



The Bield at Blackruthven

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## **Foreword**

Welcome to this Handbook for the Bield Christian Company Ltd and Blackruthven Estate. In what follows the Bield and the Estate will be referred to as “the employer(s)” or “the Company”.

The Bield was set up as a Christian Retreat Centre to offer shelter and healing in the widest sense of the word to those who come to visit or stay here. The Estate supports this work by creating and maintaining beautiful grounds and surroundings and growing vegetables and fruits to help supply the needs of our guests. One would not exist without the other and every one working here is essential for the whole.

The aim of this Handbook is to give information about how the Bield and Blackruthven Estate operate and help you understand your conditions of employment/volunteering. It supplements the information given in your Contract of Employment/Volunteering Agreement.

While the intention has been to use simple, clear language, in some sections the wording comes from up-to-date employment law or employment regulations.

Most of this document relates equally to paid employees and volunteers and the term ‘staff’ is used to include both groups. Where conditions relate only to paid employees the term ‘employee’ or ‘employees’ is used.

The Handbook will be updated from time to time and you will be notified when this occurs.

Marianne & Robin Anker-Petersen

July 2012

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# 1 Employers' and Staff Responsibilities

The purpose of these guidelines is to confirm the employers' responsibilities and to clarify the standards of work and relationships we, at the Bield, intend to uphold to maintain an encouraging and positive place of work and healing, for guests and staff.

## 1.1 Timekeeping

We recognise good time keeping as an indication of respect and consideration to others. To this end, everyone should endeavour to keep to good time.

All staff and employers are expected to arrive at work in good time to begin at the time specified in their Employment Contract. If for any reason, you are going to be late, inform your team leader or employer in person by telephone as soon as possible (see section 3.6.2)

## 1.2 Duties

An outline of duties and responsibilities for each person should be made clear in their Contract of Employment, and can also be found in the job descriptions Appendix 2. During normal working hours, employers and staff will devote their time and attention to these tasks. As a small organisation, and with the need to cover for each other during holiday or sickness absences, there will be times when duties normally assigned to others will need to be taken on. Employers and team leaders will endeavour to delegate such responsibilities reasonably and with clear instructions.

## 1.3 Dignity at Work

As a Christian organisation, the Company is committed to ensuring that staff can work within an environment that is free from unfair discrimination and oppressive behaviour. Dignity at work confers on the individual the right to be treated with dignity and respect at work as well as the responsibility for their own behaviour towards colleagues. Some forms of harassment or bullying may be treated as gross misconduct, and may lead to grievance and/or disciplinary procedures being initiated. Further details on this can be found in the Disciplinary Policy (Section 4).

## 1.4 Guests

The Bield is a place of hospitality and endeavours to engender an atmosphere of welcome, kindness and healing. All staff are expected to behave courteously and kindly to guests.

## 1.5 Equipment

Some tools and equipment belonging to the Company are available for use within Blackruthven Estate, e.g. for private garden maintenance. However, requests for tools/equipment etc. should be with the prior permission and discretion of the relevant

team leader normally responsible for them. The borrower should sign the relevant book when borrowing and returning equipment. If the relevant team leader cannot be found when equipment is needed during working hours, borrowed equipment should also be recorded. Record Books are available in the workshop for tools etc. and in the peace hut for garden equipment.

## **1.6 Chapel**

All staff are welcome to join in chapel services, mornings at 9am (Sunday's at 9:30am) and afternoons at 5pm. On Tuesday mornings although there is no compulsion, everyone is warmly invited.

## **1.7 Community Coffee**

At 10:30 am on a Wednesday, all staff are welcome to join for Community Coffee in the steading. Again, there is no obligation to attend, but this is good opportunity to meet with other members of staff and guests.

## **1.8 Swimming Pool**

Staff and their families are welcome to use the pool in their free time when it is not too busy with guests at the Bield. Permission for special arrangements can also be given by the employers or designated person. The pool is not normally available on closed weekends and Monday mornings.

## **1.9 Insurance**

The employer has in place an insurance policy, which includes Employer's Liability Cover for all staff.

## **2 Miscellaneous Policies**

### **2.1 Other Employment**

Employees should advise the Employers immediately if they have, or intend to take, an additional job. If another job is considered to have an unacceptable effect on an employee's ability to carry out their present duties, this may lead to a decision to terminate their employment at the Bield.

### **2.2 Smoking**

The Bield operates a no-smoking policy indoors by law. Smokers are permitted to smoke outdoors during their normal break times, but to please dispose of cigarettes responsibly.

### **2.3 Alcohol and Drugs**

Employers and staff should not be under the influence of drink or illegal drugs whilst performing their duties at work. If you are taking prescription medication that may affect how you do your job e.g. operating machinery you are required to inform your Team Leader of the consequences of the medication. You do not need to share the details of your condition unless you choose to.

### **2.4 Mobile Phones**

The company recognises that mobile phones sometimes have to be used as a part of the working day. However, staff should not use their personal mobile phones, unless for urgent or business-related reasons through the course of the day except during breaks. Should you be required to use your personal phone for business reasons, expenses may be paid.

### **2.5 Protection of Vulnerable People**

The Bield welcomes vulnerable adults and sometimes children as guests and we are committed to ensuring that a safe environment exists for them.

There are certain Bield posts (Including the Smallholding) that require membership of the Protection of Vulnerable Groups (PVG) scheme. A new member of staff is required to self-disclose between beginning their employment and the confirmation of their membership of the PVG. Marianne Anker-Petersen is responsible for co-ordinating the PVG scheme.

### **2.6 Dealing with Challenging Behaviour**

If you are met with challenging behaviour from a guest or co-worker and find it difficult to remain courteous, end the interaction or remove yourself from the situation. Further information please see the Grievance and Resolution Policy.

## 2.7 Health and Safety

All reasonable steps should be taken to safeguard your own health and safety and that of any other person who may be affected by your actions at work. Please see the separate Health and Safety Policy Statement for details (Section 6).

## 2.8 Personal Protective Equipment (PPE)

Appropriate protective clothing is provided for use on the Estate and in the kitchen/steading and must be worn by relevant staff.

Steel toe-capped Boots: One set is supplied on starting employment and thereafter one pair annually in April for a maximum of £75. If working part-time (less than 30 hrs/week), footwear may be replaced every two years. The cost will be reimbursed by the team leader when shown a receipt or pro-forma invoice.

Boiler Suits: Two boiler suits per year are provided for full-time employees, one per year for part-time staff.

Other protective items: Reflective waistcoats, goggles, masks, gloves, aprons etc. are provided by the employer. Health & Safety law requires that these be worn when appropriate. Please report any faulty equipment to your team leader who will replace the equipment as necessary.

For all PPE, the team leader should give the Health and Safety Officer details of purchases so that appropriate records can be kept. The Health & Safety Officer normally places the bulk order for PPE at the end of September.

The above equipment should only be used when you work at The Bield or on Blackruthven Estate.

## 2.9 Vehicle Policy

The Estate vehicle is available for business use by those holding a full and valid UK driving licence and approved by the employers as drivers. Should it be necessary for a member of staff to use their own vehicle to carry out their duties, expenses may be claimed at the agreed current mileage rate.

Employees who use their own vehicle for work related business should ensure on an annual basis that their certificate of insurance includes a clause on 'business use'.

The registered keeper is responsible for the vehicle being properly licensed and insured. Drivers should check that the vehicle is insured/licensed before taking the vehicle on the road (a copy of documents is held in the vehicle).

It is the drivers' responsibility to:

- ensure the vehicle is secured and locked when not in use.
- keep the vehicle clean and tidy

- be personally responsible for any fine or penalty incurred during use of the vehicle with exception of fines incurred due to deficient tax/MOT/other maintenance failures.

The registered keeper is responsible for the vehicle but the staff normally will be responsible for maintenance of equipment will be responsible for the good maintenance and servicing of the vehicle.

You should notify the employers immediately of any theft, accident or other event resulting in damage to or loss from the vehicle.

Our Insurance Agents require to be notified if anyone driving estate vehicles has more than 6 points on their licence except if gained from speeding offences. An annual declaration of points on your driving licence (except if gained from speeding offences) is now required – a standard proforma is available.

## **2.10 Retirement Policy**

The Bield/Blackruthven Estate does not set a compulsory retirement age for their employees. Retirement age is when an employee chooses to retire. If an employee chooses to work longer they cannot be discriminated against, per the Equality & Diversity Policy (Section 7). It is an employee's responsibility to discuss when and how to retire with their employer.

If you are considering retirement, please arrange to speak with your Team Leader/Line Manager at the earliest opportunity. You should consider the following:

- Do you desire to continue your employment with The Bield/Estate?
- Are you fit and able to do so?
- Can you continue to meet the agreed job description?

If possible/practical you may wish to discuss a phased-retirement by working part-time. The employer may or may not be able to agree to the request depending on the circumstances.

If you are unhappy with the employer's decision the following procedure is recommended:

1. Follow the Grievance Procedure (Section 5).
2. Mutually agree to seek to use a 3<sup>rd</sup> party to act as an Independent Arbitrator.
3. As a last resort, you can challenge a decision at an employment tribunal.

### **2.10.1 Retirement Procedure**

Retirement is a form of resignation – employers/employees must follow the right procedure.

The employer cannot refuse to accept a resignation and they must follow certain procedures. When an employee resigns, the employer must:

- Ask the employee to confirm their resignation in writing.
- Tell them what their notice period is. [The same as resignation in the contract].
- Agree when their last day at work will be.
- Confirm whether they should work all or part of their notice period.

Resignation for retirement must be in writing. A letter must include the following:

- Your name and position.
- Intention to resign for retirement.
- The effective date of your retirement.
- All outstanding holidays due [pro rata] the date of your last day at work.

You may also add any other comments. You can also request a written reference e.g. for part-time work during your retirement.

