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**EMPLOYEE HANDBOOK**

April 2015

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1. **Introduction**

Welcome to Goalball UK.

This handbook has been produced to help you understand more about Goalball UK and to provide you with a point of reference for any questions you might have about working for us, or about the terms and conditions of your employment.

The handbook is not contractual but is intended as a general guide. Whilst it does not form part of your contract of employment you should be aware that a breach of any of the guidelines, policies or procedures that it contains could lead to disciplinary action. Please therefore ensure that you read it carefully, and if there are any points you do not understand, or you would like any further details, please ask.

From time to time changes to the contents may be necessary, and we reserve the right to modify or discontinue the benefits, policies and terms and conditions described in this handbook. Notification of such changes will be given by the Chief Executive. Any variations to your contractual terms will be notified to you individually.

We are committed to the principles of equal opportunity in our employment practices. We aim to ensure that no employee receives less favourable treatment due to race, sex, disability, sexual orientation, religion or belief, age, marital status or civil partnership, maternity/ pregnancy or gender reassignment or is disadvantaged by any conditions or requirements being placed on him/her which cannot be justified. We will not condone any discriminatory act or attitude in the conduct of our business with our employees, colleagues, suppliers or anyone with whom we deal and we look to you to support us in implementing these policies.

We hope that you settle quickly into your new role, and that you have a long, successful and happy relationship with us.

1. **About Goalball UK**

Goalball UK is the National Governing Body (NGB) for Goalball in the United Kingdom and is the representative of Goalball in England, Wales, Scotland, and Northern Ireland. Goalball is a charitable company limited by guarantee, incorporated on 26th February 2010 and registered as a charity in July 2010.

Our mission is to raise the profile of Goalball throughout the UK, promote participation in the sport and achieve success on the international stage,

Our organisational values are:

To ensure all our people are valued

To promote integrity, responsibility and endeavour

To be inclusive in everything we do

To encourage the development of our players from playground to podium

To continually strive for sporting excellence

We strive to be an organisation that is fit for purpose and exceeds the expectations of our members and key stakeholders. An NGB with the highest standards of governance managed and run by true professionals.

1. **On joining us**

**Pre-employment checks**

All offers of employment are made subject to satisfactory references and, if we request it, any other pre-employment checks such as a medical assessment and/or Disclosure and Barring Service (DBS) check.

Any information or documentation you submit as part of your application to work with Goalball UK must be completed accurately and truthfully. Failure to do so may be classed as gross misconduct and may result in the termination of your employment. If you become aware of any inaccuracy or omission in the information supplied, you should advise your line manager immediately.

We normally take up two references from previous employers or other relevant sources, where employer references are not available. In the event of an unsatisfactory reference being received during or before employment starting, this could result in the withdrawal of our offer, or dismissal (if you have already started work for us). In such cases, we will usually discuss the unsatisfactory reference with you before making a decision.

If it is a condition of your employment that you hold a full, valid driving licence you are required to present the original of your driving licence, the original of the log book (or MOT certificate if over 3 years old) and your certificate of insurance showing cover for driving for business purposes before you commence work for us, and at any time on request. You must notify your manager immediately if you are reported for any motoring offence which may lead to penalty points being awarded against you, or to your disqualification from driving. If you choose to drive or are requested to drive for business reasons during your employment with us we will need to see your driving licence, the original of the log book (or MOT certificate if over 3 years old) and your certificate of insurance showing cover for driving for business purposes before you start driving for us, and at any time on request.

By law, we are required to check that all new employees have the right to work in the UK. Unless you have already provided this information to us, it is essential that you provide one of the original documents requested, as failure to do so may result in us delaying your joining date and the offer of employment may be withdrawn. A copy of the document will be taken and retained on your personal file. Should you cease to be entitled to work in the UK at any time during your employment with us, failure to notify your line manager may trigger disciplinary proceedings and amount to gross misconduct warranting summary dismissal.

Upon joining us, you should also provide a P45; if you cannot do this within your first week, you will be requested to sign a declaration about your employment status, and we will need to know whether any student loan repayments should be deducted from your pay.

**Induction**

On your first day, you will receive an introduction to Goalball UK which will include a health and safety briefing and a tour of our facilities. You will be asked to fill out required starter documentation, and given time to familiarise yourself with your new surroundings and the requirements of your new job role.

An induction plan will cover your first few weeks with us, to introduce you to fellow employees, colleagues and other stakeholders and start to understand our processes and procedures.

We recognise that starting a new job can be stressful. Please do raise any queries or concerns that you may have as soon as possible in order that we may resolve these.

**Probationary period**

All new employees are appointed on the basis of an initial probationary period, usually 3 months. This will be set out in your offer letter and your Contract of Employment. The purpose of this period is to provide formal monitoring of your performance and progress during the early stages of your career with us, to ensure that any training needs are identified and met quickly and to provide you with a defined opportunity to raise any concerns that you have while settling into your job.

