



WORCESTER COLLEGE OXFORD

Staff Handbook 2024

Staff Handbook Issues and Updates

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Welcome

A Welcome from the Provost

I'm delighted to welcome you to Worcester College. Worcester is characterised by the diversity of its people and the beauty of its surroundings. It is a place that brings together a vibrant academic community of Fellows and lecturers; a lively and varied student body, and a group of dedicated staff, all of whom come from a wide range of backgrounds and experiences.

This is a place for learning and living, where over 600 students currently study and reside, and from where over 9,000 old members launched their early adulthoods and careers. As one of our staff members, you are among over 200 people who provide essential services that help promote teaching and research by:

- Caring and providing for our students and academic staff. This means helping meet their accommodation, catering, cleaning and other support needs
- Providing support for our teaching, research and welfare work
- Maintaining the whole College environment – our buildings, gardens, grounds, equipment and facilities
- Running our Development Office or working in our Conference business.

Together we are one community – or as we describe it: “One-Worcester”.

We also are a forward-looking college – one that balances tradition and innovation, is outward-turned and civic-minded. We are a supportive and caring community where our values are central to how we treat each other and how we do things: with respect, consideration and kindness.

I hope you will embrace all the opportunities that come with working here, and feel as proud as I do to be part of Worcester College.

Provost David Isaac, CBE

A Welcome from the Finance and Estates Bursar

Welcome to Worcester College!

We are all here – every one of us - to play an important part in education, learning and research. No matter what your role, you help us to deliver these charitable purposes. That's because we are all part of a team, playing our particular parts, every one of which matters.

We are committed to developing all our people so we each constantly learn, innovate and improve. We value teamwork, flexibility, and mutual respect and together we are greater than the sum of our parts. We invite you to embrace this approach and work collaboratively with your colleagues whatever their role, always focussing on the bigger picture and our common aims.

One thing that makes it easier for all of us is good communication. We try to be as open and sharing as possible and it will help us if you do the same. Please share your thoughts, ideas and suggestions.

We spend a large part of our lives at work, so it is important that we enjoy what we do and get the most out of our jobs. It isn't always plain sailing, but good teamwork and a positive attitude will help us take the College forward.

I look forward to working with you.

Mike Huggins

About the Handbook

This Staff Handbook is designed both to introduce you to the College and to be of continuing use during your employment. It explains the Terms and Conditions of your employment, as well as a range of benefits available to you as one of our employees. It is important that you read this Handbook carefully, and follow the policies and procedures that are relevant to you in your working role.

Please note that we provide equal opportunities to all College members. We are committed to the principle of equality regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation. We will apply employment policies that are fair, equitable and consistent with the skills and abilities of our employees and the needs of the College. We will not condone any discriminatory act or attitude in the conduct of our dealings with the public or our employees, and acts of harassment or discrimination are disciplinary offences.

We look to your support in implementing these policies to ensure that all employees are accorded equal opportunity for recruitment, training and promotion and, in all jobs of like work, on equal terms and conditions of employment.

If you require any clarification or additional information, please refer to the HR Department; human.resources@worc.ox.ac.uk

Where references are made to information available on the College website, printed copies may be available to you on request.

General amendments to the Staff Handbook will be issued from time to time.

About the College

Worcester College is one of the 39 constituent Colleges of the University of Oxford. It is both an academic and social community that provides a home for over 600 students with many different spaces for work, study and recreation.

As a community, our students, staff and academics represent a wide range of backgrounds and experiences all working to support the advancement of learning and research for the future.

As an institution of higher education in a world-leading university, we have three strategic priorities in which every member of our community plays a role. These are:

- **Academic excellence** – To support every student to reach their full potential, and to foster an enriching and rewarding research environment.
- **College culture** – To be recognised as an inclusive and forward-looking institution that balances tradition and innovation, and in which every member of our community feels welcome, valued, and respected.
- **Governance and operations** – To ensure that our processes of decision-making and ways of operating function efficiently, effectively and collaboratively, with transparency and trust at their heart.

Our values

In delivering these priorities we aspire to be a college that balances tradition and innovation, is outward-turned and civic-minded. Our priorities are underpinned by a set of values which we will use to guide our work. These are:

- **Excellence** – Excellence in teaching and research are part of the fabric of Oxford University and at the core of everything that Worcester does. We strive for excellence in all that we do: in the care of our gardens and grounds, the quality of our facilities and food, and the standards by which everyone in College operates.
- **Inspiration** – Through our teaching and the values that underpin it, we inspire students with learning for life. Through our research, we generate ideas capable of shaping the world.
- **Community** – We believe that communities thrive when every member can fulfil their potential. Even as we embrace differences in perspective, opinion and ideas, we foster a sense of togetherness and belonging.
- **Inclusivity** – We listen respectfully, support each other with compassion, sincerity and generosity, and celebrate our differences. Widening participation is key to being inclusive. We want Worcester College to feel welcoming to every member and visitor.
- **Trustworthiness** – Trusting and rewarding relationships are rooted in reciprocity and generosity. As a forward-looking College, we aim to make sense of the past, present and future. Trust and transparency are essential in the way we reach decisions and implement them.

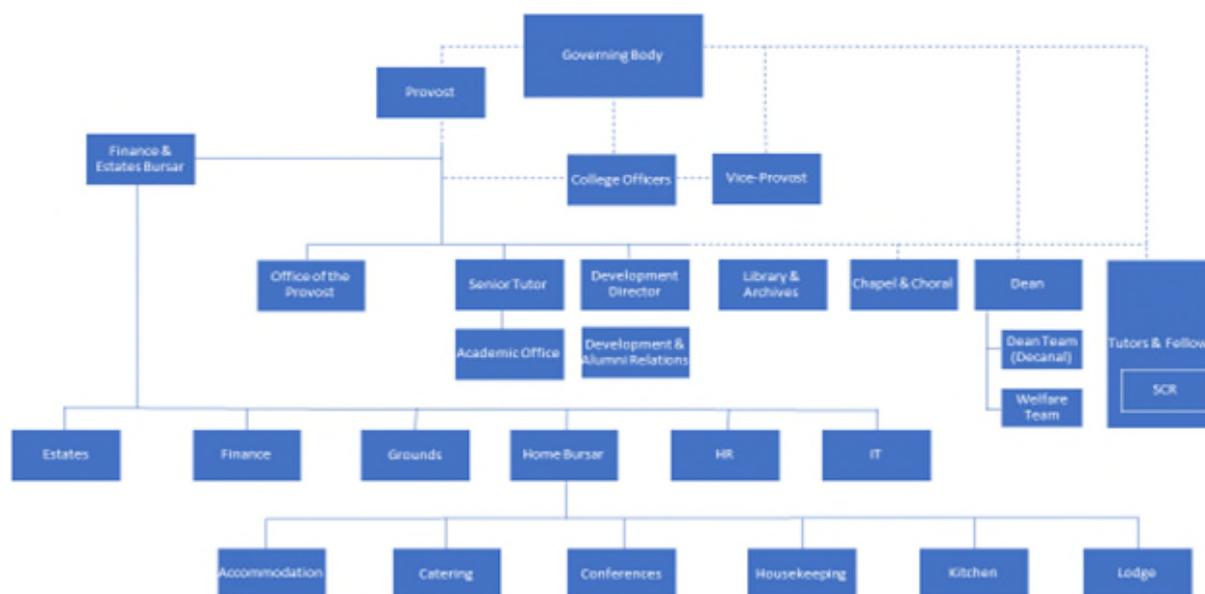
Find out more about the College and its history on our website:

<https://www.worc.ox.ac.uk/about/history-college>

College Structure and Governance

Like all Oxford Colleges, Worcester is an independent self-governing institution established by Royal Charter within the University of Oxford. The College is a charity, and the Provost and Governing Body Fellows are legally its Trustees.

