise YMCA Trinity Group to carry out a DBS Status Check. Bring in your DBS certificate and another form of ID to verify your name and date of birth, YMCA Trinity Group will then be able to carry out a Status Check.

Failure to comply with the DBS process, including delay in submitting documents for verification, may lead to disciplinary action including suspension without pay until the DBS process has been satisfactorily completed.

Career progression and training/development

YMCA Trinity Group recognises the value both to you and the employer of career development and encourages its staff to progress with YMCA Trinity Group.

Reasonable access to training, necessary to equip you with the knowledge and skills to perform your current role will be provided.

In some circumstances, where a staff member is provided with training, funded by YMCA Trinity Group and subsequently leaves YMCA Trinity Group of their own accord either during the training or within 12 months of completing the training, you may be asked to pay back some of the cost to YMCA Trinity Group. In such cases a separate training agreement will be entered into prior to commencing the training.

Further details of YMCA Trinity Group's policy/guidance on time off to train can be found in the Learning & Development policy on Cascade.

Performance and development reviews

All staff and volunteers will receive regular 1-2-1's with their managers where Objectives and Key Results will be agreed and monitored; personal development and general wellbeing will also be discussed.

Harassment and Bullying

YMCA Trinity Group intends to create a safe and healthy working environment where staff and volunteers are free from harassment and bullying or fear of harassment and bullying. It is important all staff and volunteers are aware that action will be taken if harassment or bullying occurs under the Disciplinary procedure and may constitute gross misconduct, which will result in dismissal.



Harassment and bullying both involve behaviour which harms, intimidates, threatens, victimises, offends, degrades, humiliates or undermines dignity at work.

YMCA Trinity Group believes that individuals should be treated with dignity and respect. Accordingly, any harassment, whether intentional or unintentional, is totally unacceptable.

Differences of attitude or culture and the misinterpretation of social signs can mean that what is perceived as harassment or bullying by one person may not seem so to another person. The defining behaviour is unwanted by the recipient. Certain types of harassment or bullying may constitute a criminal offence.

Further details can be found in the Harassment & Bullying policy on Cascade.

Raising a concern at work

YMCA Trinity Group is committed to the highest standards of quality, integrity, openness and accountability. Through teamwork and good, open channels of communication we welcome and value all contributions which support the successful work of YMCA Trinity Group.

There may be occasions where staff or volunteers have a concern about inappropriate action or behaviours which appear to be happening in our organisation. Such concerns may include:

- Fraud, corruption or malpractice
- Abuse or neglect of vulnerable people
- Failure to deliver proper standards of service
- Damaging personal conflicts or relationships
- Bullying, discrimination, harassment or victimisation

YMCA Trinity Group takes such concerns very seriously and wishes to know of them at the first opportunity so that we can deal with the matter and take any appropriate remedial action as soon as possible.

We have:

Procedures and mechanisms for dealing with grievances and complaints of discrimination and harassment. Staff and volunteers should use these procedures when their concern is a grievance about their work, terms and conditions of employment or a complaint of bullying, discrimination, harassment or victimisation

The Safeguarding policy contains procedures for reporting suspected, disclosed or discovered abuse.

In addition, the Whistleblowing policy and procedure has been drawn up to encourage and enable staff and volunteers to raise concerns at an early stage and in an appropriate way without fear of reprisal.

For further details, please see the Whistleblowing policy and procedure on Cascade.



Health and safety policy statement

YMCA Trinity Group will comply with the Health and Safety at Work etc. Act 1974 and provide and maintain working conditions, equipment and systems of work that are safe and healthy for all employees, volunteers, residents, clients, YMCA members and members of the public.

YMCA Trinity Group will provide information, training and supervision to all staff, to enable them to maintain the high standards and working conditions expected within the organisation.

YMCA Trinity Group will endeavour to prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities.

YMCA Trinity Groups' employees and clients are required to take reasonable care of their own health and safety and of the health and safety of their fellow employees and clients, who may be affected by their own acts and omissions.

YMCA Trinity Group's employees must co-operate with their fellow employees and managers in carrying out any duty or requirement imposed upon them under this policy or health and safety legislation and not interfere intentionally or recklessly with, or misuse anything provided in the interest of their health safety or welfare.

Further details can be found in the Health & Safety policy on Cascade.

Managing stress

YMCA Trinity Group are committed to protecting the health, safety and welfare of our staff members and recognises that workplace stress is a health & safety issue and acknowledge the importance of identifying and reducing workplace stressors.

Further details of YMCA Trinity Group's policy/guidance on managing stress at work can be found in the Stress Management policy on Cascade.

Alcohol and drugs

Consumption of alcohol and abuse of drugs whilst at work is prohibited. Further details of YMCA Trinity Group's policy/guidance on alcohol/drugs at work can be found in the Drugs & Alcohol policy on Cascade.

No smoking policy

All offices and other areas of YMCA Trinity Group's premises are non-smoking/non-vaping, apart from designated smoking areas. The smoking policy on Cascade gives further guidance on this matter.