At the start of this period, work-related objectives may be discussed and agreed with you. Your manager will then give you feedback on a regular basis. If there are any issues that need addressing, these should be highlighted and clear objectives with timescales set, to allow you the opportunity to improve, prior to the end of the probationary period. Notes detailing agreed action points will be made by your manager and kept on your personnel file.

Shortly before the end of your probationary period, you will be asked to attend a formal review meeting with your manager to discuss your progress, any concerns or difficulties that may be affecting your work and to identify any training needs you may have.

If we are satisfied that you have reached the required standards, this will be confirmed in writing. If however, you have not reached the required standards, and we have concerns about your performance or your suitability for the post, your probationary period may be extended, and a development plan may be put into place. A further review will take place shortly before the end of this period and upon reaching the required standards of competence this will be confirmed in writing.

At any point during the probationary period, if we feel that you are unlikely to meet the requirements of the role, your employment may be terminated with contractual notice. We reserve the right not to apply our full disciplinary procedure during your probationary period.

Termination will not normally take place, however, without first conducting a review meeting and giving you the opportunity to put forward your views on your performance in the role and considering additional training, if appropriate.

**Job description**

You will be provided with a job description which details the main duties of the position into which you have been appointed. We may make amendments to your job description from time to time, in relation to changing organisational needs and your own abilities.

No changes will be made without first consulting you and giving you the opportunity to comment on the changes.

Please note that we do expect staff to be flexible and you may be requested to take on tasks usually conducted by colleagues (but similar to those of your own) during times of holiday, sickness and/or other types of leave or in order to help meet deadlines if the need arises.

1. **General terms and conditions**

**Hours of work**

Your normal days and hours of work are set out in your Contract of Employment. Flexibility is important to us however in meeting the needs of our organisation. For this reason you may be required to vary your hours of work and to work additional hours, should the need arise.

We place a high emphasis on good time-keeping, as lateness or early departure affects service delivery and puts extra burden on your colleagues. You are asked to make every effort to ensure that you meet our attendance requirements and to ensure that, during working hours, you can always be contacted. Habitual lateness or early departure may result in deductions from pay, disciplinary action and may ultimately be cause for dismissal.

If you expect to be late on any occasion you should inform the appropriate person to explain the circumstances of the delay and advise your anticipated time of arrival. You are expected to make every possible attempt to attend work when you experience difficulties and disruptions to your normal means of transport, e.g. due to strike action, the failure of public or private transport or adverse weather conditions. If you are late, you will normally be expected to make up the time on that or a subsequent day. Absences due to severe travelling difficulties may be authorised, at your manager’s discretion, as special paid or unpaid leave, or taken as annual leave, providing your manager is satisfied that you have made all reasonable attempts to get to work.

If you are working away from your normal work premises during working hours please make sure your line manager is aware of your travel arrangements, destination and contact details.

If for any reason you need to leave work due to a personal emergency or illness, you must inform your manager and gain their permission to leave. Leaving work without permission may result in disciplinary action.

**Additional hours**

We do not normally pay individuals for any additional hours worked. However, time off in lieu (TOIL) may be agreed with your manager for any authorised, additional hours you work.

This may not always be possible, and the option to take this may vary from month to month, depending on our workload. Time off in lieu should be discussed and agreed with your manager in advance of you taking the time off. Any time off in lieu must normally be taken within 3 months of it being accrued, otherwise it will be lost.

**Working Time Regulations**

The Working Time Regulations limit the hours an employee may work to 48 hours each week averaged over a rolling 17-week period and employees may not exceed this limit unless they have 'opted out'. Opting out will require your written consent.

If you are concerned about the number of hours you are working, or if you wish to undertake any other paid work in addition to your employment with us, please discuss this with your manager.

**Flexible working**

Provided that you have at least 26 weeks’ service at the date of making your request, you are entitled to make a written application for flexible working.

We will be sympathetic to your circumstances and will give all requests serious consideration but cannot guarantee that your request will be granted.

Any application should be addressed to your manager.

**Pay**

Your pay is as shown in your Contract of Employment or as subsequently notified to you. Your monthly salary is calculated as 1/12th of your annual basic salary. If you join after the first working day of a calendar month, you will be paid for each working day employed in that month.

**Payslips and queries**

You will receive a payslip showing how the total amount of your pay has been calculated. It will also show the deductions made, and the reasons for them (eg Income Tax, National Insurance etc). Any queries regarding your payslip should be addressed to your manager. You should notify your manager of any changes to your bank details. If you have a query regarding any tax codings or deductions, the address and reference code of the Tax Office which deals with our affairs can be obtained from our Financial Director.

If you are overpaid for any reason you are required to notify the Chief Executive. The amount of overpayment will normally be deducted from the following payment, but if this would cause hardship, alternative arrangements to repay may be made. Failure to report an overpayment may result in disciplinary action.

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 if making enquiries with the HMRC or if completing a self-assessment form.

**Holidays**

Your basic annual leave entitlement together with our holiday year can be found in your Contract of Employment.

Entitlement to paid holiday accrues throughout the year on a daily basis. If you join or leave our employment during the holiday year, your holiday entitlement for that year will be calculated on a pro-rata basis, rounded up to the nearest half-day. If you work part-time, your holiday entitlement will be calculated on a pro-rata basis, based on your contractual hours.