The organisation chart below shows the staff structure of the College:



A. General working hours of the College

The College, as part of the University of Oxford, operates on an academic year divided into three terms and three vacations. Within each term, a "Full Term" of eight weeks is the main teaching period. These are known as Michaelmas Term (October-December), Hilary Term (January-March) and Trinity Term (April-June). Find out more about Oxford term dates here:

<https://www.ox.ac.uk/about/facts-and-figures/dates-of-term>

With most of our students and some staff living on site, Worcester College has some operations that are open 24 hours. The standard working day, however, is 9am to 5pm, with lunch served in the main hall from 12noon to 2pm, and snacks and sandwiches available in the Nash Café from 10am to 4pm.

B. Useful contacts

Lodge (reception, post, access) – lodge@worc.ox.ac.uk

Academic Office (students, fellows) – academic.administrator@worcox.ac.uk

Accounts Office (payroll, expenses) – finance@worc.ox.ac.uk

Communications (website, newsletter, media) – communications@worc.ox.ac.uk

Human Resources (employment policies, staff welfare) – human.resources@worc.ox.ac.uk

IT (computers, printers, software, internet, AV) – ithelpdesk@worc.ox.ac.uk

Provost's Office (leadership, governance, Governing Body) – provost@worc.ox.ac.uk

When you join Worcester College

C. Induction & On-boarding

At the start of your employment with Worcester College, you will be provided with an induction programme, during which our policies and procedures will be explained to you. Most of these can always be found on our website, but we'll point out the ones that are most relevant for you.

D. Job Description

You will be provided with a written job description of the position to which you have been appointed but amendments may be made to your job description from time to time in relation to the changing needs of the College and your own ability.

E. Hours of Work

The total number of hours you are expected to work is stated in your contract of employment. Staff working part-time receive the appropriate rate of pay in proportion ("pro rata") to the full-time rate of pay. Annual leave entitlement for part-time employees is also calculated on a pro rata basis.

F. Probation Period

You join us on an initial probationary period of six months unless advised otherwise. During this period your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. However, if your work performance is not up to the required standard, or you are considered to be generally unsuitable, we may either take remedial action (which may include the extension of your probationary period) or terminate your employment at any time.

We reserve the right not to apply our full contractual capability and disciplinary procedures during your probationary period.

G. Employee Training & Staff Appraisal

At the commencement of your employment, you will, where appropriate, receive training for your specific job. The College has a staff appraisal scheme in place for the purpose of monitoring staff performance levels with a view to maximising the effectiveness of individuals, details of which are available separately.

H. Flexible working

As an equal opportunities' employer, we try to accommodate staff requests for flexible working, where it is fair and appropriate to do so. If the nature of your duties allows you to work from home or outside of the College's normal working hours, please discuss your options with your line manager in the first instance. The College has a duty to balance personal requests for flexible working with the principle of fairness and practical requirements of your role. Every employee is entitled to make two flexible working requests per year.

It is an express condition of employment that you are prepared, whenever necessary, to transfer to alternative departments or duties within our business. During holiday periods, etc. it may be necessary for you to take over some duties normally performed by colleagues. This flexibility is essential for operational efficiency as the type and volume of work is always subject to change.

I. Standards of Discipline and Performance

The College requires good standards of discipline and satisfactory standards of work from all members of staff. If your standard of work or conduct consistently falls below an acceptable standard, you will be liable to disciplinary action which may include dismissal.

J. Disclosure and Barring Certificate(s)

Your initial employment is conditional upon the provision of a satisfactory Disclosure and Barring Certificate of a level appropriate to your post. You may be required to undertake subsequent criminal record checks from time to time during your employment as deemed appropriate by the College. In the event that such certificate(s) are not supplied your employment with us will be terminated.

Data collected about criminal convictions will be processed in line with the Data Protection Act. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice. Details are provided on our website:

<https://www.worc.ox.ac.uk/about/policies-and-procedures/privacy-gdpr>

K. Convictions and Offences

During your employment, you are required to immediately report to the College any convictions or offences with which you are charged, including traffic offences. Data collected about criminal convictions will be processed in line with the Data Protection Act. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.

L. Lateness/Absenteeism

- 1) You must attend work punctually at the specified time(s) and you are required to comply strictly with any time recording procedures relating to your work.
- 2) All absences must be notified in accordance with the sickness reporting procedures laid down in this Staff Handbook.

Lateness or absence may result in disciplinary action and/or loss of appropriate payment

M. Work Permits

All employees are required in law to provide evidence of their eligibility to work in the UK. As an employer we have the legal obligation to comply with the applicable immigration legislation which includes ensuring that employees provide the appropriate documentation prior to the commencement of employment.

In the event that an employee is unable to provide satisfactory evidence of their eligibility to work in the UK the Company reserve the right to terminate the employment without notice. Acceptable evidence is set out in our Work Permits and Eligibility to Work Policy.

All costs relating to any immigration application must be borne by the employee in question and will be deducted from your salary.

Salaries/Payroll

A. Administration

1) Payment

- a) For salaried staff the pay period is the calendar month. Basic salaries and wages are paid by 21st day of the month in arrears.
- b) You will receive a payslip showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, e.g., Income Tax, National Insurance, etc.
- c) Any pay queries that you may have should be raised with the Accounts Office.

2) Overpayments

- a) If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment but if this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

3) Income Tax and National Insurance

- a) At the end of each tax year, you will be given a form P60 showing the total pay you have received from us during that year and the amount of deductions for Income Tax and National Insurance. You may also be given a form P11D showing non-salary benefits. You should keep these documents in a safe place as you may need to produce them for tax purposes.

4) Pay Reviews

- a) Pay is reviewed annually in August; however, there is no guarantee of an automatic increase in your pay as a result of any review.

B. Overtime

All overtime and overtime payment must be authorised by your Head of Department.

Those staff who are entitled to work overtime, i.e., hours worked above their total contracted hours per week, can take these additional hours as time-off in lieu (TOIL) or paid as overtime.

Grades 2 -5 of the College's pay structure are entitled to paid overtimes. Grade 6 or above and not eligible for overtime payment, however will be compensated by equivalent TOIL.

For further information, eligibility and payment conditions – please refer to the Policy on the Payment of Overtime and Time Off in Lieu for Professional Staff.