### **2.10.2 Tied Accommodation**

If your employment at The Bield/Blackruthven Estate includes tied housing the following will apply when you set a retirement date or the commencement of a phased retirement:

- Your agreed retirement date is the effective date when the right to occupy the tied accommodation ceases.
- If you agree to reduced hours for a phased retirement, then you will enter a new contract. Once your hours are less than the full-time equivalent, your entitlement to tied housing will cease to allow your replacement to occupy the tied property.
- You will be expected to vacate the property within 2 weeks of your retirement date or within 2 weeks of the commencement of a phased retirement.
- If the tied housing is not required straight away for your replacement, then occupation of the property may be extended by agreement.
- The property is to be left in a clean and tidy state as per your contract of employment.
- All belongings must be removed including contents of attic, outbuildings and gardens.
- All rubbish is to be disposed of, and wheelie bins to be left empty and clean.
- Final meter readings to be taken by employee and employer simultaneously.
- Credit for the contents of oil and gas tanks to be negotiated with the new occupier. [if the property is to remain unoccupied for a period then the new occupier will be Blackruthven Estate].
- Please list any known faults/repairs that are outstanding.

## **3 Leave and Absence Policy**

### **3.1 Annual Leave**

Every employee in the company is entitled to 5 weeks of paid holiday per year. In addition to this there is a pro rata allowance (currently 9 days per annum, based on full time hours) for public holidays which need not to be taken on fixed dates (but note point 3.1.2 below). After 5 years of continuous employment, paid holiday entitlement for paid employees increases by two days per year, and after ten years this is increased by a further three days. The extra days are effective from the beginning of the subsequent holiday year. Six weeks is the maximum holiday entitlement. Exact details of individual holiday terms can be found in the contract of employment.

#### **3.1.1 The Holiday Year**

The holiday year runs from 1<sup>st</sup> April to 31<sup>st</sup> March.

#### **3.1.2 Holiday Dates**

Holiday dates must be agreed in advance with your Team Leader or employers. All holidays, except at most, one working week should be agreed by the beginning of the Christmas holidays. To help planning, holidays of 2 weeks or longer should be agreed at least 4 weeks before the holiday. As the Bield and Estate close over the Christmas and New Year period, you will be required to allocate the appropriate number of holiday days to this period. The actual closure dates will be advised in advance each year but, as a minimum, will always include the period from 25<sup>th</sup> December to 1<sup>st</sup> January.

#### **3.1.3 Holidays Not Taken**

There will be no entitlement to payment in lieu of holidays not taken, nor to carrying forward (or backward) holidays from one holiday year to another unless in exceptional circumstances, when a carry-over of a maximum of one working week may be agreed.

#### **3.1.4 Additional Leave**

Under special circumstances, additional leave without pay may be arranged by prior agreement with the employers. This has to be agreed in writing.

#### **3.1.5 Termination of Your Employment**

If you terminate your employment during the holiday year, holiday entitlement will be calculated based on complete months worked in the relevant holiday year. Any outstanding entitlement to holidays should be taken prior to leaving (this may, by agreement, be part of the notice period) and under normal circumstances no payment will be made for holidays not taken.

Should holidays taken exceed your pro-rata entitlement to date of leaving, a deduction will be made from your final wage/salary payment in respect of the excess days.

### **3.1.6 Medical/Dental Appointments**

Staff should try to arrange non-emergency medical and dental appointments to minimise disruption in the work routine. Staff must inform the team leader/employers of appointments in work time.

### **3.1.7 Time Off in Lieu (TOIL)**

Full-time employees will not normally be expected to work more than their regular hours. Occasionally the specific requirements of the job may require working outside the routine hours. In this case, time off in lieu may be taken on an equivalent hour for hour basis, with prior approval of the team leader. Such time off should be taken as soon as possible and within 6 weeks.

## **3.2 Sick Leave**

If you are absent from work without prior agreement for any reason, you should comply with the following regulations.

### **3.2.1 Notification of Absence**

You should notify your employer or team leader of your absence within an hour of your normal time for beginning work, and of the probable date of return. However, for Statutory Sick Pay (SSP) only, notification may be accepted up until the end of the first qualifying day.

### **3.2.2 Medical Evidence**

The Bield/Blackruthven Estate self-certification form should be completed when you return from sickness lasting from one to seven calendar days.

A medical certificate is required after absence of one working week due to sickness or injury and this must be sent to the employer or employers' agent without delay. Thereafter, you must continue to send medical certificates at weekly intervals unless your doctor agrees to certify your absence for a longer period.

### **3.2.3 Sick Pay**

Employees absent due to sickness or injury during the first year of employment are not entitled to sickness pay but may receive Statutory Sick Pay as appropriate in accordance with current legislation.

Employees who have accrued one year's continuous employment will be entitled to full pay during a certain period of sickness absence per the following scale:

- During the second year of service – 8 weeks full pay, 8 weeks half pay.
- During the third year of service – 12 weeks full pay, 12 weeks half pay.

- During the fourth year of service – 16 weeks full pay, 16 weeks half pay.
- During the fifth year of service 20 weeks full pay, 20 weeks half pay.
- After completion of five years of service 26 weeks full pay, 26 weeks half pay.

The above payments include statutory sick payments (SSP) made on behalf of the Benefits Agency.

All periods of illness within a 12 month period for which benefit was payable will be counted together against the above limits.

The total amount of sick pay will normally be a maximum of 26 weeks full pay and 26 weeks half pay in any three-year period.

### **3.2.4 Return to Work**

When you return to work from any absence due to sickness or injury you should report to your team leader or employer, who will require you to complete a self-certification form to cover any period of absence not covered by the requirements for a medical certificate.

If you fail or refuse to complete a self-certification form, or the employer has reasonable grounds to believe that the information provided on the form is incorrect, you will be liable to disciplinary action and non-payment of contractual/discretionary sick pay and SSP.

## **3.3 Parental Leave**

### **3.3.1 Qualifying for Parental Leave**

To qualify for parental leave, you must meet the following conditions:

- You must have accrued one year's continuous service
- You must be the parent or adopted parent of a child under 18 years old

### **3.3.2 Period of Parental Leave**

- You may normally take a maximum of 18 weeks parental leave in respect of each child.
- No more than 4 weeks parental leave may be taken in any 12-month period.

### **3.3.3 Taking Parental Leave**

The taking of parental leave is subject to the following conditions:

- The reason for taking parental leave must be to care for a child.
- In most cases, you must give at least 21 days' notice of the dates on which you intend to commence and finish leave.
- The Company can, within 7 days of you giving notice of your intention to take leave, postpone your leave by up to 6 months if the business would be unduly

disrupted by the leave being taken at that time. Should the company do this, you will be consulted then advised in writing of when you may take your leave.

- If your entitlement to parental leave arises from a period of continuous employment with another employer, you must provide the Company with evidence of the period that you were continuously employed by that employer.

### **3.3.4 Payment for Parental Leave**

Please note that you have no statutory rights to payment.

## **3.4 Time Off for Care of Dependants**

You are entitled to take time off to take action which is necessary:

- to aid on an occasion when a dependant falls ill, gives birth or is injured or assaulted; or
- to plan for the provision of care for a dependant who is ill or injured; or
- in consequence of the death of a dependant; or
- because of the unexpected disruption or termination of arrangements of the care of a dependant; or
- to deal with an incident involving your child which occurs unexpectedly whilst your child is at school or nursery.

### **3.4.1 Definition of Dependant**

A dependant means any of the following people, providing they do rely on you for their care or to plan for their care:

- your spouse
- your child
- your parent
- a person living in your house who is not an employee, tenant, lodger or boarder
- someone who relies on you for care or for help during an emergency.

### **3.4.2 Length of Time Off Permitted**

You are entitled to 'reasonable' time off for the reasons listed above. Expect in the case of the death of a dependant, you would not normally be expected to require more than one day off for any of these reasons. Please note that you are not entitled by law to time off to provide care for a dependant, only to make arrangements for the provision of that care.

### **3.4.3 Payment for Time Off**

You have no statutory rights to payment for time off for any of the reasons listed above.

### **3.4.4 Absence Notification**

Please note that if you do take time off for any of the reasons above, you will still be expected to follow the absence notification procedure set out in this Handbook, and if you fail to do so, you may be liable to disciplinary action.

## **3.5 Bereavement/Compassionate Leave**

As a general rule, in the case of absence for death of an immediate family member (parent, partner, sibling or child) the Company allows up to 5 days' paid leave of absence. These days need not be consecutive.

Up to 2 days' compassionate leave may be granted in the case of other close relatives or a partner's immediate relative. Leave is also granted for attending the funeral of a friend. In cases where attendance at a funeral involves travel abroad, the amount of leave may be extended but should normally be regarded as unpaid leave of absence and/or annual leave.

Each situation will be considered sympathetically taking individual circumstances into account.

## **3.6 Absence for Reasons Not Mentioned Above**

### **3.6.1 Absence due to Adverse Weather**

- If you cannot make it to work due to bad weather, you should inform your employer/team leader as normal.
- You will be paid for such absence but expected to make up that time in lieu within the following 3 months unless you can carry out your duties at home. Please note if you do not have enough tasks in your area of work to make up the time, you can offer to help another area.
- You are entitled to unpaid time off to care for your dependants, so with emergency school closure this is an option.
- You can request to take the enforced time off as a holiday.
- You make take the hours from any overtime you have available to take in lieu.

### **3.6.2 Any Other Absence**

If you are to be absent for a reason not mentioned in the absence section of this document, contact your team leader or the employer and discuss your reasons for absence and how this can be dealt with.

## **4 Disciplinary Policy** (In accordance with ACAS)

The disciplinary and grievance procedures only apply when sadly there is a breakdown in the normal smooth running of working life.

### **4.1 Disciplinary Procedures**

The purpose of the Disciplinary Procedure is to ensure that when there is concern over staff conduct or work performance any action taken is both fair and intended to improve that behaviour.

In the event of staff failing to maintain acceptable standards of conduct or work performance the following procedure shall be reasonably applied. No disciplinary action will be taken until the matter has been fully investigated.

### **4.2 General Principles**

Before the disciplinary procedure is applied, every effort shall be made to help the staff member improve their behaviour through proper corrective action or counselling.

Minor matters of complaint are to be corrected without instigating disciplinary measures.

All members of staff are asked to maintain a safe and efficient work place as well as good relations with the employers, other staff and guests. Falling short in these areas may result in disciplinary measures.

The following actions are examples:

- Offensive or unfriendly behaviour towards guests.
- Bad behaviour, such as fighting and drunkenness.
- Unsatisfactory work performance.
- Lack of hygiene in the kitchen or rooms used by guests.
- Misuse of the Bield or Estate facilities.
- Poor timekeeping.
- Unauthorised absences.
- Repeated or serious failure to follow instructions.
- Breach of Health and Safety rules.