Reporting an accident at work

Any accident, injury or 'near miss' occurring during working hours must be reported to your manager immediately who will ensure that details of the incident are detailed on an Accident / Near Miss form which can be found in [Y:\H&S All Staff\Accident Procedures & Policies\Accident-Near Miss Template v11.0 February 2019.pdf](#)

Manual handling

Manual handling activities represent a risk to varying degrees in all workplaces. Staff should familiarise themselves with the risks associated with manual handling and safe lifting techniques. Further information on manual handling can be found in the handbook factsheet, available on Cascade. All staff involved in Manual Handling will be required to complete the online Manual Handling training.



Provision and use of personal protective equipment "PPE"

YMCA Trinity Group will provide appropriate personal protective equipment to staff who work in an environment where a risk has been identified and can be reduced or eliminated through the provision of PPE. Failure to use the PPE supplied will result in disciplinary action being taken against you.

Display screen equipment (DSE) users

The Health and Safety (Display Screen Equipment) Regulations as amended 2002 (DSE Regs) require that employers identify all staff who are required to use a computer on a significant (e.g. daily) basis. These will be classified as DSE users. For each user, employers are required to conduct an assessment of their DSE (computer) workstation and to take such reasonable measures as are necessary to reduce the risk of ill health or injury to that user. To undertake a risk assessment, Staff should complete a Display Screen/Workstation Risk Assessment Form, this can be found at <http://www.hse.gov.uk/pubns/ck1.pdf>. The results of each assessment (and actions taken) will be recorded and kept on your personnel file. Every employee who uses a PC/laptop or VDU at work should familiarise themselves with the policy and procedure, available on Cascade.

In addition, all users are entitled to an eyesight test upon request to determine if they need spectacles for computer use. An Eyesight test voucher should be requested from the HR Department prior to the test being completed.

All Staff are reminded that it is their duty to inform their manager of:

- Any painful symptoms or other ill health effects that could be related to the use of computers at work
- Any pre-existing medical condition that might be aggravated by computer use
- A significant change in their workstation set up that requires a review of the DSE assessment

Adverse Weather & Events (including events delaying long distance travel)

In the event of extreme adverse weather conditions or adverse events, you are expected to make every attempt to arrive at work at your normal starting time.

If you decide that the weather conditions or the event will prevent you from travelling to work or you decide to travel and then subsequently find that the weather conditions or event prevent you from completing your journey, you must telephone your line manager within one hour of your normal starting time and inform them of the exact circumstances. In this case, YMCA Trinity Group at its discretion, in light of the circumstances will decide whether or not you will qualify for full pay.

In any event, absence or lateness to work due to extreme adverse weather conditions or events will not be subject to YMCA's disciplinary procedure provided you notify your line manager in accordance with the above.

Confirmation documents issued by a travel provider or other suitable organisation will be required to verify the curtailment or delay of any long-distance travel affecting your availability for work

Data Protection Act

YMCA Trinity Group is aware of its obligations under the Data Protection Act 2018 (DPA) and is committed to processing your data securely and transparently. Our privacy statement sets out, in line with the DPA, the types of data that we hold on you as an employee of YMCA Trinity Group. It also sets out how we use that information, how long we keep it for and other relevant information about your data.



Naturally, we have your up-to-date details on joining YMCA Trinity Group, but should your personal data such as name, address or marital status change, Bank Account details change, please ensure that Cascade is updated.

Further details can be found in the HR Privacy Statement and the HR Retention Schedule gives details of how long we store data on Cascade.

In your work you are also bound by the obligations of the Data Protection Act (2018), for more information see the Data Protection policy on Cascade and the relevant privacy statement and retention schedules for your department.

Intellectual property rights and copyright

Intellectual property includes patents, registered or unregistered trademarks and designs, utility models, copyrights, including design copyrights, applications for any of the foregoing and the right to apply for them in any part of the world, discoveries, creations, inventions or improvements upon or additions to an invention, confidential information, know-how and any research relating to the above, business names, whether registerable or not, moral rights and any similar rights in any country.

Please see the Intellectual Property policy on Cascade for further information

Anti-corruption/bribery policy

YMCA Trinity Group operates a "zero tolerance" policy in respect of both bribing another person and being bribed.

"Bribing another person" is defined as "the offering, promising or giving of a reward to induce a person to perform a relevant function or activity improperly".

"Being bribed" is defined as "accepting, agreeing to accept or requesting a reward in return for performing a relevant function or activity improperly".

YMCA Trinity Group encourages staff and volunteers to raise, through its Whistleblowing procedure, any instance of suspected bribery among colleagues, agents, consultants or other business partners of the organisation and also to report immediately through the same procedure any instance where they are offered a bribe by another individual. Further details related to bribery can be found in the Finance Manual.

Accepting a bribe or bribing another person are serious matters and are defined as gross misconduct under YMCA Trinity Group's disciplinary policy.