C. Pension Scheme

We operate a contributory pension scheme which you will be auto-enrolled into (subject to the conditions of the scheme). The scheme enables you to save for your retirement using your own money, together with tax relief and contributions from the College. For further details, you can contact the Accounts Office: finance@worc.ox.ac.uk

Holiday Entitlement and Conditions

A. Annual Holidays

- 1) The College runs a holiday year from 1st January to 31st December, and your annual holiday entitlement will be shown in your individual Statement of Main Terms of Employment (Form SMT).
- 2) It is our policy to encourage you to take all of your holiday entitlement in the current holiday year. We do not permit holidays to be carried forward and no payment in lieu will be made in respect of untaken holidays other than in the event of termination of your employment.
- 3) You must complete the holiday request form and have it authorised by your Line Manager before you make any firm holiday arrangements.
- 4) Holiday dates will normally be allocated on a "first come - first served" basis whilst ensuring that operational efficiency and appropriate staffing levels are maintained throughout the year.
- 5) You may not normally take more than two working weeks consecutively.
- 6) You should give at least four weeks' notice of your intention to take holidays of a week or more and one week's notice is required for odd single days.
- 7) Your holiday pay will be at your normal basic pay unless shown otherwise on your Statement of Main Terms.

B. Public/Bank Holidays

Your entitlement to public/bank holidays is shown in your individual Statement of Main Terms of Employment. Members of the support staff may be required to work on any public/bank holidays which fall in the College Full-Term. (You will be entitled to time of in lieu for these days.)

Sickness/Injury Payments and Conditions

A. Notification of Incapacity

You must notify us by telephone on the first day of incapacity at the earliest possible opportunity and no later than 9.00am. All staff should notify their Line Manager, if this is not possible to inform HR.

You should try to give some indication of your expected return date and notify us as soon as possible if this date changes. The notification procedures should be followed on each day of absence unless you are covered by a medical certificate.

If your incapacity extends to more than seven calendar days you are required to notify us of your continued incapacity once a week thereafter, unless otherwise agreed.

B. Evidence of Incapacity

- 1) Medical certificates are not issued for short-term incapacity. In these cases of incapacity (up to and including seven calendar days) you must sign a self-certification absence form on your return to work.
- 2) If your sickness has been (or you know that it will be) for longer than seven days (whether or not he/she/they are working days) you should obtain a medical certificate and forward this to us without delay. Subsequently you must supply us with consecutive medical certificates to cover the whole of your absence.

C. Payments

- 1) You are entitled to statutory sick pay (SSP) if you are absent for four or more consecutive days because of sickness or injury provided you meet the statutory qualifying conditions. SSP is treated like wages and is subject to normal deductions.
- 2) Qualifying days are the only days for which you are entitled to SSP. These days are normally your working days unless otherwise notified to you. The first three qualifying days of absence are waiting days for which SSP is not payable. Where a second or subsequent period of incapacity (of four days or more) occurs within 56 days of a previous period of incapacity, waiting days are not served again.
- 3) Any contractual sickness/injury payments are shown below:

| | Full Pay | Half Pay |
|-------------------------------------|-----------------|-----------------|
| First three months of service | 2 weeks | 2 weeks |
| Remaining nine months of first year | 2 months | 2 months |
| Second and third year of service | 3 months | 3 months |
| Fourth and fifth year of service | 5 months | 5 months. |
| After fifth year of service | 6 months | 6 months |

- 4) The payments described above are the maximum and employee would be contractually entitled to in a rolling 12-month period.

- 5) Any days of contractual sickness/injury payments which qualify for SSP will be offset against SSP on a day-to-day basis. A deduction will be made for any other state benefits received if you are excluded or transferred from SSP.
- 6) If you are entitled to any payments in excess of SSP and your entitlement expires, full or part payment may be allowed at our discretion where it is considered that there are special circumstances warranting it.
- 7) Where the circumstances of your incapacity are such that you receive or are awarded any sum by way of compensation or damages in respect of the incapacity from a third party, then any payments which the College may have made to you because of the absence (including SSP) shall be repaid by you to the College up to an amount not exceeding the amount of the compensation or damages paid by the third party.

D. Return to Work

- 1) You should notify your Line Manager as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified.
- 2) If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.
- 3) On return to work after any period of sickness/injury absence (including absence covered by a medical certificate), you are also required to complete a self-certification absence form and return this to your Line Manager.
- 4) Upon returning to work after any period of sickness/injury absence, you will be required to attend a "return to work" interview with your Line Manager or HR, to discuss the state of your health and fitness for work. Information arising from such an interview will be treated with strictest confidence.

E. General

- 1) Submission of a medical certificate or sickness self-certification absence form, although giving us the reason for your absence may not always be regarded by us as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick, you may need time off, continual or repeated absence through sickness may not be acceptable to us.
- 2) In deciding whether your absence is acceptable or not we will take into account the reasons and extent of all your absences, including any absence caused by sickness/injury. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces our efficiency.
- 3) We will take a serious view if you take sickness/injury leave which is not genuine, and it will result in disciplinary action being taken.
- 4) If we consider it necessary, we may ask your permission to contact your doctor and/or for you to be independently medically examined by our Occupational Health Specialists, Health Assured Limited.

F. COVID

Most people with Covid-19 are no longer contagious 5 days after they first have symptoms and have been fever free for at least 3 days.

Please ensure the following procedure is followed when a staff member tests positive for Covid-19:

- **Staff member** advises **Line Manager** that they are off sick, having tested positive and/or showing symptoms of COVID.
- **Line Manager** advises HR of staff member's absence via email to human.resources@worc.ox.ac.uk
- **Staff member** should try to stay at home and avoid contact with others (as per the current NHS health guidelines. Link below.)
- **Staff member** recovers and/or tests negative for COVID (If you have access to lateral flow tests, please ensure you have at least one negative test before you return)
- **Staff member** informs their line manager of their intention to return to work
- **Staff member** returns to work
- **Line Manager** then:
 - asks the employee to complete the COVID-19 Return to Work Form – which can be found at: [Staff forms | Worcester College \(ox.ac.uk\)](#)
 - Line Manager countersigns the form, then forwards it to human.resources@worc.ox.ac.uk
- HR then updates the Staff member's personnel record
- Line Manager regularly checks with the employee over the following couple of weeks to ensure the employee is well.

Reference:

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/>

Family Friendly Leave

A. Maternity/Paternity/Adoption Leave/Parental/Shared Parental Leave

All staff members who meet the relevant qualifying provisions regardless of staff group, grade, or hours worked, will be eligible for Worcester College's Maternity/Adoption Leave Scheme, provided that they intend to return to work in their department at the end of their leave.

From 6th April 2024 - Extended Redundancy Protection: Employees during family leave will have extended legal protection from redundancy; from the beginning of a pregnancy up to 18 months from the expected date of birth/adoption placement date. Please refer to the guidance on family leave arrangements at [Family leave | HR Support \(ox.ac.uk\)](#)

If an individual (or their partner) becomes pregnant they should notify their manager at an early stage. Early notification enables Worcester College to explain any entitlements and obligations and to carry out a work environment assessment to ensure that there are no health or safety risks to them or their baby.

B. Time off for Dependants

You may be entitled to take a reasonable amount of unpaid time off during working hours to take action that is necessary to provide help to your dependants. Should this be necessary you should discuss your situation with a Manager who, if appropriate, will agree the necessary time off.

C. Bereavement Leave

Reactions to bereavement may vary greatly according to individual circumstances and the setting of fixed rules for time off is therefore inappropriate. You should discuss your circumstances with a Manager and agree appropriate time off. Any agreed time off will be discretionary.