If disciplinary action is taken the member of staff shall be informed of:

- The reason for the action;
- The standards of conduct or work performance expected;
- The consequences of failing to improve; and
- The period for which any warning is kept on file for disciplinary purposes.

At every stage of the procedure, the member of staff shall have the right to appeal against any disciplinary action taken.

Depending on the seriousness of the case, the disciplinary procedure may be entered at any of the stages detailed below. The staff member shall not normally be dismissed for a first offence, except in the case of gross misconduct (see below).

Staff may be suspended in order to allow time for a full investigation.

## **4.3 The Procedure**

### **Stage 1**

**Informal Action:** Corrective action (and/or counselling) shall be taken in the first instance before formal action is taken.

### **Stage 2**

**Verbal Warning:** If conduct or work performance does not improve, the staff member shall normally be given a formal oral warning. A record of the warning shall be made and kept on the staff member's personal file, and disregarded after 6 months.

### **Stage 3**

**Written Warning:** If a further offence occurs, or if the offence is serious, the staff member shall be given a formal written warning. The written warning shall be given to the staff member and a copy shall be kept on their personal file for a period of 6 months.

### **Stage 4**

**Final Written Warning:** If there is still a failure to improve, or if the conduct is sufficiently serious to justify only a single written warning but insufficiently serious to justify dismissal, then the staff member shall be given a final written warning. The final written warning shall be given to the staff member and a copy shall be kept on their personal file. This will be disregarded after a period of 12 months.

### **Stage 5**

**Dismissal:** If conduct or work performance is still unsatisfactory, dismissal shall normally follow. The decision to dismiss shall be taken by the Executive Directors.

## **4.4 Gross Misconduct**

If, after investigation, it is confirmed that a staff member has committed any gross misconduct, the staff member shall be dismissed without notice or payment in lieu of notice.

Examples of offences, which are normally regarded as gross misconduct, include:

- Theft, fraud, deliberate falsification of records.
- Fighting, assault on another person.
- Deliberate damage to company property.
- Serious incapability through alcohol or being under the influence of illegal drugs.
- Serious negligence which causes unacceptable loss, damage or injury.
- Serious act of insubordination.
- Discrimination on the grounds of age, disability, gender and gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex or sexual orientation; membership or non-membership of a trade union.
- Misuse of e-mail system e.g. offensive, obscene, racist, malicious e-mails or breach of confidentiality or copyright via e-mail transmission.
- Misuse of the Internet and/or Intranet e.g. accessing obscene or pornographic sites and any other sites of questionable character.

Where gross misconduct is alleged, the staff member may be suspended from work on full pay, normally for a period of no more than five working days, while the offence is being investigated. Action can only be taken after a full investigation.

## **4.5 Appeals**

A staff member who wishes to appeal against any disciplinary decision must do so to the named person in the organisation within five working days. This is normally a non-executive director. The non-executive director will hear the appeal and decide the case as impartially as possible. This decision is final.

The only exception to this rule is that no meeting will take place in the case of dismissal for specific gross misconduct, when it is not reasonable to invite the employee due to the nature of their actions.

## **5 Grievance and Resolution Policy** (In accordance with ACAS)

In the unfortunate event of a grievance with the place of work, the procedure is as follows:

### **5.1 Informal Grievance**

If the grievance concerns your work or your workplace, it must be raised (either orally or in writing) in the first instance with your immediate supervisor. If it concerns other staff, you shall first make efforts to resolve the grievance with the person concerned.

### **5.2 Formal Grievance**

If your supervisor fails to satisfactorily resolve the grievance within a reasonable period, if your grievance concerns your supervisor, or if the matter is serious then you must take the grievance, in writing, to the executive directors. They will then meet with you at the earliest opportunity and where required the other party concerned.

### **5.3 Grievance Hearing**

At a meeting with the executive directors, you may be accompanied or represented by an employee representative, a Trade Union Representative or a work colleague at any stage of the procedure, except for the Right to investigation stage, when a Trade Union Representative may not participate. Although the union representative or colleague can address the hearing, they are not permitted to answer questions on behalf of the staff member. In coming to a decision to resolve the grievance, the executive directors' decision shall be final.

## 6 Health & Safety Policy

The statement of general policy is:

- To provide adequate control of the health and safety risks arising from our work activities;
- To consult with our staff on matters affecting their health and safety;
- To provide and maintain safe plant and equipment;
- To ensure safe handling and use of substances;
- To provide information, instruction and supervision for staff;
- To ensure all staff are competent to do their tasks and to give them adequate training;
- To prevent accidents and cases of work-related ill health;
- To maintain safe and healthy working conditions; and
- To review and revise this policy as necessary at regular intervals and at least every second year.

### 6.1 Responsibilities

- Overall and final responsibility for Health and Safety is that of the executive directors.
- Day to day responsibility for ensuring this policy is put into practice is delegated to the Health and Safety Officer (HSO) (Gwen McDonald).
- All staff must:
  - Co-operate with the HSO, team leaders and colleagues on health and safety matters;
  - Not interfere with anything provided to safeguard their health and safety;
  - Take reasonable care of their own health and safety; and
  - Report all health and safety concerns to an appropriate person (as detailed in this policy statement).

### 6.2 Risks Arising from Work Activities

With appropriate training, risk assessments will be undertaken by:

<b>Area</b>	<b>Person responsible</b>
Steading	Housekeeping and Catering Team Leader
Art Room	Art Facilitator
Estate	Grounds Team Leader
Garden	Gardens Team Leader
Offices and reception area	Receptionist and Administrative Secretary
Smallholding	Smallholding Manager

The findings of the risk assessment will be reported to the HSO.

Action required to remove/control risks will be approved by the HSO in conjunction with executive directors.

Team leaders will be responsible for ensuring action required is implemented.

The HSO will check that the implemented actions have removed/reduced the risks.

Assessments will be reviewed every two years or when the work activity changes, whichever is soonest.

### **6.3 Safe Plant and Equipment Use and Handling / Storage of Substances**

With appropriate training, the following person(s) will be responsible for identifying all substances, which need a COSHH (Control of Substances Hazardous to Health) Assessment. They will also identify all equipment/plant needing maintenance:

<b>Area</b>	<b>Person responsible</b>
Steading	Housekeeping and Catering Team Leader
Art Room	Art Facilitator
Estate	Grounds Team Leader
Garden	Grounds Team Leader
Offices and reception area	Receptionist and Administrative Secretary
Smallholding	Smallholding Manager

The people listed above will be responsible for ensuring effective maintenance procedures are set in place and identified maintenance needs met. Any problems found with plant/equipment should be reported to the people listed above. The same persons will check that new plant and equipment meets health and safety standards before purchase.

The same person(s) will be responsible for undertaking COSHH assessments and ensuring that all actions identified in the assessments are implemented. They will also be responsible for ensuring that all relevant members of staff are informed about the COSHH assessments. They will further check that new substances can be used safely before they are purchased.

Assessment will be reviewed when the work activity changes.

## **6.4 Information, Instruction and Supervision**

The Health and Safety Law poster is displayed in staffrooms. Information leaflets relating to a wide number of Health and Safety issues are available for staff reference in a folder in the Steading staffroom.

Health and safety advice is available from the Health and Safety Officer.

Team leaders undertake supervision of young workers/volunteers.

## **6.5 Competence for Tasks and Training**

Induction training will be provided for all staff by executive directors / team leaders. Executive directors / team leaders will provide job specific training. Please ask for instruction in how to use any equipment if unsure.

Training records are kept on the office computer and training will be identified, arranged and monitored by the HSO in conjunction with the executive directors.

## **6.6 Emergency procedures – Fire and Evacuation**

The Health and Safety Officer is responsible for ensuring the fire risk assessment is undertaken and implemented.

The HSO/ Fire Brigade Officer can advise on escape routes if requested by the HSO. Surprise inspections may be carried out by the Fire Brigade Officer.

Fire extinguishers are maintained and checked annually. Alarms are tested weekly, normally on Tuesday morning, and the results recorded. Emergency evacuation is tested and recorded every 6 months.

## **6.7 Monitoring**

The HSO, Executive Directors or appointed person are responsible for investigating accidents. They are also responsible for investigating work-related causes of sickness absence and for acting on investigation findings to prevent a recurrence.

## **6.8 Accidents, First Aid and Work Related Ill health**

The First Aid boxes are kept in: Staff Rooms, Upstairs Kitchen, Art Room, Smallholding, Office, Estate Vehicles, Barn Toilet

At least two persons are trained in First Aid Skills and can be called if needed. Their names are in the Health and Safety Policy (Appendix 6).

All accidents and cases of work-related ill health are to be recorded in the accident book. The book is kept by the HSO in the Steading Staffroom.

It is recommended that all staff have a currently effective inoculation against tetanus. If in doubt, ask your doctor.

## **7 Equality and Diversity Policy**

We are committed to eliminating discrimination and encouraging equality and diversity in our community. Our aim is that our staff will be truly representative of all sections of society. Each employee and volunteer shall feel respected and able to give of their best, and should never experience unlawful discrimination.

To that end the purpose of this policy is to provide equality and fairness for all staff and not to discriminate on grounds of age, disability, gender and gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex or sexual orientation.

All employees and volunteers, whether part-time, full-time or temporary, will be treated fairly and with respect, and should in turn treat all other members of staff, guests and the public with the same respect.

Selection for employment, promotion, training or any other benefit will be based on aptitude and ability. All staff will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

Our commitment is to:

- encourage equality and diversity in the workplace as they are good practice and make business sense
- create an environment free from bullying, harassment and victimisation in which individual differences and the contributions of all our staff are recognised and valued
- take seriously any complaints by fellow employees, guests, visitors and the public. These breaches will be regarded as misconduct and could lead to disciplinary proceedings
- make training, development and progression opportunities available to all staff
- review all our employment practices and procedures to ensure fairness.

### **7.1 Objectives**

The objective of the company is to be an equal opportunities employer. To achieve this the company must ensure that it will recruit, select, train and promote solely based on the individual abilities of each applicant.

The persons responsible for equal opportunities are the employers, who shall have the responsibility of ensuring the equal opportunities policy is complied with in all respects.