We encourage you to take your holiday entitlement. Any holiday not taken in the year of accrual cannot normally be carried forward to a subsequent year and will be forfeited unless a special agreement is reached with your manager. Any holiday entitlement carried forward in these circumstances must be taken within two months, or will be lost.

Holiday will be taken at times agreed in advance with your manager and is authorised subject to the needs of the organisation. Therefore to avoid disappointment, please ensure that you do not make travel arrangements prior to your holiday request being authorised by your manager. We will not normally agree to a request for a holiday that involves more than two consecutive weeks.

We may decide to close during the period between Christmas and the New Year, and will give you full details of any closure each year. At the organisation’s discretion, we may decide to give some or all of these days (excluding bank/public holidays during this time) as paid leave (pro rata for part time employees); you will be required to use your annual leave entitlement, or take unpaid leave, to make up any difference. If we decide to close earlier than usual on a normal working day (e.g. Christmas Eve), and you wish to take that day as annual leave, you will still be required to book a full day from your annual leave entitlement.

If you are ill either before or whilst on authorised holiday, and may not be able to take the minimum statutory entitlement (including any bank/public holidays you have taken as paid time off) by the end of the holiday year, you may be entitled to request that the period of illness during the previously booked holiday be converted to sick leave, and to take the holiday at a later date.

On leaving our employment, any holiday entitlement accrued and not taken may be paid. Payment for holiday taken in excess of your entitlement will be deducted from your final salary.

**Absences**

We are sympathetic to genuine cases of illness or other problems which might make absence unavoidable. However, excessive or unauthorised absence causes disruption to the company, lowers the morale of other staff and makes us less able to accommodate genuine cases of long-term illness. Therefore, all absences are taken seriously, and unnecessary absence is likely to lead to disciplinary action.

If you are unable to attend work for any reason, you should follow the notification procedure set out in your Contract of Employment.

You are required to provide a sickness absence certificate for any period of sick leave. For the first seven continuous days absence you can complete the company self certificate form; thereafter a Statement of Fitness for Work, issued by your GP or consultant, is required to cover every subsequent day. This applies even where any entitlement to sick pay is exhausted.

Sick pay is paid in accordance with the terms set out in your Contract of Employment. Once company sick pay (which will include any Statutory Sick Pay (SSP) payable for that period) has been exhausted, SSP will be paid to you, provided you meet the requirements of the scheme. Further information about SSP can be found at <https://www.gov.uk/statutory-sick-pay/eligibility>

Failure to comply with our rules on either notification of absence or provision of sickness absence certificates could affect your entitlement to sick pay. Payment of company sick pay depends on us being satisfied that the sick pay system is not being abused; repeated instances of short term absence (where there appears to be no underlying medical reason for these), and/or instances where we believe that the sickness is not genuine could result in company sick pay being withheld.

If the Statement of Fitness for Work indicates that you are unable to undertake full duties of your normal job, but may be able to do some work (e.g. reduced or amended hours, or amended duties), we will discuss this with you and consider any recommendations or suggestions made by the GP which may facilitate an earlier return to work. However, if appropriate measures cannot be taken for any reason, you will remain on sick leave until such time as you are able to return to your full duties. Employees shall not normally return to work during the period covered by a Statement of Fitness for Work unless the doctor has recommended a phased return.

Whilst absent from work due to illness or injury, you are expected to remain resting at home, unless specifically advised otherwise by your GP or other qualified medical advisor, and to refrain from any activity that may be considered strenuous and/or detrimental to your recovery. You remain bound by all our terms and conditions, and should not take on any other work, either paid or unpaid, without our consent.

Where your absence has lasted for 4 weeks or more, we will normally make arrangements to see you, either at your home or another convenient location, to update ourselves on your progress and discuss plans for the future. We may also ask for permission to obtain a doctor’s or consultant’s report. You may refuse to give permission, but any request we may is to help us manage the situation and it will usually be to your advantage to enable us to gain further information.

On your return to work after any period of sickness absence, your manager will discuss your absence with you to establish:

* + - The reason for and cause of absence
    - Anything the manager or company can do to help
    - That you are fit to return to work

Your manager will brief you on any developments in your area of work, and will discuss your workload to see how best to minimise any disruption that may have been caused by your absence.

A more formal review will be triggered by:

* + - Short term frequent absences
    - Long term absence

The review will consider any further action required to improve your attendance and well being. Your manager will explain what we consider to be an “acceptable” level of attendance; what is acceptable may be different depending on the nature of the work, the ability to provide cover, your length of service, previous absence history, the reasons for the absence etc. Prior to any warnings or dismissal, you would be invited to a formal meeting; if, despite warnings, your attendance remains unsatisfactory, this may result in dismissal. If the decision is taken to give a warning or to dismiss, this will be confirmed in writing, together with details of any right of appeal.

We reserve the right to request you to undergo a medical examination by a medical practitioner nominated by Goalball UK.