For further information on all leave; please contact the HR Department on human.resources@worc.ac.ox.uk

D. Parental Bereavement Leave

In the unfortunate event that you experience the loss of a child, you may be entitled to parental bereavement leave and pay in accordance with the current statutory provisions. You should discuss your circumstances with a Manager and agree time off.

E. Carer's Leave

Employees with caring responsibilities may be entitled to take Carer's Leave in line with current statutory provisions. You should discuss your situation with a Manager who will explain your entitlements and if appropriate, agree time off.

Staff Benefits

A. Staff Discounts

You are able to receive various staff discounts, including 10% off the University of Oxford shop, the Oxford University Press Bookshop, the Ashmolean Museum shop, and the Bodleian Library shop.

B. Lunch

You are entitled to receive a free College lunch when you are working 6-hour day.

C. Employee Assistance Programme

We recognise that sometimes you may face certain challenges in your work and home life that are difficult to deal with.

Worcester has a free employee assistance programme (EAP), offered through the company, Health Assured. They offer a 24/7 confidential helpline (**0800 047 4097**) where you can get support in a wide range of areas, from financial and tax information to support for anxiety, family issues and bereavement. All calls are handled by an experienced therapist or advisor who will offer friendly support in a non-judgmental manner.

Quote your **name** and company name of **Worcester College, Oxford** when calling Health Assured in order to get the help needed

You can also make use of the new Health Assured online health portal and app, Wisdom:

[Wisdom \(healthassured.org\)](http://Wisdom (healthassured.org))

Code to use: **MHA016219 (Peninsula Clients)**

Once downloaded (or accessed via the web), register by clicking 'create an account', entering the unique code above, then setting your own email address and password.

D. Bus Pass Loan/Rail Pass Loan

The College provides an annual bus pass loan scheme, to be deducted from your wages monthly. Details are available from the HR Department.

E. Cycle to work Scheme

Worcester College participates in the Green Commute Initiative Cycle to Work scheme. To access this scheme:

- Visit the Green Commute Initiative website at: <https://www.greencommuteinitiative.uk/quote/>
- Enter the Employer Code: **WCFGCI** and complete your registration details.
- Follow the steps as directed on the GCI website.
- Once you have selected your bicycle and accessories the HR Department will receive an email asking to confirm this.
- Once your application is approved, GCI will issue the collection voucher to you, which you should take to the bike shop when you are ready to collect the bike.

F. Eye Tests

The cost of the eye test should be the basic provision relevant to your DSE use. The College will cover the cost of an eye test up to £25. The College will also cover the cost of a basic pair of corrective glasses up to £75 required specifically for your work with DSE, provided this is specified on the optician's report, which should be passed to the payroll department before the final contribution is agreed.

More information can be found at: <https://www.safety.web.ox.ac.uk/display-screen-equipment-0>

Information and Data Safeguards

A. Confidentiality

- 1) All information that:
 - a) is or has been acquired by you during, or in the course of your employment, or has otherwise been acquired by you in confidence;
 - b) relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort; and
 - c) has not been made public by, or with our authority

shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your employment, disclose such information to any person without our prior written consent.

- 2) You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your employment with us, or at any other time upon demand, return to us any such material in your possession.

You must make yourself aware of our policies on data protection in relation to personal data and ensure compliance with them at all times. For details, see:

<https://www.worc.ox.ac.uk/about/policies-and-procedures/privacy-gdpr>

B. College Information Security Policy

Please familiarise yourself with the College's Information Security Policy. For details, see:

https://www.worc.ox.ac.uk/sites/default/files/information_security_policy_v.1.2_may_2023_approved.pdf

C. College Property and Copyright

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your employment with us, is our property and, where appropriate, our copyright. At the time of termination of your employment with us, or at any other time upon demand, you shall return to us any such material in your possession.

D. Statements to the Media

Official statements and comment to reporters from newspapers, radio, television, etc. in relation to College business may be given only by the Provost, Finance & Estates Bursar or Communications Manager.

E. Data Protection

- 1) The General Data Protection Regulation (GDPR) and the current Data Protection Acts regulate our use of your personal data. As an employer it is our responsibility to ensure that the personal data, we process in relation to you is done so in accordance with the required principles. Any data held shall be processed fairly and lawfully in line with our privacy notices in relation to both job applicants and employees.
- 2) You have several rights in relation to your data. More information about these rights is available in our "Policy on your rights in relation to your data". We commit to ensuring that your rights

are upheld in accordance with the law and have appropriate mechanisms for dealing with such matters.

- 3) We may ask for your consent for processing certain types of personal data. In these circumstances, you will be fully informed as to the personal data we wish to process and the reason for the processing. You may choose to provide or withhold your consent. Once consent is provided, you are able to withdraw consent at any time.
- 4) You are required to comply with all company policies and procedures in relation to processing data. Failure to do so may result in disciplinary action up to and including dismissal.

F. Virus Protection Procedures

In order to prevent the introduction of virus contamination into the software system the following must be observed:

- 1) unauthorised software including public domain software, USBs, external hard drives, CDs or internet downloads must not be used; and
- 2) all software must be virus checked using standard testing procedures before being used.

G. Use of Computer Equipment

In order to control the use of the College's computer equipment and reduce the risk of contamination the following will apply:

- 1) the introduction of new software must first of all be checked and authorised by a Manager before general use will be permitted;
- 2) only authorised staff should have access to the College's computer equipment;
- 3) only authorised software may be used on any of the College's computer equipment;
- 4) only software that is used for business applications may be used;
- 5) no software may be brought onto or taken from the College's premises without prior authorisation;
- 6) unauthorised access to the computer facility will result in disciplinary action; and
- 7) unauthorised copying and/or removal of computer equipment/software will result in disciplinary action, such actions could lead to dismissal.

Please contact the IT Department for any queries related to your use of computer equipment.

H. E-mail and Internet Policy

1) Introduction

The purpose of the Internet and E-mail policy is to provide a framework to ensure that there is continuity of procedures in the usage of internet and e-mail within the College. The internet and e-mail system have established themselves as an important communications facility within the College and have provided us with contact with professional and academic sources throughout the world. Therefore, to ensure that we are able to utilise the system to its optimum we have devised a policy that provides maximum use of the facility whilst ensuring compliance with the legislation throughout.

2) Internet

Where appropriate, duly authorised staff are encouraged to make use of the Internet as part of their official and professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the College name. Where personal views are expressed, a disclaimer stating that this is the case should be clearly added to all correspondence. The intellectual property right and copyright must not be compromised when publishing on the Internet. The availability and variety of information on the Internet has meant that it can be used to obtain material reasonably considered to be offensive. The use of the Internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action which could lead to dismissal.