## **7.2 Recruitment and Selection**

The employer will endeavour to promote applications from all sections of the community.

The employer will endeavour to interview all applicants of a suitable nature regardless of age, disability, gender and gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex or sexual orientation.

## **7.3 Equal Opportunities**

The company aims to ensure that all employees are employed and rewarded solely based on their ability and will ensure all legislation is complied with respect to equal pay.

The company aims to comply with all directives and European legislation in respect of maternity pay and comply with statutory rights and obligations regarding a woman's right to return to work following a period of confinement.

You are reminded of the need to ensure that you do not discriminate in any way against guests, suppliers or your fellow employees.

The company welcome any information or advice from any employee on any equal opportunities matter. Employees are requested to bring to the attention of the employers any matters or areas where you believe the company's equal opportunities is not being complied with.

## **7.4 Disability**

If you are disabled, or become disabled during your work, the company asks that you inform them about your condition as soon as possible to ensure that adjustments and support can be made and provided as necessary.

## **7.5 Discipline and Grievance**

As an Equal Opportunities employer, the Company agrees to ensure that disciplinary and grievance measures are dealt with regardless of the discriminatory factors described above.

You are reminded that to discriminate is a breach of the Company's equal opportunities policy and may be grounds for prosecution under the Equality Act 2010.

You are reminded that sexual harassment is a particularly odious form of discrimination and will not be tolerated. Any employee found to have discriminated against a guest, a fellow member of staff or to have subjected them to sexual harassment will be liable to disciplinary action including dismissal.

The company recognises that any employee may be subject to discrimination.

Any alleged breach of the Equality & Diversity Policy will normally be dealt with under the Disciplinary and Grievance Policies (Section 4 & 5). If you believe you have been subjected to any act of discrimination at work, you are strongly encouraged to raise the issue under the grievance procedure.

The company welcomes any suggestions from all staff with any way in which it can be more inclusive to any marginalised group of people.

## **8 Statutory and Legal Rights**

### **8.1 Maternity Rights**

Subject to any change in legislation, all pregnant employees are entitled to 52 weeks Statutory Maternity Leave, regardless of their length of service. This leave is made up of 26 weeks ordinary maternity leave, and 26 weeks additional leave. Below you will see the various maternity rights that apply in law and the steps you must take to remain eligible for these rights.

#### **8.1.1 Once you Know you are Pregnant**

As soon as you are aware you are pregnant, you should notify the Company of this fact, as the Company may need to carry out a risk assessment of your job considering your pregnancy.

While it is strongly recommended to inform the Company as soon as possible, the latest you can inform the Company of your pregnancy to qualify for maternity leave is 15 weeks before the baby is due.

This notification should be written and include the expected week of childbirth EWC (by medical certificate), and the intended date to begin maternity leave. This can normally be any date which is no earlier than the beginning of the 11<sup>th</sup> week before the baby is due. If you are absent from work for a pregnancy-related reason on any day in the 4-week period immediately before your EWC, your maternity leave period will automatically start the following day.

Once this notice is given by the employee, the employer will write within 28 days to set out the return date. The employee must give 8-weeks' notice to change the return date.

If you fail to notify the Company as outlined above, you may lose your right to start your maternity leave on the date you wish and your right to Statutory Maternity Pay.

#### **8.1.2 Ante-Natal Care**

You are entitled to reasonable paid time off for ante-natal care. The Company has the right to see your appointment card confirming your ante-natal appointment.

#### **8.1.3 Statutory Maternity Pay**

If you have accrued at least 26 weeks continuous service by the 15<sup>th</sup> week before your EWC (see below), you will be entitled to Statutory Maternity Pay (SMP).

SMP is payable for 39 weeks; for the first six weeks, it is paid at 90 percent of the average weekly earnings. The following 33 weeks will be paid at the SMP rate or 90 per cent of the average weekly earnings whichever is the lower. The standard rate for SMP is reviewed every April.

You must inform the Company of any change in circumstances that change your entitlement to SMP. Failure to follow the notification procedures may result in you not qualifying for SMP.

#### **8.1.4 Maternity Allowance**

Women who do not qualify for Statutory Maternity Pay may be entitled to Maternity Allowance, paid by Jobcentre Plus, for up to 39 weeks. To qualify, they must have been employed or self-employed for 26 weeks out of the 66 weeks before the expected week of childbirth. Women can claim maternity allowance once they have reached 26 weeks of pregnancy, and payments can start 11 weeks before the baby is due.

Maternity Allowance may be payable for 39 weeks if a woman does not qualify for Statutory Maternity Pay and she meets the following qualifying conditions.

In the 66 weeks before the baby is due the mother must have:

- been employed or self-employed for at least 26 weeks (these need not be consecutive weeks).
- earned at least £30 a week, on average, in over any 13 of those 26 weeks.

Maternity Allowance may be payable for 14 weeks at a lower rate where the mother is the spouse or partner of a self-employed person and helps in their business. Further information on claiming maternity allowance are available at <http://www.gov.uk>.

#### **8.1.5 Maternity Suspension**

If, after a risk assessment, it is deemed that your job poses a risk to either yourself or your baby, then there will be attempts made to remove the risk. If this is not possible, alternative, suitable work will be offered (with no less favourable terms and conditions). If no suitable alternative work is available, you will be suspended on full pay for as long as necessary for the health and safety of both mother and child.

#### **8.1.6 Employee Rights & Responsibilities while on Maternity Leave**

During your leave, you are entitled to all normal benefits under your contract of employment, except for wages and salary.

During your leave, the Company is still obliged to maintain your trust and confidence. You are still obliged to act in good faith towards the Company, and the notice provisions of your contract still apply.

You remain entitled to a redundancy payment upon redundancy, if you would otherwise have qualified. Any contractually binding terms relating to discipline or grievance also apply during the leave.

During the leave, you have the right to work 10 days without losing any SMP. These days are called keeping in touch days and are optional, subject to the agreement of employee and employer. Payment will be agreed prior to you coming into work.

### **8.1.7 Your Right to Return**

At the end of maternity leave, you have the right to return to your original job, if that is not possible then a similar job on the same terms and conditions should be offered. If a redundancy situation arises, you will be offered a suitable alternative vacancy if one is available. If there is no suitable alternative work, you may be entitled to redundancy pay. If you wish to work part-time or different hours on your return to work, you must make your request in writing, and then the Company will consider your request.

## **8.2 Paternity Rights**

Employees may be entitled to Paternity Leave and Pay if their partner is having a baby, adopting a child or having a baby through a surrogacy arrangement.

### **8.2.1 Paternity Leave Qualification**

You will normally qualify for statutory paternity leave if you fulfil the following conditions:

- you have or expect to have parental responsibility for a new born baby;
- you are either the father of the baby or the husband or partner of its mother (this includes same sex relationships);
- you have accrued at least 26 weeks continuous service by the 15<sup>th</sup> week before the mother's Expected Week of Childbirth (EWC). This usually means that providing the mother was not already pregnant when you started work for the Company, you will be entitled to paternity leave.
- You wish to take time off to support the mother or care for the new baby.

### **8.2.2 Notifying the Company**

To qualify for paternity leave, you must notify the Company that you intend to take paternity leave no later than the end of the 15<sup>th</sup> week before the mother's EWC. If this is not possible because you are unaware of the mother's pregnancy at the time, you must notify the Company of your intention to take paternity leave as soon as possible.

When you notify the Company of your intention to take paternity leave, you must tell the Company:

- the mother's EWC
- Whether you wish to take one or two weeks leave
- When you want to start your paternity leave (see below)

### **8.2.3 The Amount of Paternity Leave You Can Take**

An expectant father or partner of a pregnant woman has the right to take time off work to go to 2 antenatal appointments.

When the child is born, you can either take one week's paternity leave; or two weeks paternity leave.

In either case, you must take all your paternity leave at the same time. You cannot take a few days of paternity leave, then come back to work and take a few days later.

#### **8.2.4 When You Can Take Paternity Leave**

You cannot take paternity leave until the child has been born but may take annual leave before.

You must take all your paternity leave within 56 days of the child being born, or within 56 days of the first day of the mother's EWC, if the baby is born earlier than expected. You will have lost the right to any paternity leave you do not take within this timescale.

#### **8.2.5 Paternity Leave Start Date**

When you notify the Company of your wish to take paternity leave, you must say when you can wish your leave to start. You can choose to do this one of three ways. You can say that you wish to start your leave:

- on the date the child is born; or
- on a date after the first day of the EWC; or
- a certain number of days after the date the child is born.

Once you have notified the Company of your intention to take paternity leave, you can still change your mind about the start date for your paternity leave, but you cannot change your mind about whether you are taking one or two weeks leave. You cannot change your start date less than 28 days before the date you originally gave the Company as your start date.

If the child is born much earlier than expected and your unable to give the amount of notice required for that reason, you will still be able to take your paternity leave at any time within 56 days of the child being born.

If you cannot start your paternity leave on the date you have notified the Company because the child has not yet been born, you must change the start date to the date the child is born or a specified number of days thereafter.

#### **8.2.6 Statutory Paternity Pay (SPP)**

If you have completed at least 26 weeks continuous service ending with the 15<sup>th</sup> week before your expected week of confinement, and your normal weekly earnings are above the lower earnings level for National Insurance Contributions, you will be eligible for SPP.

Your SPP payment will be at the rate prevailing at the time you take your paternity leave. You must inform the Company of any change in circumstances that change your entitlement to SPP. Failure to follow the notification procedures above may result in your not qualifying for SPP.

## **8.3 Rights of Adoptive Parents**

All employees, from the day of employment, have the right to adoption leave. Employees who have been matched with a child may take up to 52 weeks adoption leave and may be entitled to up to 39 weeks of statutory adoption pay (SAP). If a couple jointly adopt a child, one may take adoption leave and the other parent may be able to take paternity leave.

### **8.3.1 Adoption Leave**

The main adopter is entitled to take paid time off for up to 5 adoption appointments. The secondary adopter will be entitled to take unpaid time off for up to two appointments.

Full adoption leave can be taken:

- When a child starts living with the employee or up to 14 days before the placement date (UK adoptions).
- When an employee has been matched with a child by a UK adoption agency.
- When the child arrives in the UK or within 28 days (overseas adoption).

The partner of someone who adopts may be entitled to paternity leave if the adoption is done jointly.