**Maternity, adoption, paternity and shared parental leave**

Maternity, adoption, paternity and shared parental leave and pay are in accordance with statutory guidelines.

If you or your partner become pregnant or seek to adopt a child you should notify your manager at an early stage so that your entitlements and obligations can be explained to you.

Please see our Family Friendly Policy for further information.

**Parental leave and emergency time off for dependants etc**

Employees who meet the statutory conditions will be eligible to receive parental leave. Requests for parental leave (which is unpaid) should be discussed with your manager, who will identify your entitlement and look at the proposed leave periods dependent upon your and your child's/children's particular circumstances and the needs of Goalball UK.

All employees are entitled to reasonable unpaid time off to attend to an emergency relating to a dependant. This right applies to all employees, irrespective of their length of service or hours worked.

Planned hospital admissions, school closure days, child-minder holidays etc should normally be covered by annual holiday entitlement or, if the manager agrees and this meets the needs of Goalball UK, may be taken as unpaid leave or the lost time made up outside of normal working hours.

**Medical/dental appointments**

Subject to prior agreement with your manager, reasonable time off to attend doctor, dentist or hospital appointments will be authorised. Ideally appointments should be made on non-working days wherever possible. However if they cannot be, then they should be made at the beginning or end of a working day to minimise disruption.

We request that you give us as much notice as possible of such appointments, particularly when these are routine checks. Failure to give reasonable notice when this is possible may result in disciplinary action, or the absence being regarded as unauthorised, and therefore unpaid, leave.

**Compassionate leave**

If you suffer bereavement within your immediate family, we will do our utmost to support you in every way.

'Immediate family' is defined as your spouse, civil partner or partner; child or step-child; parent; brother or sister; grandparent or grandchild, uncle or aunt; parent-in-law, brother or sister-in-law, son or daughter-in-law.

Your manager will need to be informed of your circumstances and will agree the amount of leave with you, and whether this will be paid or unpaid, on an individual basis. Any additional time off, including for when extensive travel is required, will be authorised as holiday or will be unpaid.

**Time off for religious observance**

If you wish to be absent from work in order to observe your faith on days other than public and bank holidays, such time off should be taken, where possible, from your normal holiday entitlement and by prior agreement with your manager. There is no automatic right to time off for religious holidays, however we will try to ensure that religious groups are not disadvantaged when requesting holiday at a time which is important to them. As with any other form of time off, please give as much notice of your request as you can.

If you require a period of unpaid extended leave for religious reasons, please discuss this with your manager, giving as much notice as possible. Such requests will be given full consideration, but are subject to the needs of the organisation.

**Public duties**

The Employment Rights Act 1996 gives employees the right to have a reasonable amount of time off work (unpaid) to perform public duties.

The public offices which qualify in respect of this provision are as follows: Justice of the Peace; members of a Local Authority i.e. Local Councillors; members of a Statutory Tribunal; members of a Police Authority; members of the boards of prison visitors; members of health bodies (such as NHS Trusts, Health Authorities, Health Boards); members of education bodies (managing or governing bodies of local authority educational establishments, grant maintained schools, school councils, self-governing schools, colleges of further education, central institutions); members of the Environmental Agency or the Scottish Environmental Protection Agency.

We will authorise all reasonable requests for unpaid time off to perform these duties provided you have notified your manager in advance of your commitments, and that adequate notice has been given.

**Jury service, acting as a witness or court summons**

Should you receive a request to serve on jury service, you should inform your manager as soon as possible and show him/her the summons so arrangements can be made to cover your absence. The court questionnaire should be submitted to your manager for completion. In some circumstances, it is possible to request that jury service be deferred: if for business reasons your manager asks you to make such an application please do so as quickly as possible, forwarding the letter that we will give you.

Your absence will be unpaid and you should put in a claim to the court for loss of earnings. Any subsistence, travel allowance and other expenses should be claimed from the court.

If you are called to appear as a witness in court for a case not connected to your employment you must notify your manager as soon as possible, producing the appropriate documentation.

The court will issue you with a loss of earnings form, which you should pass to your manager for completion. Leave will not normally be paid by Goalball UK, and you should therefore claim the court’s daily allowance, or expenses as part of costs claimed against the losing party in civil cases.

If you are required to attend as a witness on behalf of Goalball UK, leave will be on full pay.

You are expected to attend work on any days/half days on which you are not required in court.

Paid time off work will not be authorised for time off to answer civil or criminal charges against you; any time off to attend court and/or meet solicitors must be taken as annual leave, or alternatively the time made up by agreement with your manager or be taken as unpaid leave.

**Time off in redundancy situations**

Employees with two or more years' continuous employment and who are under notice of dismissal for redundancy are entitled to a reasonable amount of time off to look for other work.

**Unauthorised absence**

If you are absent from work, other than with the agreement of your manager on approved holiday or other leave or because of sickness that has been notified and certified in accordance with our normal procedures, we reserve the right both to treat the absence as unauthorised and not to pay you for the absence. Since your presence at work is a requirement of your contract, such absence may result in an investigation under our disciplinary procedures, which in turn could result in disciplinary action including the termination of your employment.