3) Internet Procedures – Acceptable/Unacceptable Use

- a) unauthorised or inappropriate use of the internet system may result in disciplinary action which could result in summary dismissal.
- b) the internet system is available for legitimate business use and matters concerned directly with the job being done. Employees using the internet system should give particular attention to the following points:
 - i) comply with all of our internet standards;
 - ii) access during working hours should be for business use only;
 - iii) private use of the internet should be used outside of your normal working hours.
- c) the College will not tolerate the use of the Internet system for unofficial or inappropriate purposes, including:
 - i) accessing websites which put our internet at risk of (including but not limited to) viruses, compromising our copyright or intellectual property rights;
 - ii) non-compliance of our social networking policy;
 - iii) connecting, posting or downloading any information unrelated to their employment and in particular pornographic or other offensive material;
 - iv) engaging in computer hacking and other related activities, or attempting to disable or compromise security of information contained on the College's computers.

You are reminded that such activities may constitute a criminal offence.

4) E-mail

The use of the e-mail system is encouraged as its appropriate use facilitates efficiency. Used correctly it is a facility that is of assistance to employees. Inappropriate use however causes many problems including distractions, time wasting and legal claims. The procedure sets out the College's position on the correct use of the e-mail system.

5) Email Procedures - Authorised Use

- 1) unauthorised or inappropriate use of the e-mail system may result in disciplinary action which could include summary dismissal.

- 2) the e-mail system is available for communication and matters directly concerned with the legitimate business of the College. Employees using the e-mail system should give particular attention to the following points:
 - a) all email users must comply with College communication standards;
 - b) e-mail messages and copies should only be sent to those for whom they are particularly relevant;
 - c) e-mail should not be used as a substitute for face-to-face communication or telephone contact. Abusive e-mails must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding;
 - d) if the e-mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The College will be liable for infringing copyright or any defamatory information that is circulated either within the College or to external users of the system; and
 - e) offers or contracts transmitted by e-mail are as legally binding on the College as those sent on paper.
- 3) The College will not tolerate the use of the e-mail system for unofficial or inappropriate purposes, including:
 - a) any messages that could constitute bullying, harassment or other detriment;
 - b) personal use (e.g., social invitations, personal messages, jokes, cartoons, chain letters or other private matters);
 - c) on-line gambling;
 - d) accessing or transmitting pornography;
 - e) transmitting copyright information and/or any software available to the user; or
 - f) posting confidential information about other employees, the College, its members, partners or suppliers.

6) Monitoring

We reserve the right to monitor all e-mail/internet activity by you for the purposes of ensuring compliance with our policies and procedures and of ensuring compliance with the relevant regulatory requirements. This includes monitoring of any additional accounts you may be requested to set up for the purposes of performing your work tasks, which are subject to the same rules as your work email account. Information acquired through such monitoring may be used as evidence in disciplinary proceedings. Monitoring your usage will mean processing your personal data. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice. Please note all emails are discoverable under FOI (Freedom of Information)

I. Use of Social Networking Sites

Any work-related issue or material that could identify an individual who is a College member, which could adversely affect the College, a client, partner or our relationship with any client or partner must not be placed on a social networking site. This means that work related matters must not be placed on any such site at any time either during or outside of working hours and includes access via any computer equipment or mobile device.

Standards

A. Operational efficiency

We maintain a policy of "minimum waste" which is essential to the cost-effective and efficient running of our organisation.

You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:

- 1) handle machines, equipment and stock with care;
- 2) turn off any unnecessary lighting and heating. Keep doors closed whenever possible;
- 3) ask for other work if your job has come to a standstill; and
- 4) start with the minimum of delay after arriving for work and after breaks.

B. Standards of Dress

As you are liable to come into contact with College members, guests and members of the public, it is important that you present a professional image with regard to appearance and standards of dress. Where uniforms are provided, these must be worn whilst at work and laundered on a regular basis. Where uniforms are not provided, you should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times.

C. Housekeeping

Both from the point of view of safety and of appearance, work areas must be kept clean and tidy at all times.

Health, Safety, Welfare and Hygiene

A. Safety

You should make yourself familiar with our Health and Safety Policy and your own health and safety duties and responsibilities, as shown on our Policies and Procedures page of the website:

<https://www.worc.ox.ac.uk/about/policies-and-procedures>

You must not take any action that could threaten the health or safety of yourself, other employees, clients or members of the public.

B. Refreshment facilities

We provide refreshment making facilities for your use, which must be kept clean and tidy at all times.

C. Alcohol & Drugs Policy

Under legislation we, as your employer, have a duty to ensure so far as is reasonably practicable, the health and safety and welfare at work of all our employees and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the business and/or the health and safety of our employees.

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

D. No Smoking Policy

Smoking on the premises is not permitted. You may only smoke during authorised breaks, in the designated smoking areas. This includes the use of e-cigarettes.

E. Health & Hygiene

- 1) Any exposed cut or burn must be covered with a first-aid dressing.
- 2) If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.
- 3) Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

F. Hygiene for Food Handlers

- 1) You must wash your hands immediately before commencing work and after using the toilet.
- 2) Any cut or burn on the hand or arm must be covered with an approved visible dressing.
- 3) Head or beard coverings and overalls/uniforms, where provided, must be worn at all times.
- 4) No jewellery should be worn, other than plain band wedding rings, without the permission of a Manager.
- 5) You should not wear excessive amounts of make-up or perfume and nail varnish should not be worn. Nails should be kept clean and short.

- 6) If you are suffering from an infectious or contagious disease or illness, or have a bowel disorder, boils, skin or mouth infection, you must not report for work without clearance from your own doctor.
- 7) Contact with any person suffering from an infectious or contagious disease must be reported and you must have clearance from your own doctor before commencing work.
- 8) You must ensure that you strictly comply with our hygiene rules and regulations at all times.

G. Fitness for Work

If you arrive for work and, in our opinion, you are not fit to work, we reserve the right to exercise our duty of care if we believe that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others, and send you away for the remainder of the day with or without pay and, dependent on the circumstances, you may be liable to disciplinary action.

H. Manual Handling

You are required, in accordance with the Manual Handling Regulations 1992, to advise us of any condition which may make you more vulnerable to injury.

I. Working Time Regulations

The Working Time Regulations 1998, which came into force on 1st October 1998, include provisions that:

- 1) You are entitled to a daily in-work rest break of 20 minutes if your daily working time is more than 6 hours (for members of staff under 18 years of age, the entitlement is to a 30 minute in-work rest break if daily working time is more than 4.5 hours.)
- 2) You are entitled to a daily rest period of 11 consecutive hours between each working day (for members of staff under 18 years of age, the entitlement is to a 12-hour daily rest period in each 24-hour period.)
- 3) You are entitled to a weekly rest period of 24 hours in each 7-day period which may be averaged over a two-week period i.e., two days' rest over a fortnight (for members of staff under 18 years of age, the entitlement is to two days' rest in each week which cannot be averaged.)
- 4) Your average working time should not exceed 48 hours a week, normally averaged over a 17-week period, unless you have signed an agreement to opt out of this limit. (There are no separate rules for members of staff under 18 years of age.)

J. Pets in College

Pets are not permitted on College grounds, with the exception of guide dogs and working dogs.

K. First-Aid at Work

We will comply with our obligations regarding first-aid at work and ensure that all employees are given details of our first-aid arrangements, in accordance with current legislation. This may include (but is not limited to) providing trained first-aiders, depending on the outcome of our first-aid needs assessment.