Employees must give the employer a matching certificate from the adoption agency. The adoption agency must be recognised in the UK.

Statutory adoption leave can start either:

- from the date the child starts living with the employee
- up to 14 days before the date the child is expected to start living with the employee.

Employees should tell the employer within 7 days of being told that they have been matched with a child, if not possible they must tell the employer as soon as possible.

Employees who request or take adoption leave are protected against suffering a detriment or unfair dismissal. They have a right to return to the same job after 26 weeks adoption leave and after 52 weeks a suitable alternative job must be found.

### **8.3.2 Statutory Adoption Pay (SAP)**

SAP is to be paid to employees on adoption leave. For the first 6-weeks the employee will be entitled to 90% of normal earnings. The next 33 weeks is paid at the SAP rate.

### **8.3.3 Keep in Touch Days**

The employer and employee should agree any keeping in touch required, for up to 10 days during adoption leave. There is no provision for these days to be paid, but this is to be agreed in advance.

## 9 Redundancy Policy

It is the policy of the company to avoid declaring redundancies wherever possible, but redundancy may be inevitable due to organisational change, adverse economic conditions or other unforeseen circumstances. In the event of redundancy, the company will make every effort to avoid compulsory redundancies and will adopt the highest standards of practice.

### 9.1 Definition and Purpose

The definition of a redundancy is the dismissal of an employee because no-one is needed to do their job.

The purpose of our redundancy policy is to ensure that any reduction in employee numbers is achieved in an orderly and systematic manner consistent with a fair treatment of the employees involved in these changes.

### 9.2 Scope

This policy applies to all employees of the company, including those on maternity, sickness or other types of leave.

This policy will not apply to:

- volunteers,
- self-employed contractors,
- employees who unreasonably refuse an offer of suitable alternative employment, or
- anyone else who is not, by definition, an employee of the company.

### 9.3 Avoiding Redundancies

The company will take steps to avoid compulsory redundancies, for example by:

- seeking applicants for voluntary redundancy or early retirement
- seeking applications from existing employees to work flexibly
- laying off self-employed contractors, freelancers etc.
- not using casual labour
- restricting recruitment
- filling vacancies elsewhere in the business with existing employees
- short-time working or temporary lay-offs.

### 9.4 Offers of Alternative Work

Even if you are selected for redundancy, you may be offered alternative work. This offer will be unconditional, and in writing. The offer will be made before the end of your contract, and will show how the new job differs from the old one. This new job will

begin within 4 weeks of the end of your current job, and you are allowed a 4 week trial period, that can be longer if agreed beforehand. If you do not accept an alternative job that is deemed to be suitable, you may not be eligible for redundancy pay.

## **9.5 Lay-Offs and Short-Term Working**

There is the option for employees to take unpaid leave or be asked to stay at home when their work is not required on that day. This can be added to your employment contract if agreed. You can also be asked to work fewer hours, should your contract be amended to allow it.

## **9.6 Non-compulsory Redundancy**

There are two options for non-compulsory redundancy. These are voluntary redundancy and early retirement.

### **9.6.1 Voluntary Redundancy**

You have the option to volunteer for redundancy. You will not be automatically selected if you apply.

### **9.6.2 Early Retirement**

You may be offered incentives to retire early, as an alternative to voluntary redundancy. This will be offered across all employees, and cannot be forced upon any employee.

## **9.7 Compulsory Redundancy**

If there are to be compulsory redundancies, employees will be selected fairly without any discrimination. Fair reasons for redundancy include:

- skills, qualifications and aptitude
- standard of work and/or performance
- attendance
- disciplinary record.

Unfair reasons for redundancy are the same as reasons for discrimination as set out in the Equality and Diversity Policy. Other reasons include, but are not limited to:

- pregnancy, including all reasons relating to maternity
- family, including parental leave, paternity leave (birth and adoption), adoption leave or time off for dependants
- acting as an employee representative
- acting as a trade union representative
- joining or not joining a trade union
- being a part-time or fixed-term employee.

## 9.8 Redundancy Consultation

You will always be consulted in the event of a redundancy situation. If you are not, any redundancies made are unfair and are grounds for an employment tribunal. Consultation doesn't have to end in agreement, but it must be carried out with a view to reaching it, including ways of avoiding or reducing the redundancies.

## 9.9 Notice of Redundancy

After a consultation, you will be given notice and a leaving date. This will be at least the statutory notice period, based upon length of service with the company.

Length of Service	Notice Required to be Given
1 month to 2 years	At least a week
2-12 years	One week per year of service
12 or more years	12 weeks

You will receive notice pay based on your rate of pay and notice period. This will be per your contract and include any benefits, with deductions for tax and National Insurance.

## 9.10 Redundancy Pay

You may also be entitled to redundancy pay, called a statutory redundancy payment. To be eligible, you must:

- be an employee working under a contract of employment
- have at least 2 years' continuous service
- have been dismissed, laid off or put on short-time working.

This payment will be made when dismissed, or soon after. You also have the right to a written statement setting out the amount of redundancy pay and how it was calculated. If you opt for early retirement, you will not be eligible for redundancy pay.

### 9.10.1 Statutory Redundancy Pay Rates

These are based on age and length of employment, counting back from the date of dismissal.

Employees will be paid:

- 1.5-weeks pay for each year of employment after their 41<sup>st</sup> birthday
- a week's pay for each year of employment after their 22<sup>nd</sup> birthday
- half a week's pay for each year of employment up to their 22<sup>nd</sup> birthday

Length of service is capped at 20 years and weekly pay is capped at £450. The maximum amount of statutory redundancy pay is £13,500. These exact values vary year to year.

If you are not paid, or think you have been paid incorrectly, you have 6 months from the date of the end of your employment to claim the payment from an employment tribunal. If you do not make this claim in time, the tribunal still has the power for a further 6 months to rule on you getting a payment.

## **9.11 Redundancy Support**

If you are made redundant, Skills Development Scotland can give you support and advice through the Partnership Action for Continuing Employment (PACE).

Support could include:

- helping you to write CVs and find jobs
- providing general information about benefits
- helping you to find the right training and learn new skills
- helping with costs like travel to work expenses.

PACE can be reached on their helpline, 0800 917 8000.

## 10 Data Protection Policy

This policy reflects the requirements of the General Data Protection Regulation (GDPR) [2016/679 EU] and the Data Protection Bill effective on 25 May 2018.

The Bield is registered with the Information Commissioner's Office [ICO].

The Data Protection Officer (DPO) is Executive Director Marianne Anker-Petersen.

They are responsible to the Board of Directors for data protection compliance. Questions about Data Protection should be directed to them via your Team Leader.

The GDPR Policy is divided into different sections:

Data Protection Policy – Staff	<b>Appendix 7</b>
Data Protection Policy – Guests	<b>Appendix 8</b>
Data Protection Policy – Data Portability	<b>Appendix 9</b>
Data Protection Policy – Use of Social Media	<b>Appendix 10</b>

### 10.1 Monitoring Employees

Reasonable use of the Bield's computer equipment, telephones and photocopier machine is allowed for those needing to use them for work purposes. As the employers are responsible for any misuse of the Internet on Bield computers, they reserve the right to monitor the contents of e-mails or Internet use. The browser history of Internet website visits should not be deleted by staff.

### 10.2 Health Information

The company reserves the right to collect information regarding staff health if consent is given, should it be necessary. This information will be held securely, with access only being given to the executive directors and the business manager.

# Appendix 1 Health and Safety

Health and Safety Officer: Gwen McDonald

First Aid Trained: Gwen McDonald, Mike Williams, Elena Anderson, and Norma Forbes, Carol MacDonald, Jason Bradbury

## Some Key Areas of Risk

Asbestos Chemicals	Stress
Confined spaces	Substances hazardous to health (including dust, fumes etc.)
Display screen equipment (VDUs)	Temperatures
Electricity	Transport (including carrying dangerous substances, and pedestrians in the workplace)
Falling objects/collapsing structures	Vibration violence
Machinery (including guarding)	Lone working
Manual handling	Equipment
Noise	Work-related upper limb disorders – repetitive strain
Pressure systems	Working at heights
Radiation	Environment
Slips, trips and falls	

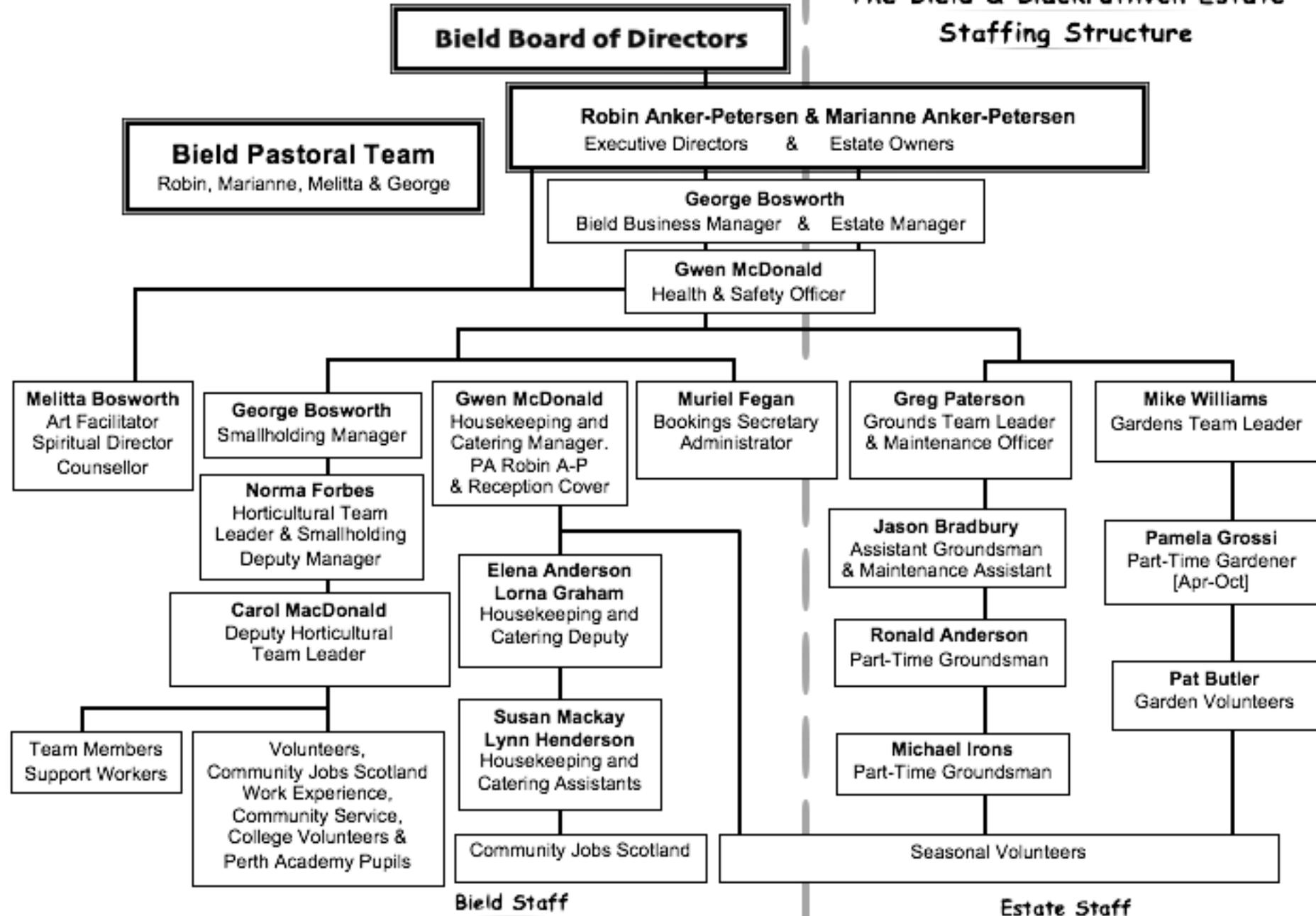
These are just some examples of key areas; this is not an exhaustive list. Look around your workplace to identify other risk areas. If any risks apply to your work activities, you will need to do risk assessments to check that you have removed or reduced the risk.