In some circumstances acceptance of a gift or corporate hospitality is permitted providing it is reasonable in the circumstances. Any gift or form of corporate hospitality with a value more than £10 must be declared, further details of this can be found in the Code of Professional Conduct.

Staff Safety and Dealing with Violent Behaviour

YMCA Trinity Group staff and volunteers do not accept violence as a part of their work. YMCA Trinity Group does not expect either staff or volunteers to put themselves at risk whilst at work and recognises its responsibilities for the safety of its staff and volunteers and for the provision of a safe workplace and a safe system of working.



Appropriate action will be taken against any perpetrator of violent or threatening behaviour up to and including calling the police.

YMCA Trinity Group makes every effort to ensure that the work environment is made as safe as possible, to minimise the risk of violence and to make available to staff and volunteers any relevant preventative aids or practical help. However, the organisation also gives responsibility, where appropriate, to staff and volunteers to take reasonable steps to ensure their own safety.

Staff members will be made aware of the policy and related procedure through their line manager. Individual staff members have day to day responsibility for implementing the procedure, with support from their line manager. Overarching responsibility remains with the Chief Executive Officer and Board of Trustees.

Lone Worker Policy

Lone workers are those working in situations where they are the sole representatives of YMCA Trinity Group. These situations involve work, which for at least some of the time, has to be done without the continuous support of colleagues. Lone working can occur both at and away from YMCA Trinity Group premises.

YMCA Trinity Group understands that our employees and volunteers expect to work in a safe place and have safe systems of work. YMCA Trinity Group also understands that it has a duty of care and endeavours to provide this in return. Staff members must always co-operate with YMCA Trinity Group's safety procedures and take reasonable care of their own health and safety, including when unsupervised.

The Chief Executive Officer and Board of Trustees have overall responsibility, with support from the Nominated Health and Safety Person, for ensuring YMCA Trinity Group complies with current Health and Safety at Work Regulations and that this policy and relating procedure is carried out. Staff members have responsibility for implementing the procedure and ensuring they safeguard themselves and other people affected by their work. It is the duty of all staff members to report any unsafe working practice as soon as it comes to their attention.

The Lone Worker Policy can be found on Cascade.

Personal property

You are responsible for your own property whilst you are at work. YMCA Trinity Group takes no responsibility for any loss.

Whilst YMCA Trinity Group will try to ensure a secure environment, you must insure against loss or damage to your personal property and take precautions against theft of your possessions at work.

Dress code and appearance policy

Staff must always maintain an appearance acceptable to YMCA Trinity Group, and where appropriate, wear YMCA Trinity Group's supplied uniform and personal protective equipment during their working hours. Failure to do so may result in disciplinary action being taken against you.

Whilst you are wearing your uniform you are easily identifiable as an advocate for YMCA Trinity Group. As such your behaviour whilst wearing this outside of working hours is covered by our policies and procedures. Should this not be to an acceptable standard may result in disciplinary action being taken against you.

**Additional Paid Employment**

You should be clear about your contractual obligations and should be careful when taking outside employment, which may conflict with the YMCA Trinity Group's interest.

Should you take on work for other departments within YMCA Trinity Group, you must always ensure that your main role is your priority.

Should you be offered payment for writing or speaking on work-related activities, the sum obtained must be paid to YMCA Trinity Group.

Please speak to your Manager if you are unsure whether this could be a conflict of interest and also refer to the Conflict of Interest policy on Cascade.



Ending Employment

Resignation

Should you decide to leave YMCA Trinity Group, you should put your notice in writing to your line manager. The period of notice you are required to give can be found in your Written Statement of Main Terms and Conditions of employment.

If you are absent from work due to sickness during your notice period, and you don't provide a GP Fit Note you will only be paid Statutory Sick Pay where due, irrespective of any YMCA Trinity Group company sick pay eligibility.

Termination of employment

In circumstances, where your employment is terminated by YMCA Trinity Group, notice entitlements (where applicable) are specified in your terms and conditions of employment.

Holiday entitlement on leaving

On leaving YMCA Trinity Group your holiday entitlement will be calculated in line with your terms and conditions of employment. Where any holiday entitlement is owed to you, this will be paid in your final pay. Where you have taken more days than you are due, this will be deducted from your final pay.

Redundancy selection and payment

Where employment is terminated due to redundancy, YMCA Trinity Group will select staff, where appropriate, by means of a criteria based selection scheme which shall include job performance, attendance and disciplinary record criteria.

YMCA Trinity Group will pay any statutory redundancy pay entitlement due. YMCA Trinity Group does not operate any form of enhanced redundancy payments.

Where you have been placed 'at risk' of redundancy and subsequently report in sick, the normal sick pay rules shall apply, irrespective of whether or not you are still at work or have been granted special leave during the consultation process.

Further details can be found in the Redundancy policy and procedure on Cascade.

Return of YMCA Trinity Group property

On ceasing employment, it is your responsibility to return YMCA Trinity Group's property. Failure to return YMCA Trinity Group's property will result in a deduction being made from your final pay.