General Terms and Procedures

A. Changes in Personal Details

You must notify us of any change of name, address, telephone number, etc., so that we can maintain accurate information on our records and make contact with you in an emergency, if necessary, outside normal working hours. Please can you notify the HR Department by email; human.resources@worc.ox.ac.uk

B. Time Off

Circumstances may arise where you need time off for medical/dental appointments, or for other reasons. Proof of the appointment should be provided to a Manager. Where possible, such appointments should be made outside normal working hours. If this is not possible, time off required for these purposes may be granted at the discretion of a Manager and will normally be without pay. To minimise the impact, you should try and get the first/last appointment of the day.

C. Travel Expenses

We will reimburse you for any reasonable expenses incurred whilst travelling on College business. The rules relating to travelling expenses will be issued separately. You must provide receipts for any expenditure. You must fill in the provided expense form and submit for approval on a monthly basis.

D. Employees' Property and Lost Property

We do not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight. Articles of lost property should be handed to the Lodge who will retain them whilst attempts are made to discover the owner.

E. Mail

The College does not accept responsibility for any private mail sent to our premises. Private mail can be sent care of our address; however, no private mail may be posted from our premises. All mail received by us addressed to employees may be opened.

F. Friends and Relatives Contact / Telephone Calls / Mobile Phones

You should discourage your friends and relatives from either calling on you in person or by telephone except in an emergency. Personal use of our business phones is not permitted under any circumstances.

Unless otherwise authorised, usage of your personal mobile phone should be during authorised breaks only.

G. Buying or Selling of Goods

You are not allowed to buy or sell goods on your own behalf on our premises or during your working hours.

H. Collections from Employees

Unless specific authorisation is given by a Manager no collections of any kind are allowed on our premises.

I. Behaviour at Work

You should behave with civility towards fellow employees, and no rudeness will be permitted towards clients or members of the public. Objectionable or insulting behaviour, or bad language will render you liable to disciplinary action.

You should use your best endeavours to promote the interests of the College and shall, during normal working hours, devote the whole of your time, attention and abilities to the College and its affairs.

Any involvement in activities which could be construed as being in competition with us is not allowed.

J. College Communications with Staff

We will always endeavour to keep you informed about items of interest through noticeboards, email, newsletter and the College Intranet. Please contact the Communications Manager if you would like to use these means to promote (at their discretion) items of interest to your colleagues.

K. Other Policies and Procedures

There are a number of other policies and procedures that may be relevant to you either as an employee or as a specific requirement related to your duties. It is important that you familiarise yourself with these policies, and follow the guidance provided within them.

The same principles underpin policies which apply to everyone at Worcester, but under some circumstances, the procedures to redress a breach may be different for students, staff or academics.

Copies of all College policies and procedures can be found on the College website or requested from the HR Department: <https://www.worc.ox.ac.uk/about/policies-and-procedures>

1) Whistleblowing Policy and Procedure

- a) Provides guidance on employee rights and due procedures related to making certain disclosures of information about the College.

2) Personal Harassment Policy and Procedure

- a) Describes the type of behaviour that is unacceptable and provides employees who are the victims of personal harassment with a means of redress.

3) Equality, Diversity and Inclusion Policy

- a) Describes our commitment to and support of the principles of equality, diversity and inclusion to ensure that all College members are valued and treated with dignity and respect, and everyone is encouraged to reach their full potential.

4) Safeguarding Policy

- a) Provides information and guidance that aims to safeguard the well-being and welfare of children and vulnerable adults while on College premises or when in contact with College members.

L. Third Party Involvement

We reserve the right to allow third parties to chair any meeting, for example disciplinary, capability, grievance, this is not an exhaustive list. We will seek your consent at the relevant time to share relevant 'special categories of data' where it is necessary for the purposes of that hearing.

M. Recording of Formal Meetings

We reserve the right to record any formal meetings whether conducted by us or a third party, a copy of the recording can be made available on request. All personal data collected for this purpose will be processed in line with the current Data Protection Act.

Capability Procedures

A. Introduction

We recognise that during your employment with us your capability to carry out your duties may deteriorate. This can be for a number of reasons, the most common ones being that either the job changes over a period of time and you are unable to keep pace with the changes, or you change (most commonly because of health reasons) and you can no longer cope with the work.

B. Job Changes/General Capability Issues

If the nature of your job changes or if we have general concerns about your ability to perform your job, we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve.

If your standard of performance is still not adequate you will be warned in writing that a failure to improve and to maintain the performance required could lead to your dismissal. We will also consider the possibility of a transfer to more suitable work if possible.

If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on our organisation or reputation, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.

If such improvement is not forthcoming after a reasonable period of time, you will be dismissed with the appropriate notice.

C. Personal Circumstances/Health Issues

Personal circumstances may arise which do not prevent you from attending for work, but which prevent you from carrying out your normal duties (e.g., a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice. Under normal circumstances this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before we can obtain such a report and we will expect you to co-operate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

There may also be personal circumstances which prevent you from attending work, either for a prolonged period(s) or for frequent short absences. Under these circumstances we will need to know when we can expect your attendance record to reach an acceptable level. This may again mean asking your own doctor for a medical report or by making whatever investigations are appropriate in the circumstances. When we have obtained as much information as possible regarding your condition, and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

D. Short Service Staff

We retain discretion in respect of the capability procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal.

Disciplinary Procedures

A. Introduction

- 1) It is necessary to have a minimum number of rules in the interests of the whole College.
- 2) The rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness and order in the treatment of individuals. It is our aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals, where he/she/they are failing to meet the required standards, and not be seen merely as a means of punishment. We reserve the right to amend these rules and procedures where appropriate.
- 3) Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case and appeal against any decision that you consider to be unjust.
- 4) The following rules and procedures should ensure that:
 - a) the correct procedure is used when requiring you to attend a disciplinary hearing;
 - b) you are fully aware of the standards of performance, action and behaviour required of you;
 - c) disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner; you will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case. On some occasions, temporary suspension on contractual pay may be necessary in order that an uninterrupted investigation can take place. This must not be regarded as a disciplinary action or a penalty of any kind;
 - d) other than for an “off the record” informal reprimand, you have the right to be accompanied by a fellow employee at all stages of the formal disciplinary process;
 - e) you will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct; and
 - f) if you are disciplined, you will receive an explanation of the penalty imposed and you will have the right to appeal against the finding and the penalty.

B. Disciplinary Rules

- 1) It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and gross misconduct shown in this handbook, a breach of other specific conditions, procedures, rules etc. that are contained within this handbook or that have otherwise been made known to you, will also result in this procedure being used to deal with such matters.

C. Rules Covering Unsatisfactory Conduct and Misconduct

(These are examples only and not an exhaustive list.)

- 1) You will be liable to disciplinary action if you are found to have acted in any of the following ways:
 - a) failure to abide by the general health and safety rules and procedures;

- b) smoking in designated non-smoking areas;
- c) consumption of alcohol on the premises;
- d) persistent absenteeism and/or lateness;
- e) unsatisfactory standards or output of work;
- f) rudeness towards any College members, members of the public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language;
- g) failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours;
- h) failure to carry out all reasonable instructions or follow our rules and procedures;
- i) unauthorised use or negligent damage or loss of our property;
- j) failure to report immediately any damage to property or premises caused by you;
- k) if your work involves driving, failure to report immediately any type of driving conviction, or any summons which may lead to your conviction;
- l) carrying unauthorised goods or passengers in our commercial vehicles or the use of our vehicles for personal gain; and
- m) unauthorised use of e-mail and internet.