You can find **more information on risk assessments** and the key areas of risk in HSE's web site:

- Essentials of Health and safety at Work.
- Health and Safety in Small Firms: and Introduction to Health and Safety.
- Good health is Good Business: Employers' Guide.
- Five Steps to risk Assessment.

# Appendix 2 Job Descriptions

## The Bield & Blackruthven Estate Staffing Structure



Job Title	BIELD BUSINESS MANAGER & ESTATE MANAGER
Team Leader	Bield – Executive Directors [Robin and Marianne Anker-Petersen] Estate – Marianne Anker-Petersen
Main Tasks Bield	Day-to-Day Management of the Bield. Line Manager for Receptionist & Administrative Secretary; Housekeeping & Catering Manager; Health & Safety Officer. Attend regular meetings with the Team Leaders. Have overall responsibility for the Bield Budget and Manage Budget Holders.
Retreats	Run Bield days as required. Assist with Male Spirituality days/retreats. Set up and run the site for MROP.
Chapel	Lead daily worship / Staff Worship per the Chapel Rota. Assist Bield Pastoral Team in major celebrations [Christmas, Easter etc.] Be available to offer individual prayer as required.
Meetings	Member of the Bield Pastoral Team; attend weekly meetings. Attend weekly Bookings Meetings. Meet regularly with Executive Directors. Run weekly Team Meetings [Tuesday's at 08:45]. Attend and chair staff meetings as per rota.
Reception / Guests	Carry out reception duties if required. Show guest/groups around the Bield. Have lunch with guests per the rota.
New Developments	Manage any new developments/projects. Liaise with contractors during development phases. Handover projects once installed. Advise on possible new developments
Programme	Co-ordinate the annual Bield Programme. Keep web site up to date.
Computer System	Manage the Bield Computer System Ensure correct training is given/arranged where necessary Install Software as required Liaise with retained Computer Consultant when necessary Manage the Computer Back-Up system [keep hard disk copy in office]
Barn Gallery	Co-ordinate Exhibitions and Barn Gallery Events. Act as liaison officer with Perthshire Open Studios. Ensure correct equipment is available for each event [Hire if necessary]. Ensure users are aware of their responsibilities Liaise with exhibiting artists about invigilation of exhibitions. Manage sales; reconcile gallery commission and payments to artists.
Web Site	Manage the Web Site Remove out of date material Update and add new material as required Liaise with Bookings Secretary re update procedures

Health & Safety	Assist the H&S Officer with the administration of H&S paperwork. <hr/> Maintain an active list of outstanding jobs. <hr/> Attend H&S Meetings. <hr/> Produce Proformas & documentation as required by H&S Officer. <hr/> Draft Procedures and Policies for incorporation into handbook.
Bield Board	Produce a written report for Board meetings <hr/> Report to the Board as required
Estate	Day-to-Day Management of the Estate. <hr/> Line Manager for Grounds Team Leader and Gardens Team Leader. <hr/> Attend regular meetings with the Team Leaders. <hr/> Have overall responsibility for the Estate Budget and Manage Budget Holders. <hr/> De-conflict Estate and Bield activities to minimize disruption to the Bield.
Farm	Liaise with the Farmer re general upkeep and maintenance of the farm. <hr/> Liaise with the Cattle Hand re movement and safety of the cattle. <hr/> De-conflict Farm and Bield activities to minimize disruption to the Bield.

Job Title	HOUSEKEEPING and CATERING TEAM LEADER
Line Manager	Bield Business Manager (George Bosworth)
Responsible for	Housekeeping & Catering Deputy Housekeeping & Catering Assistants Housekeeping Volunteers
Hours	Approx. 38.5 hours per week
Main Tasks	
Housekeeping	Ensuring rooms are ready for guests. * Ensuring all guest areas are kept clean, stocked & ready for guests. * Monitoring laundry and cleaning is completed. * Ensuring that the lodge house is clean and stocked. * Ensuring that the Main house cleaning and laundry is completed. * Stock ordering and control. Staff training.
Catering	Ordering food from outside sources and Smallholding. * Keep up-to-date with Smallholding produce.* Planning and developing menus. Monitor food preparation. Train catering staff in various aspects of catering. Monitoring vegetable storage.* Ensure records and rotation of fridges and freezers are kept.* Ensure records of food safety management are maintained. Responsible for maintenance, repair and replacement of equipment. Account for petty cash and Bield credit card.
Team Management	Housekeeping/catering staff team leader. Rota and delegation of staff duties. Ensure adequate holiday cover. Ensure staff training undertaken as necessary. Chair team meetings.
General Management	Be involved in process of Staff appointments to team.

\* Covered by Deputy when Team Leader is absent

Job Title	HOUSEKEEPING & CATERING DEPUTY TEAM LEADER
Line Manger	Housekeeping & Catering Manager (Gwen McDonald)
Deputy	To stand in for the Housekeeping & Catering Team Leader during holiday periods or other times of absence. To carry out the manager's tasks as marked * on Managers Job Description.
Housekeeping	Cleaning and maintenance of guest bedrooms, lounge and Steading. Top up supplies in guest bedrooms and kitchens. Laundry from Steading. Support for Cleaning in the main house and Pool areas. Rotation of special cleaning.
Food Preparation & Dining Room	Responsible for kitchen and dining room from 8am-4pm daily. Shared cooking duties (breakfast and lunch). Serving and clearing Dining Room. Baking.

Job Title	HOUSEKEEPING & CATERING ASSISTANTS
Line Manger	Housekeeping & Catering Team Leader (Gwen McDonald)
Housekeeping	Cleaning and maintenance of guest bedrooms, lounge and Steading. Top up supplies in guest bedrooms and kitchens. Laundry from Steading. Support for Cleaning in the main house and Pool areas. Rotation of special cleaning.
Food Preparation & Dining Room	Responsible for kitchen and dining room from 4-7pm as per Rota. Shared cooking duties (breakfast and lunch). Serving and clearing Dining Room. Baking.

Job Title	RECEPTIONIST & ADMINISTRATIVE SECRETARY
Line Manger	Bield Business Manager (George Bosworth)
Hours	Average of 29 hours per week
Bookings	Take bookings by phone [incl. answer machine], e-mail and post. Maintain accurate records. Process bills and receive payment. Ensure Bield Pastoral Team and Housekeeping staff are informed of needs of guests and any changes. Run the weekly Bookings Meeting [Thursday's @ 2pm]. Produce daily and weekly guest sheets.
Guests	Meet guests and show them around Steading (and outside if required). Ensure meeting rooms set up. Respond to guest needs as appropriate. Photocopying as required for groups or individuals. Responsible for sales of pottery. Take massage bookings and inform therapist. Maintain the email DB on Mail Chimp and send out regular updates.
Administration Mail; Notices	Open and process mail. Update cash book records. Stamp and post outgoing mail. Keep notice boards and information bookcase up to date.
Banking	Bank Cash & Cheques weekly. Process Bield and Estate invoices and draft cheques. Liaise with CKD re accounts and wages. Account for Petty Cash and Bield Credit Card. Manage the Card Payment machine.
Staff	Maintain staff holiday cards and records. Maintain staff sickness/absence records. Produce various forms for Estate & Bield. Liaise with Housekeeping Manager re holidays and reception cover.
Meetings	Minutes: taking, processing and distribution. Maintain list of <i>Outstanding Jobs</i> . Publish staff holiday dates. Collate & Produce Statistics for quarterly Board meetings. Collate & copy reports as required.
Stocks	Maintain stationery stocks for Bield and Estate. Order and collect stock as required. Maintain supplies of Bield and programme flyers. Maintain stocks of postcards for sale. Maintain stocks of photocopy toner.