**Expenses and business travel**

Payment of expenses will be made for reimbursement of costs incurred whilst on Goalball UK business e.g. for mileage, parking fees, occasional travel and accommodation costs. Any claims should be submitted as outlined in our Expenses Policy, using our expenses claim form.

All claims must be authorised by your manager.

We reserve the right not to pay expenses where supporting receipts or invoices are not provided or where the date of the expense incurred is more than two months old.

Employees are expected to seek the most economical means of transport within reason to ensure the least cost is incurred by Goalball UK.

If you use your vehicle for business travel (eg travelling to member sites, to appointments, training courses or seminars etc), you must ensure your insurance cover includes business use.

Fines for road traffic offences, fixed penalty notices or failure to pay the congestion charge will not, under any circumstances, be met by Goalball UK.

**Performance review**

A performance appraisal will take place with you annually, usually around March.

This is an opportunity for you to take time to consider your overall performance, talk through any problems or difficulties that may be affecting your work and consider any longer-term career development needs. Specific work-related objectives will be discussed and agreed with you and any training and development needs will also be identified.

You will also have regular 1:1’s with your manager throughout the year, to discuss your workload, monitor your performance, raise any concerns or problems and address any training needs.

**Job changes/capability issues**

We recognise that during your employment with us, your capability to carry out your duties may fluctuate for a number of reasons such as your job changing, or you personally changing (most commonly because of health or personal reasons) and this may impact on your ability to complete your work successfully.

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 required of you, and provide you with adequate training, support and supervision. Such concerns will normally be discussed with you informally at first, and you will be given time to improve.

If however the standard of your performance remains unsatisfactory, a performance improvement plan will normally be put in place, and you will be advised that a failure to improve and maintain the required performance will result in disciplinary action.

**Training Support**

We believe in the development of our employees through work experience, training and further education. Job specific training will be given to you on joining us, but changes in job practices, or progression within Goalball UK may result in the identification of further training requirements to supplement or update your existing skills and knowledge. We are committed to providing necessary and relevant training and development opportunities to all employees to ensure that our strategic objectives can be achieved. You should make every attempt to attend any training organised for you.

1. **Your health, safety and security**

**Health and safety rules**

We attach great importance to your health, safety and welfare. We will provide and maintain working conditions and equipment for all employees, contractors and visitors that are safe, healthy and comply with statutory requirements and codes of practice.

You have a duty whilst at work to take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions.

You also have a duty to co-operate with the organisation in complying with any duty or requirement concerning health and safety at work. Please ensure that you have read, and comply with all the health, safety and fire rules and procedures in force on our premises and also at any member premises where you may work.

Any breach of our safety rules will be regarded seriously and may result in disciplinary action. Where an action or neglect is so dangerous as to constitute gross misconduct, you may be liable to summary dismissal.

**Housekeeping and use of resources**

General work areas, reception areas and rest areas must be kept clean and tidy at all times. We also try wherever possible to ensure minimum waste of resources and equipment, to ensure the cost effective and efficient running of our activities. You are therefore asked to take care to avoid unnecessary or extravagant use of services, time, equipment and material.

**Fire safety**

All employees and workers will be instructed on the fire precautions and evacuation procedures as part of the induction process, and receive refresher training/updates thereafter.

**Smoking**

We operate a 'no smoking' policy throughout our premises. Smoking is only permitted in designated smoking areas during breaks approved by your line manager.

Please note that failure to observe our no smoking rules may lead to disciplinary action.

**Alcohol and drug abuse**

We have a duty to ensure, so far as is reasonably practicable the health and safety and welfare at work of all our workers and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and non-prescribed drugs may impair the safe and efficient running of Goalball UK and is forbidden both during working hours and in the time prior to this where it could affect your ability to work safely.

If we suspect that you are under the influence of alcohol or drugs you may be suspended immediately and we reserve the right to ask for an alcohol or drug test to be carried out by an authorised person/organisation on the day suspected or after suspension.

To be unable to work properly, or to cause your fellow workers to have reason to object to your conduct, caused through either alcohol or drugs misuse, may lead to disciplinary action being taken. Action will also be taken if the misuse takes place on member premises or at a conference or exhibition or social event either organised by Goalball UK or that you are attending as a representative of Goalball UK. If you face a situation where you have become dependent on alcohol, drugs or substances, and you bring this to our attention prior to us raising any concerns or taking any disciplinary action, we may help you to seek appropriate treatment and allow time to recover. Disciplinary action may be suspended provided that you follow a suitable course of action outlined in an agreement that can be monitored by your manager.

**Security**

It is the responsibility of all our employees to ensure that on leaving, windows are shut and secured, internal and external doors are locked, and all computers and electrical equipment shut down and locked away, where appropriate.

**Accidental damage to, or loss of, your property**

We do everything possible to keep our premises secure, but there is always the risk that petty crime will occur. We cannot and do not guarantee the security of your personal belongings; nor can we make insurance claims or offer financial compensation if thefts do occur without evidence of a physical break-in. You should not therefore leave your belongings unattended. Any items of personal or financial value should either be taken home with you at the end of the day or locked away in a drawer, cupboard or filing cabinet.