D. Serious Misconduct

- 1) Where one of the unsatisfactory conduct or misconduct rules has been broken and if, upon investigation, it is shown to be due to your extreme carelessness or has a serious or substantial effect upon our operation or reputation, you may be issued with a final written warning in the first instance.
- 2) You may receive a final written warning as the first course of action, if, in an alleged gross misconduct disciplinary matter, upon investigation, there is shown to be some level of mitigation resulting in it being treated as an offence just short of dismissal.

E. Rules Covering Gross Misconduct

- 1) Occurrences of gross misconduct are very rare because the penalty is dismissal without notice and without any previous warning being issued. It is not possible to provide an exhaustive list of examples of gross misconduct. However, any behaviour or negligence resulting in a fundamental breach of contractual terms that irrevocably destroys the trust and confidence necessary to continue the employment relationship will constitute gross misconduct. Examples of offences that will normally be deemed as gross misconduct include serious instances of:
 - a) theft or fraud;
 - b) physical violence or bullying;
 - c) deliberate damage to property;
 - d) deliberate acts of unlawful discrimination or harassment;

- e) possession, or being under the influence, of drugs* at work (for this purpose, the term ‘drugs’ is used to describe both illegal drugs and other psychoactive (mind-altering) substances which may or may not be illegal); and
- f) breach of health and safety rules that endangers the lives of, or may cause serious injury to, employees or any other person.

(The above examples are illustrative and do not form an exhaustive list.)

F. Disciplinary Procedure

- 1) Disciplinary action taken against you will be based on the following procedure:

| OFFENCE | FIRST OCCASION | SECOND OCCASION | THIRD OCCASION | FOURTH OCCASION |
|------------------------|-----------------------|------------------------|-----------------------|------------------------|
| Unsatisfactory conduct | Formal verbal warning | Written Warning | Final written warning | Dismissal |
| Misconduct | Written Warning | Final written Warning | Dismissal | |
| Serious misconduct | Final written warning | Dismissal | | |
| Gross misconduct | Dismissal | | | |

- 2) We retain discretion in respect of the disciplinary procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal.
- 3) If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or dismissal, and full details will be given to you.
- 4) In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings are not heeded.

G. Disciplinary Authority

- 1) The operation of the disciplinary procedure contained in the previous section, is based on the following authority for the various levels of disciplinary action. However, the list does not prevent a higher or lower level of seniority, in the event of the appropriate level not being available, or suitable, progressing any action at whatever stage of the disciplinary process.

| STAGE | ALL EMPLOYEES |
|------------------------------|---------------------------------------------------|
| Formal verbal warning | Line Manager |
| Written warning | Line Manager or HR Manager |
| Final written warning | Finance & Estates Bursar or Senior Tutor |
| Dismissal | Finance & Estates Bursar / Senior Tutor / Provost |

H. Period of Warnings

- 1) Formal verbal warning will normally be disregarded for disciplinary purposes after a three-month period.
- 2) Written warning will normally be disregarded for disciplinary purposes after a six-month period.
- 3) Final written warning will normally be disregarded for disciplinary purposes after a twelve-month period.

I. General Notes

- 1) If you are in a supervisory or Managerial position then demotion to a lower status at the appropriate rate may be considered as an alternative to dismissal except in cases of gross misconduct.
- 2) In exceptional circumstances, suspension from work without pay for up to five days as an alternative to dismissal (except dismissal for gross misconduct) may be considered by the person authorised to dismiss.
- 3) Gross misconduct offences will result in dismissal without notice.
- 4) You have the right to appeal against any disciplinary action.

Capability/Disciplinary Appeal Procedure

- 1) You have the right to lodge an appeal in respect of any capability/disciplinary action taken against you.
- 2) If you wish to exercise this right you should apply in writing to the person indicated in your individual Statement of Main Terms of Employment.
- 3) An appeal against a formal warning or dismissal should give details of why the penalty imposed is too severe, inappropriate or unfair in the circumstances.
- 4) The appeal procedure will normally be conducted by a member of staff not previously connected with the process so that an independent decision into the severity and appropriateness of the action taken can be made.
- 5) If you are appealing on the grounds that you have not committed the offence then your appeal may take the form of a complete re-hearing and reappraisal of all matters so that the person who conducts the appeal can make an independent decision before deciding to grant or refuse the appeal.
- 6) You may be accompanied at any stage of the appeal hearing by a fellow employee of your choice. The result of the appeal will be made known to you in writing, normally within five working days after the hearing.

Grievance Procedure

- 1) It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which such a grievance can be aired and, where appropriate, resolved.
- 2) Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.
- 3) You have the right to be accompanied at any stage of the procedure by a fellow employee who may act as a witness or speak on your behalf to explain the situation more clearly.
- 4) If you feel aggrieved at any matter relating to your work (except personal harassment, for which there is a separate procedure following this section), you should first raise the matter with HR or your Line Manager, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.
- 5) If you wish to appeal, you must inform HR within five working days. You will then be invited to a further meeting, which you must take all reasonable steps to attend. As far as reasonably practicable, the College will be represented by a more Senior Manager than attended the first meeting (unless the most Senior Manager attended that meeting).
- 6) Following the appeal meeting you will be informed of the final decision, normally within ten working days, which will be confirmed in writing.

Menopause Guidance

Menopause is when your periods stop due to lower hormone levels. It usually happens between the ages of 45 and 55, although it can sometimes happen earlier. Menopause can have a big impact on your life and work for a number of years.

The purpose of this guidance is to assist with creating an open and menopause friendly workplace where managers and those experiencing menopause feel comfortable discussing any issues associated with this, and to ensure the necessary help is known about and offered to those affected.

This policy applies to everyone in our organisation including employees, workers, contractors, volunteers, apprentices and interns.

EFFECTS OF MENOPAUSE

Physical symptoms of the menopause can include the following:

- hot flushes
- insomnia
- fatigue
- poor concentration
- headaches
- skin irritation
- urinary problems.

As a result of the above, or as an extension of the hormone imbalance, individuals going through the menopause can also experience psychological difficulties, including:

- depression
- anxiety
- panic attacks
- mood swings
- irritability
- problems with memory
- loss of confidence.

It is also commonly acknowledged that Hormone Replacement Therapy, medication which is often prescribed for menopause, can have side effects which cause problems at work. These include nausea, headaches and leg cramps.

COMMUNICATION

We aim to normalise conversations about menopause in the workplace and remove any stigma. Menopause should not be a taboo subject. We encourage employees to have discussions about the menopause and be supportive of each other.

It is important that, as an employee, you prioritise your personal health and wellbeing. If you are struggling with any aspect of your role because of symptoms associated with the menopause, you should tell your manager, who will treat the matter with complete confidence. So that we can give you the best support possible we encourage you to be open and honest in these conversations.

Alternatively, your manager may talk to you if they notice a change in your behaviour or performance.

We understand that you may feel uncomfortable discussing personal information with your manager. If this is the case, we encourage you to talk to another senior member of staff or the HR department.