Job Title	PERSONAL ASSISTANT to ROBIN
Line Manager	Executive Director [Robin Anker-Petersen]
Hours	Approx. 4 hours per week
Main Tasks	<p>Help Robin be prepared for meetings, courses and the like.</p> <p>Help overview the week and the necessary planning.</p> <p>Make appointments and travel arrangements.</p> <p>Carry out Internet searches and present findings.</p> <p>Help to review services such as utilities and insurance to obtain the best deal.</p> <p>Help Robin get his administration done and do the administrative tasks delegated by him. This would include responding to mail by post and e-mail per Robin's guidelines.</p> <p>Filing: Sort old files and help develop and maintain filing systems in general.</p> <p>Sort and file the Anchor Foundation papers.</p> <p>Ensure regular restocking of stationary, and other office needs.</p> <p>Help organize the fitness room by obtaining quotes for equipment and decoration.</p> <p>Support Robin in keeping a regular reading, exercise and drumming schedule.</p>

Job Title	ART FACILITATOR and SPIRITUAL DIRECTOR
Line Manager	Executive Directors [Robin & Marianne Anker-Petersen]
Main Tasks	
Art Space	<p>Ensuring that the art room is available and welcoming at agreed times for guests' use – open access.</p> <p>Offering support to guests working on an art expression of spiritual feelings or revelation.</p> <p>Modelling ways of spiritual exploration in an artistic medium.</p> <p>Working as an artist.</p> <p>Exhibit own art work on a regular basis in the Barn Gallery.</p> <p>Teaching techniques and use of materials.</p> <p>Preparing materials including recycling clay.</p> <p>Keeping the art room stocked.</p> <p>Keeping the art room tidied and clean.</p> <p>Co-ordinating work with volunteer help.</p>
Bield Duties	<p>Sharing in the rota of welcoming guests and mealtimes.</p> <p>Maintaining and sharing in the rota for leading worship.</p> <p>Support of Volunteers.</p> <p>Creating new art installations in the chapel through the liturgical year.</p> <p>Development and leading of retreat days.</p> <p>Development of programme days within Bield calendar.</p> <p>Preparation and Delivery of programme days.</p> <p>Member of the Bield Pastoral Team.</p> <p>Attend staff meetings.</p>
Spiritual Accompaniment	<p>Available as required to accompany guests and regular visitors.</p> <p>Engaging in on going supervision and own spiritual direction.</p> <p>Acting as link to the Ignatian Spirituality centre.</p> <p>Organizing Individually Guided Retreats for 2, 3 and 8 days.</p>
Counselling Duties	Maintain Counselling Practice

Job Title	HEALTH and SAFETY OFFICER
Line Manager	Executive Directors [Robin & Marianne Anker-Petersen]
Hours	Approx. 4 hours per week
Main Tasks	<p>Ensure all staff are aware of Health and Safety regulations.</p> <p>Ensure all staff are maintaining good practice and records as appropriate.</p> <p>Ensure Risk assessments are kept in date and advise team leaders as necessary.</p> <p>Draw any matters of concern to the attention of the Executive Directors.</p> <p>Educate staff as necessary regarding good practise.</p> <p>Keep up to date with fire regulations requirements.</p> <p>Liaise with the local Fire Officer for advice and inspections.</p> <p>Hold regular Fire Alarm drills.</p> <p>Research and keep up to date with new legislation.</p> <p>Organise and chair H&amp;S meetings for team leaders as needed.</p> <p>Organize and deliver Staff training.</p> <p>Report to the Board in writing through quarterly reports and occasional attendance at board meetings.</p>

Job Title	SMALLHOLDING MANAGER
Responsible to	Director [Robin Anker-Petersen]
Responsible for	Deputy Manager / Horticultural Team Leader Deputy Horticultural Team Leader Part-Time Staff & Community Jobs Scotland employees Volunteers Team Members & their support workers Work Experience Groups
Main Tasks	
Team Members & Volunteers	Ensure a sufficient number of volunteers Ensure a good balance of Team Members to volunteers Liaise with carers and support workers Allocate / supervise work appropriate to abilities Submit annual reports / attend annual reviews when requested
Finance	Seek grant support for Staff costs Seek grant support for running costs Seek grant support for new projects
Day to Day Work	Delegated to the Deputy/Horticulturist Supervise day-to-day work when Deputy/Horticulturist on holiday/absent Attend the Smallholding 2 days per week when possible Carry out main construction work, DIY type tasks, operate machinery Attend Weekly Team Leaders Meeting [Tues @ 08:45]
Accounts	Maintain the Smallholding Accounts; maintain an electronic cash book Manage internet banking for the Smallholding Present Financial Data to the Board
Animal Welfare	Ensure proper care is taken of the animals Ensure regular visits by a Vet Liaise with Farmer / Cattle Hand for advice and guidance Liaise with Farm Secretary over reporting movements of animals Be responsible for animals when Smallholding closed: [Sat, Sun, Mon & Christmas/New Year]; arrange cover as necessary Dispatch sick chickens/geese as required
Agencies Other Users	Maintain links with key agencies Discuss referrals with Social Workers & Mental Health Officers Advise / visit agencies when required; host agency visitors Liaise with <i>Letham Primary School</i> re John Muir Awards Liaise with <i>Glenalmond College</i> re students Community Service Liaise with <i>Careers Scotland</i> re work experience students

Job Title	SMALLHOLDING DEPUTY MANAGER HORTICULTURAL TEAM LEADER
Responsible to	Smallholding Manager [George Bosworth]
Responsible for	Deputy Horticultural Team Leader Team Members & their support workers Volunteers Student Volunteers Work Experience Groups
Main Tasks Team Members & Volunteers	Supervise day-to-day running of the Smallholding Motivate and develop participants' skills and self-confidence Ensure the general safety and wellbeing of all participants Plan and allocate tasks to be carried out for the day Supervise work appropriate to abilities
General	Plan the rotation and proper use of the Smallholding land Order and maintain sufficient stocks of seed for the year Manage the Poly Tunnels Attend GOOOD Meetings and liaise with Farmer re main crop planting Control injurious weeds [per <i>Weeds Act 1959</i> : spear thistle; creeping or field thistle; curled dock; broad-leaved dock; ragwort]
Day to Day Work	Care and well-being of all animals Planning and organising all vegetable production Planning and organising any maintenance / DIY type tasks Liaising with Bield kitchen staff regarding vegetable production Producing vegetable boxes for customers Regular cleaning of all Poultry Housing
Accounts	Submit expenses on a regular basis Manage the Smallholding tea fund Liaise with Manager before committing to large expenditure [> £200]
Animal Welfare	Ensure proper care is taken of the animals Ensure regular visits by a Vet and annual visit of a shearer [Alpacas] Liaise with Farmer / Cattle Hand for advice and guidance Liaise with Farm Secretary over reporting movement of animals Liaise with Marion re Sat, Sun & Mon cover as necessary Maintain the correct food stocks and Hay bales as required
Agencies Other Users	Maintain links with key agencies Discuss referrals with Social Workers & Mental Health Officers Host agency visitors Liaise with <i>Glenalmond College</i> re students Community Service Liaise with <i>Careers Scotland</i> re work experience students

Job Title	SMALLHOLDING DEPUTY HORTICULTURAL TEAM LEADER
Responsible to	Smallholding Horticultural Team Leader [Norma Forbes]
Responsible for	In the absence of the Horticultural Team Leader: Team Members & their support workers Volunteers Student Volunteers Work Experience Groups
Main Tasks	
Team Members & Volunteers	To assist with the Supervision of the day-to-day running of the Smallholding Motivate and develop participants' skills and self-confidence Ensure the general safety and wellbeing of all participants To assist with the Planning and allocation of tasks to be carried out for the day Supervise work appropriate to abilities
General	To assist with the Planning of the rotation and proper use of the Smallholding land To assist with the Management of the Poly Tunnels To assist with the Control of injurious weeds [per <i>Weeds Act 1959</i> : spear thistle; creeping or field thistle; curled dock; broad-leaved dock; ragwort]
Day to Day Work	To assist with the Care and well-being of all animals To assist with the Planning and organising all vegetable production To assist with the Production of vegetable boxes for customers To assist with the Regular cleaning of all Poultry Housing
Accounts	Submit expenses on a regular basis Liaise with Manager before committing to large expenditure [> £200]
Animal Welfare	In the Absence of the Horticultural Team Leader to: Ensure proper care is taken of the animals Ensure a Vet is called if there is any doubt over any animal welfare Liaise with the Farmer / Cattle Hand for advice and guidance Liaise with Marion re Sat, Sun & Mon cover as necessary Maintain the correct food stocks and Hay bales as required
Agencies Other Users	Host agency visitors In the absence of the Horticultural Team Leader to consult with the Smallholding Manager if there is any doubt over any issue.

Job Title	GROUNDS TEAM LEADER & MAINTENANCE OFFICER
Team Leader	Estate Manager (George Bosworth)
Responsible for Team Members	Assistant Groundsman Part-Time Groundsman & Volunteer Estate Volunteers [seasonal]
Main Tasks Team Members	<u>Manage work load for all Team Members</u> <u>Ensure correct training is given/arranged where necessary</u> <u>Manage Holiday dates to ensure cover throughout open periods</u> <u>Manage CPD / Bield Day requests</u> <u>When planned to be absent – produce a clear list of tasks for Assistant</u> <u>Attend weekly Team Leaders Meeting [Tue @ 08:45]</u>
Estate General	<u>Manage the Gravel Pit [resources, dumping, notifiable weeds, shooting]</u> <u>Maintain the Farm Track; potholes; verges; hedges</u> <u>Manage Oil &amp; Fuel tanks; order fuels; check auto top-up delivery for Calor Gas</u> <u>Manage logs &amp; kindling; storage, drying &amp; cutting; order logs</u> <u>Manage the Biomass Boiler; ensure woodchip delivered as required; daily checks; routine cleaning; liaise with Engineers re faults/servicing</u> <u>Manage Workshops 1 &amp; 2 and Log Stores 1 &amp; 2; Boiler Room; Wash Bed [tools, machinery, security, pits, safe storage, ventilation, heating]</u> <u>Ensure Assistant is trained as required and he can carry out the necessary main tasks during absence due to holidays/illness</u> <u>Manage Vermin Control [rabbits, crows, pigeons, jays, grey squirrels]; Liaise with John Fletcher re shooting on the Estate</u> <u>Liaise with <i>Graeme Environmental</i> as required for rat/mouse control</u>
Estate Grounds	<u>Maintain the grounds – grass cutting; lawn maintenance; clearing leaves; hedge/ivy trimming; weed control; clearing snow; salting road/paths; minor fence repairs; maintain stiles</u> <u>Manage/remove timber windfall; dangerous trees / branches etc.</u> <u>Manage wooded areas as required; maintain Shelter Belt walks</u> <u>Maintain external furniture; store over winter; annual protective coating</u> <u>Install / Remove Tennis Court Net as required [April – September]</u> <u>Walled Garden Lawns: mowing lawns; Liaise with head gardener</u> <u>Manage the 2 Horse paddocks; Liaise with horse owners as required</u>
Estate Vehicles & Machinery	<u>Operate and supervise operation of all Estate Vehicles &amp; Machinery</u> <u>Manage Daily Checks, Routine Servicing &amp; Repairs</u> <u>Arrange external servicing if required</u> <u>Order spares, oils &amp; fuels as required; maintain correct storage of fuels</u> <u>Ensure security of vehicles / machinery when not in use</u> <u>Ensure regular cleaning of vehicles / machinery, including Estate Cars</u>
Estate Services	<u>Understand the layout, access points &amp; isolation valves for services</u> <u>Ensure annual emptying of Septic Tanks takes place [4 in total]</u> <u>Liaise with other main users (farmer; tenants) re repairs/maintenance</u> <u>Isolate water supply to grounds standpipes over winter</u>