Similarly, we do not accept any liability for cars, other vehicles or bicycles brought onto our premises.

**Accidents** **and incidents, first aid and medical conditions**

You should report all accidents at work, no matter how minor, in the accident book, which can be found in our main office.

Our first-aid box(es) are kept in our main office along with the contact details for our designated first aid contact.

If you have a health or medical condition or disability which could affect your ability to undertake your activities, either on a temporary or ongoing basis, or which may be aggravated by the tasks you are being asked to undertake, please discuss this with your line manager, as this will enable us to consider and implement any reasonable adjustments. We will treat these details confidentially, update them as appropriate and ensure that the information is available to the relevant people in an emergency situation.

If a prescription drug affects your working capabilities, or may cause drowsiness or fatigue, your manager should be informed as to any risks this may cause to you and those who work with you. Medication should also be reported to us if there is likely to be any involvement needed in providing the treatment, and it is important that you update us of any changes to your medication, or indeed if you cease to take it.

**Safe use of computers**

Workstation risk assessments will be carried out for those workers who use desktop computers and/or laptops on a regular basis. Training, either in-house or on-line, will be provided on the safe use of the equipment. We will meet the cost of regular eyesight tests and also the provision of spectacles for VDU use, where these are deemed necessary.

1. **Other rules and general information**

**Professional conduct**

We aim to encourage the highest professional and ethical standards and require all employees to maintain our good reputation by behaving with responsibility and integrity and acting in a courteous, professional, honest and fair manner towards anyone with whom they deal.

We ask that the appearance, conduct and personal hygiene of all our employees presents us in a professional light at all times. This includes events outside of the workplace such as training courses, seminars and conferences, or social functions.

We aim to create pride in Goalball UK and generate a feeling of loyalty and trust with everyone with whom we come into contact.

**Customer relations**

We place great emphasis on maintaining good and long-term relationships with our members and stakeholders.

If any member or stakeholder makes a complaint or criticism of Goalball UK or its services, you are required to inform the Chief Executive of this as soon as is reasonably possible.

**Gifts**

Note that it is an offence under the Bribery Act 2010 to offer, promise or give a bribe or to receive a bribe. (The latter includes requesting, agreeing to receive or accepting a bribe.)

It is a strict rule therefore that nothing that could be viewed as an inducement, e.g. substantial personal gifts or unreasonable levels of hospitality or entertainment, may be accepted from a supplier, member or prospective supplier or member except with the prior agreement of the Chief Executive, and the details of any offer of such a gift/hospitality must be declared immediately.

Please refer to our Corporate Hospitality and Gifts Policy for further guidance.

**Fraud, theft and suspicious acts**

If you have knowledge of, or reasonably suspect, any fraud, theft or other suspicious or corrupt acts are taking place within Goalball UK you should report this to your manager or the Chief Executive or Chair of the Board. All reports will be investigated promptly, fairly and confidentially. Any fraudulent activity, theft or corruption will be dealt with in accordance with our Disciplinary Procedure. Such activities may include (but are not limited to): falsification of personal information, e.g. qualification, falsification of timesheets, expenses claims etc or attempts to forge any documentation.

We undertake that no worker who makes a bona fide report will be subjected to any detriment as a result, and we will not condone any form of victimisation, bullying or other detrimental treatment of anyone who has raised such a concern. However, if it becomes clear that the procedure has been invoked for malicious reasons or to pursue a personal grudge, this will constitute misconduct and will be managed in accordance with our disciplinary procedures.

**Contact with the media**

You should refer all communications and enquiries from the media to your manager . You must not act as a spokesperson for Goalball UK without permission from our Chief Executive.

**Personnel information and records**

For the purposes of administration, it is necessary that we hold and process personal data on our employees. Data relating to you will be held for the duration of your employment or for any longer period to enable us to answer any question relating to your employment with us.

Personnel files are kept securely in the Chief Executive’s office. The information contained in these records includes personal data, sensitive personal data, salary details, details of jobs held and information on performance and conduct. The information is used to administer salaries and benefits, to assist with appointment decisions and in managing employee performance. It is also used to provide management information.

We make every effort to ensure that the information is held securely and we will comply with legislative requirements in terms of allowing you access to the information held about you.

We will not ask you for, or record on paper or electronically, personal information which is not necessary for us to operate effectively. We will also do our best to keep your information safe, accurate and up-to-date.

We will not give out your personal details to any external body unless these are required for the purposes of payroll administration, health and safety reasons (e.g. medical condition), or a criminal or PAYE investigation etc. We will only give references for mortgage or other purposes, or employment references if you have given your permission for this.

If during the course of your employment you have access to, or reason to handle, personnel information, you should make every effort to comply with the Data Protection Act. If you are unsure of the current legal requirements please check with the Chief Executive.

**Changes to personal details**

The Data Protection Act requires that any personal information kept by us is maintained, up to date and accurate.