During any discussions, your manager will consider your individual situation and evaluate if any adjustments can be made. Your individual needs will be addressed sensitively and confidentiality will be maintained.

Managers will also arrange follow up sessions to review the effectiveness of any adjustments put in place.

MAKING ADJUSTMENTS TO YOUR ROLE

To help you in your daily duties, your manager will explore making adjustments to your role or working environment with the aim of reducing the effect that the menopause is having on you. We acknowledge that the menopause affects each individual in different ways so no adjustment will be made without fully discussing it with you first. We may also carry out a wellbeing assessment to identify potential issues.

Examples of adjustments include:

- changing your working location so you are closer to toilet facilities, away from hot and cold spots around the office or to ensure greater access to natural light
- allowing changes to our normal rules on work wear
- implementing further temperature control, such as access to a fan
- assessing how work is allocated and whether you are affected at particular points of the day
- providing a quiet place to work or relax
- allowing additional rest breaks
- providing sanitary products in toilet and shower facilities
- changing start and finish times
- considering flexible working hours or allowing you to work from home

Once the adjustments are agreed, they will be reviewed on an ongoing basis to ensure they are having the required effect.

We are legally obliged by the Equality Act 2010 to make reasonable adjustments to an employee's role or working conditions if they have a disability that places them at a disadvantage when performing their role and we will ensure compliance with our obligations in this regard.

You may also be entitled to make a flexible working request. Please read our flexible working policy if you would like more details.

IF YOU ARE UNWELL DUE TO MENOPAUSAL SYMPTOMS

You are not expected to come to work if you are unwell because of menopausal symptoms. If you are unwell you should follow our usual sickness reporting procedure.

TRAINING

We provide training to all our staff on menopause and how they can ask for help or support their colleagues.

We ensure that all levels of management are trained on the effects of menopause, how to hold discussions with employees who are experiencing menopause and adjustments that can be made to an employee's role to remove or lessen any effects the employee is experiencing.

BEHAVIOUR OF OTHERS

There is an expectation on all employees to conduct themselves in a helpful and open-minded manner towards colleagues.

We maintain a zero-tolerance approach to bullying and harassment and will treat any and all complaints seriously. If you feel that you have been mistreated in any way by a colleague because of matters related to the menopause, please tell your Line Manager.

OTHER SUPPORT

Other external sources of help for those experiencing menopause include Menopause Matters or Menopause Cafe.

Andropause Guidance

Andropause is defined as changes in psychological or physical health in males, attributed to age-related hormonal changes, or lifestyle or psychological problems, negatively impacting on health.

Also referred to as 'male menopause', andropause can cause a chain reaction of physical and psychological side effects. As a company, we have a duty to ensure the health, safety and welfare of all of our employees under the Health and Safety at Work Act 1974. In addition, the Equality Act 2010 outlines that individuals must not be discriminated against due to any form of disability and we recognise that the symptoms of andropause may constitute a disability. We are committed to ensuring appropriate support and assistance is provided to any employee who is going through andropause.

The purpose of this guidance is to assist with creating an open and honest workplace where line managers and employees can discuss any issues associated with andropause, and to ensure the necessary support is known and offered to employees when needed.

EFFECTS OF ANDROPAUSE

Physical symptoms of andropause can include the following:

- insomnia
- loss of muscle mass and reduced ability to exercise
- fat redistribution, such as developing a large belly or "man boobs" (gynaecomastia)
- a general lack of enthusiasm or energy
- difficulty sleeping (insomnia) or increased tiredness.

As a result of the above, or as an extension of the hormone imbalance, individuals going through andropause can also experience psychological difficulties, including:

- depression
- anxiety
- poor concentration and short-term memory
- mood swings
- irritability
- problems with memory.

EMPLOYEE RESPONSIBILITIES

It is important that, as an employee, you prioritise your personal health and wellbeing. If you are experiencing problems with any aspect of your role as a result of symptoms associated with andropause, you should report any concerns you may have to your manager, who will treat the matter with complete confidence.

In order to ensure we can provide you with the best support possible we encourage you to be open and honest in these conversations.

There is an expectation on all employees to conduct themselves in a helpful and open-minded manner towards colleagues.

We maintain a zero-tolerance approach to bullying and harassment and will treat any and all complaints seriously. If you feel that you have been mistreated in any way by a colleague because of matters related to andropause, please make your concerns known to your Line Manager.

EMPLOYER RESPONSIBILITIES

Line managers will maintain an open door policy so that employees feel comfortable in approaching them. They will support you to talk openly about your current situation and will not make presumptions about how it is affecting you.

During any discussions, your line manager will consider your individual situation and evaluate if any adjustments can be made. Your individual needs will be addressed sensitively and confidentiality will be maintained.

Line managers will also arrange follow up sessions in order to evaluate the effectiveness of any adjustments put in place.

We understand that you may feel uncomfortable discussing personal information with your line manager. If this is the case you are encouraged to discuss your situation with another senior member of staff or the HR department.

In order to assist you in your daily duties, we will explore making adjustments to your role or working environment with the aim of reducing the effect that andropause is having on you. We acknowledge that andropause affects each individual in different ways so no adjustment will be made without fully discussing it with you first. We may also carry out a wellbeing assessment to identify any potential issues.

Examples of adjustments include:

- assessing how work is allocated and whether the employee is affected at particular points of the day
- allowing additional rest breaks
- considering flexible working hours or allowing the employee to work from home
- making allowances for additional needs for sickness absence.

Once the adjustments are agreed, they will be reviewed on an ongoing basis to ensure they are having the required effect.

The Company is legally obliged by the Equality Act 2010 to make reasonable adjustments to an employee's role or working conditions if they have a disability that places them at a disadvantage when performing their role and we will ensure compliance with our obligations in this regard.

You may also be entitled to make a flexible working request. Please read our flexible working policy if you would like more details.

IF YOU ARE UNWELL DUE TO SYMPTOMS

You are not expected to come to work if you are unwell because of symptoms associated with andropause. If you are unwell you should follow our usual sickness reporting procedure

TRAINING

We provide training to all our staff on andropause and how they can ask for help or support their colleagues.

We ensure that all levels of management are trained on the effects of andropause, how to hold discussions with employees who are experiencing andropause and adjustments that can be made to an employee's role to remove or lessen any effects the employee is experiencing.

Termination of Employment

A. Resignations

All resignations must be supplied in writing, stating the reason for resigning your post.

B. Terminating Employment without Notice

If you terminate your employment without giving or working the required period of notice, as indicated in your individual Statement of Main Terms of Employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you. This is an express written term of your contract of employment. You will also forfeit any contractual accrued holiday pay due to you over and above your statutory holiday pay, if you fail to give or work the required period of notice.

C. Return of our Property

On the termination of your employment, you must return all our property which is in your possession or for which you have responsibility. Failure to return such items will result in the cost of the items being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

D. Garden Leave

If either you or the College serves notice on the other to terminate your employment the College may require you to take “garden leave” for all or part of the remaining period of your employment. During any period of garden leave you will continue to receive your full pay and any other contractual benefits.

Any questions?

Please contact human.resources@worc.ox.ac.uk

**We wish you every success in your working life at Worcester College and
thank you for being a valuable member of our community.**