Please ensure that your manager is informed immediately of any changes to your personal details. These include change of name, address, home telephone number, marital status, emergency contacts, gain or loss of a dependant and attainment of a professional qualification or membership of a professional organisation.

Please also advise your manager of any changes in your personal circumstances which could affect your employment, eg changes in health, endorsements on your driving licence (if you are required to drive on business) etc.

**Use of business facilities for private purposes**

Our facilities such as the photocopier, fax and franking machines, computers and telephones are intended for business use only.Private incoming calls are permitted but the frequency and duration of such calls should be kept to a minimum. Reverse charge calls will not be accepted.

Personal mail, as distinct from business correspondence, should not be sent to our address as such mail might be opened and we cannot accept responsibility for the safe delivery of the contents to individuals.

**Personal telephones**

Personal mobile phones should only be used for essential calls during normal working hours. The following use of personal mobiles in work time is strictly prohibited: lengthy or casual chats; text messaging; emailing; web browsing; accessing apps; using social media sites and taking videos or photos. Where possible personal mobile phones should remain switched off or on silent during working hours.

**Other employment**

If you wish to take on any other employment in addition to your work with Goalball UK, you must notify your manager so that we can discuss any implications arising from the Working Time legislation or any conflict of interest.

Our basis rules regarding additional work are that you will not:

* Allow your outside activities to interfere with your work for Goalball UK or permit any conflict between your duties and your private interests to impair your ability to carry out those duties effectively
* Make use of or exploit our name or your connection with us to further your own private interests
* Act in a manner likely to bring Goalball UK into disrepute or to affect our reputation for impartiality or integrity
* Use our time, equipment, property or any other resource or facilities for any outside activities or additional work.

**Ideas and Inventions**

We encourage all our employees to develop new ideas and innovations to the benefit of Goalball UK. Any intellectual property rights subsisting in any idea, work or item created, modified or held by you in the course of your employment will automatically become the property of Goalball UK unless the idea or work falls outside the mainstream of our services.

**Purchases on behalf of Goalball UK**

Specified individuals only are authorised to purchase goods and/or services on behalf of Goalball UK.

If you are unsure whether you have the requisite authority, please speak to your manager before committing us to any expenditure.

1. **On leaving us**

**Notice periods**

Should you wish to terminate your employment, please discuss your decision with your manager. Your notice, which should be in writing, and be dated, should be handed to your manager. The period of notice to terminate your employment by either party is specified in your Contract of Employment.

At your request, we may waive the requirement for you to work some or all of the required period of notice. In such circumstances, salary will not be payable for the portion of the notice period which is not worked. If you do not provide the required period of notice, or leave before your notice period expires, you will only be paid up to the last day you worked. Holiday entitlement will only accrue up to this date.

If you commit any act of gross misconduct during your notice period we have the right to terminate your employment summarily without notice.

**Garden leave**

We may decide that notice is to be taken as “garden leave”, during which time you will continue to receive your salary and benefits, but will not be required to attend our premises, nor will you be permitted to contact our members, stakeholders, suppliers or your fellow employees or colleagues. During a period of garden leave you may be required to undertake duties at home (although we do not guarantee that work will be provided or expected). We also reserve the right to change the nature of your work. We may also ask you to resign from any office(s) you hold.

Should you be put on garden leave, then any accrued but unused holiday entitlement shall be deemed to be taken during your period of garden leave (provided that this is of a long enough duration to cover the total amount of outstanding leave - any remaining balance will be paid in lieu). Please also note that during a period of garden leave you must not work for any other employer or undertake paid work on your own behalf.

**Return of property and final payments**

When your employment with us ends, please ensure that all property and information, including files, keys, mobile telephone, portable computer etc which belongs to us is returned to your manager on your last working day.

Final payments cannot be released until all items are received and accounted for. You are not entitled to refuse to return our property while waiting to receive your final salary or other payment, as such payments will be made to you in the normal way.

Failure to return such property may result in the cost of the items being deducted from any monies owing to you. The copyright in all such records, data, documents, information and other papers shall at all times belong to Goalball UK. You shall also inform Goalball UK of all passwords used by yourself in relation to any computers belonging to us.

Should you leave our employment before the salaries have been processed in the month, your P45 will be posted onto you once the salaries are processed.

**References**

We do not give open 'to whom it may concern', references to employees leaving our employment, but will normally reply to written requests from prospective employers who should be advised to direct such requests to the Chief Executive. References may only be given on behalf of Goalball UK by the Chief Executive.

Whilst employees may provide personal references for their colleagues, such references should be clearly marked as such, and our headed notepaper or email system must not be used to give personal references.

**Retirement**

We have no fixed retirement age. You may choose to retire at any time and we encourage you to discuss any thoughts or queries you may have about retirement with us at any stage so that we can both plan for this more effectively.

Should you wish to retire, you are required to give full contractual notice as set out in your Contract of Employment.

1. **Our policies and procedures**

**Equal opportunity**

We are committed to the principles of equal opportunity in our employment practices. It is our policy to ensure that no job applicant nor current employee receives less favourable treatment due to a "protected characteristic" (i.e. race, sex, disability, sexual orientation, religion or belief, age, marital status or civil partnership, pregnancy/ maternity or gender reassignment) or is disadvantaged by any conditions or requirements being placed on him/her which cannot be justified. Note that the protection extends also to discrimination by association (i.e. the person does not have the protected characteristic him/herself but has friends or relatives who do) and to discrimination by perception (i.e. he/she is perceived to have a protected characteristic).

For further details please refer to our Equal Opportunity policy enclosed with this handbook.

**Safeguarding Procedure**

As a National Governing body of sport, Goalball UK has a moral and legal obligation to ensure that the highest possible standard of care is provided for everyone involved in the sport. Therefore, through the development, communication and implementation of the policy we aim to maintain and increase the professionalism and safeguards of good practice that have been set as standard throughout our sporting landscape.

In accordance with national legislation and guidance, we have created a policy that promotes welfare, equal opportunities and safeguarding regardless of whether you are a participant, coach, volunteer or spectator. In addition, we have actively highlighted throughout the policy, that it is the responsibility of everyone within goalball to highlight areas of abuse and/or poor practice and to act in response to any concerns.

**Safeguarding and Protecting Adults at Risk Policy**

Goalball UK acknowledges the need for an individual policy for adults at risk and currently runs in line with our Safeguarding Children and Young People Policy, however taking into considerations of the Disability Discrimination Act 2005, Goalball UK need to promote equal opportunities and provide a clearer framework for those adults with physical, mental health and learning disabilities.

Vulnerable people are at a heightened risk of abuse and discrimination because of their susceptibility and many experience this in all walks of life. Practice has shown that vulnerable people who are victims of abuse in the sports setting can be reluctant to report their experiences for fear of losing a positivie and important part of their lives. Therefore it is essential that Goalball UK, as a national governing body, and its associated clubs and personnel, are aware of the indicators of abuse and can recognise and act appropriately to protect potential victims.

The primary difference in addressing adult and child abuse relates to the adult’s right to self-determination. Adults may choose not to act at all to protect themselves and only in extreme circumstances will the law intervene. This is not the case for children because they are minors under the Children Act 1980 and this legislation can be used quickly and effectively to ensure protection from abuse once it has been recognised.

By developing policies and procedures such as these policies, Goalball UK is demonstrating its commitment to establishing an environment where all participants in our sport can be supported to achieve these outcomes.

It is essential that all staff adopt good practices when dealing with children and adults, ensure that their safety is paramount and are confident to respond to a disclosure, suspicion or allegation and follow the correct reporting procedures.

You’re not expected to memorise each policy word for word, however there are sections and information detailed below that will ensure you feel more confident about safeguarding within goalball.

**Policies**

Goalball UK currently has the following safeguarding policy:

-          Safeguarding Children and Young People

**Where is it?**

The policy is available to download from our website on the Safeguarding page:

<http://www.goalballuk.com/safeguarding/>

A safeguarding leaflet designed for staff and volunteers will be provided to you as part of your induction. This leaflet is designed to support staff by providing information and guidance on Goalball UK’s responsibilities towards safeguarding and protecting children and adults at risk.

**Lead Safeguarding Officer**

As stated in the Goalball UK Safeguarding Children and Young People Policy, there is a designated member of the team with lead responsibility for safeguarding and child protection issues, namely the Lead Safeguarding Officer (LSO).

Name: Becky Ashworth

Address: FAO Goalball UK, English Institute of Sport, Coleridge Road, Sheffield, S9 5DA

Telephone: 0330 2020 281 or 07975 893924

Email: [becky@goalballuk.com](mailto:becky@goalballuk.com)

This is a national role within Goalball UK with a key duty to take lead responsibility for over-seeing and raising awareness within the staff team and volunteers of issues relating to the welfare of children and young people, adults at risk, and the promotion of a safe environment for the children and young people and adults at risk, as well as the wider community.

**Grievance Procedure**

Should you have a grievance regarding any aspect of your employment, you should raise this as soon as possible, in order that it may be investigated and settled if possible.

In the first instance, a grievance should be raised with your manager.

Details of our Grievance Procedure, which is non-contractual, are enclosed with this handbook.

**Disciplinary Procedure**

In any organisation there is a need for rules and standards to guide its members. Our rules are principally laid down in this handbook, but others are implicit in working for us, e.g. the overriding requirement for care, honesty and confidentiality in handling our affairs and those with whom we have dealings.

It is important that any breaches of our rules are dealt with effectively from the point of view of Goalball UK and fairly and consistently in the interests both of Goalball UK and our employees.

Our Disciplinary Procedure, which is non-contractual, is enclosed with this handbook. This sets out the procedure we would normally follow, although we reserve the right, at our discretion, to vary, replace or terminate the procedure at any stage.

**Other policies**

In addition to the above, we have the following policies and procedures:

* Corporate Hospitality and Gifts Policy
* Expenses Policy
* Family Friendly Policy
* Whistleblowing Policy
* Data Protection Policy

Please ensure that you read the ones appropriate to you and make yourself familiar with their contents.

**Employee Handbook Update Record**

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