Bield Chickens	<p>Maintain the battery lighting system [battery/timer – total 16hrs light/day]</p> <p>Ensure regular cleaning of the shed &amp; full scale deep cleaning before delivery of new birds [every 9-12 months]</p> <p>Liaise with the Farmer re supply of feed</p> <p>Dispatch sick chickens when necessary</p>
Swimming Pool	<p>Carry out daily chemical &amp; temperature checks [Mon-Fri]; adjust chemical balance and temperature as necessary</p> <p>Ensure chemical analysis machine is calibrated regularly</p> <p>Order chemicals as required; maintain correct storage of chemicals</p> <p>Ensure correct PPE available</p>
Health & Safety	<p>Ensure correct procedures followed: H&amp;S Handbooks to be readily available to Team Members</p> <p>Ensure Team Members have read relevant H&amp;S documentation; encourage regular reading / H&amp;S education</p> <p>Maintain relevant parts of COSHH handbook; update as necessary</p> <p>Order/Maintain PPE for Team</p> <p>Attend H&amp;S Meetings</p> <p>Ensure Legionella Water Temperature Checks are carried out; Maintain Legionella Temperature records and instrumentation</p>
Contractors External Groups	<p>Arrange Contractors for Routine Maintenance, Repairs &amp; Emergencies</p> <p>Liaise with Bookings Secretary to keep <i>Maintenance List</i> up to date</p> <p>Be responsible for Contractors whilst they are on site</p> <p>Liaise with Contractors for estimates of work</p> <p>Liaise with Stone Waller's for work/courses on the Estate</p> <p>Liaise with SSE re use of trees for rescue training</p> <p>Liaise with personnel shooting rabbits at the Gravel Pit</p>
Handyman	<p>Carry out general repairs and DIY type tasks as requested – Steading, Outbuildings, House &amp; Estate</p> <p>Liaise with Contractors for larger jobs</p>

Job Title	ASSISTANT GROUNDSMAN & MAINTENANCE ASSISTANT
Line Manger	Grounds Team Leader
Responsible for	In the absence of Grounds Team Leader: Part-Time Groundsman & Volunteer Estate Volunteers [seasonal]
Main Tasks	<u>To act as the Assistant to the Grounds Team Leader.</u> <u>Ensure current in the operation of tractors, vehicles and machinery.</u>
Estate General	<u>Assist with the management of the Gravel Pit.</u> <u>Assist with the maintenance of the Farm Track.</u> <u>Assist with the management of logs &amp; kindling; storage, drying &amp; cutting.</u> <u>Assist with the management of the Biomass Boiler; woodchip deliveries; daily checks; routine cleaning.</u>
Estate Grounds	<u>Assist with the management of the grounds – grass cutting; lawn maintenance; clearing leaves; hedge/ivy trimming; weed control; clearing snow; salting road/paths; minor fence repairs; maintain stiles.</u> <u>Assist with the removal timber windfall; dangerous trees / branches etc.</u> <u>Assist with the management of wooded areas as required; maintain Shelter Belt walks.</u> <u>Assist with the maintenance of external furniture.</u>
Estate Vehicles & Machinery	<u>Remain current in the operation Estate Vehicles &amp; Machinery on which you are trained.</u> <u>Assist with Daily Checks, Routine Servicing &amp; Repairs.</u> <u>Ensure security of vehicles / machinery when not in use.</u> <u>Regular cleaning of vehicles / machinery, including Estate Cars.</u>
Swimming Pool	<u>If required: Carry out daily chemical &amp; temperature checks [Mon-Fri]; adjust chemical balance and temperature as necessary</u>
Health & Safety	<u>Assist with carrying out Legionella Water Temperature Checks and Legionella Temperature records.</u>
Maintenance	<u>Assist with general repairs and DIY type tasks as required – Steading, Outbuildings, House &amp; Estate.</u>

Job Title	PART-TIME GROUNDSMAN
Line Manager	Grounds Team Leader
Hours	2 days per week at 4 hours per day.
Main Tasks	
Spring & Summer	Cutting Lawns in: Walled Garden, Pool Lawn around Robin's Office, Labyrinth, around Hornbeam and around Fountain Cleaning of Piece Hut per Rota.
Autumn & Winter	Raking up leaves in walled garden and all other areas of grass cutting. Helping with firewood and kindling. Sanding benches and tables. Cleaning workshops. Log stores. Cleaning of Piece Hut per Rota.

Job Title	PART-TIME GROUNDS VOLUNTEER
Line Manager	Grounds Team Leader
Hours	2 days per week at 5 hours per day.
Main Tasks	
Spring & Summer	Cutting Lawns with Part-Time Groundsman Cut lawn edges. Power wash mowers. Cleaning outside garden furniture. Supplying Logs & Kindling for Art Room Cleaning out of Hen shed. Clean out rain water traps.
Autumn & Winter	Supplying Logs & Kindling for Art Room. Supplying Logs & Kindling for the Steading. Cleaning out of Hen shed. Raking up leaves at Lodge & Main House. Cutting & Stacking Logs, Bagging kindling. Keeping courtyard clean Sanding down benches.

Job Title	GARDENS TEAM LEADER	
Responsible to	Estate Manager (George Bosworth)	
Responsible for Team Members	Part-Time Assistant Gardener: Apr-Oct 2 days per week [Pamela] Garden Volunteers [Raymond & Louisa] Garden Volunteers [seasonal]	
Main Tasks		
Team Members	<u>Manage work load for all Team Members</u> <u>Ensure correct training is given/arranged where necessary</u> <u>Manage Holiday dates to ensure sufficient cover during open periods</u> <u>Manage Continuous Professional Development / Bield Day requests</u> <u>When planned to be absent – produce a clear list of tasks for Team</u> <u>Attend weekly Team Leaders Meeting [Tue @ 08:45]</u> <u>Manage garden budget/accounts</u> <u>Liaise with Grounds Team Leader for repairs and maintenance</u> <u>Liaise with Household Staff re Fruit, Vegetables and Flowers</u>	
General Tasks	Responsible for the design, development and care of the garden areas:	
Outdoors	<u>The Walled Garden</u> <u>The Fruit &amp; Vegetable area</u> <u>The garden at the house</u> <u>The garden pond</u>	<u>The Azalea and the Stork Beds</u> <u>All potted plants</u> <u>The Lodge House garden</u>
General Tasks Indoors	<u>Responsible for the introduction and care of plants within the Bield and the Swimming Pool.</u> <u>Light the Chapel fire in preparation for Morning Prayers [Sep-May]</u>	
Greenhouse	<u>Overall responsibility for the Greenhouse including:</u> <u>Cleaning • Watering • Early propagation</u> <u>Maintaining optimum temperature</u> <u>Pruning [fig, peach, nectarine &amp; grapes]</u> <u>Over-wintering half hardy plants</u>	
Fruit & Veg	<u>Planning</u> <u>Maintain rotation</u> <u>Seed sowing and planting</u> <u>Pruning and harvesting crops</u>	
Ornamental	<u>Preparation, planting, mulching, weeding, staking, replanting, dividing, deadheading.</u> <u>Annual pruning and maintenance of roses</u> <u>Preparation of Spring and Summer plots</u>	
General	<u>Maintain soil fertility – manure, compost, leaf mould &amp; comfrey feed.</u> <u>Provide plants with best conditions for growth.</u> <u>Pest control using biological methods</u> <u>Manual weed control</u> <u>Propagation</u> <u>Redesigning garden areas</u>	







# Appendix 5 Continuing Professional Development (CPD)



The Bield Christian Company Limited  
& Blackruthven Estate



## Continuing Professional Development Request Form

- The form is to be completed at the earliest opportunity by the person requesting CPD.
- Pass the form to your Line Manager for checking.
- Courses/Training should not be booked until you receive approval.
- Line Manager to check the dates are suitable and inform the member of staff if they have approval to book the course.
- Completed form to be passed to Bookings Secretary for payment / records.

Name			
Title of Course / CPD Training			
Course Location & Provider			
Start date		End Date	
Cost (including travel)	£		
Bield/Estate Contribution Requested (max. £200 p.a.)	£		

Signed	
Date	

### Office Use Only

Line Managers Comments & Dates Checked			
Approval to book CPD course	YES		NO
Line Managers Signature			

## Appendix 6 Volunteer Agreement

This Volunteer Agreement demonstrates how we value our volunteers. We want to assure you that we appreciate your contribution to our company. We are dedicated to ensuring that you have a quality volunteer experience which is both productive and rewarding.

We agree to accept the volunteering services of:(Name)\_\_\_\_\_

beginning on\_\_\_\_\_ and ending on \_\_\_\_\_

The volunteer role is:\_\_\_\_\_ and the volunteer will be supervised by\_\_\_\_\_

The Bield and Blackruthven Estate commits to the following:

- To provide adequate information and training so you may meet the expectations as described in your volunteer role description.
- To explain what is required of you and to support and provide encouragement to help you achieve the desired results.
- To assign you with a named supervisor who will provide you with regular support and supervision meetings and act as a 'go to' person.
- To treat you with respect and courtesy at all times.
- To be receptive to any comments and feedback from all our volunteers.
- To value and recognise our volunteers as a significant resource in achieving the goals of our organisation.

The Volunteer commits to the following:

- To fulfil my role as outlined in the attached volunteer role description.
- To perform my volunteer role to the best of my ability.
- To follow the organisation's policies and procedures as set out in the handbook, particularly the responsibilities of the employees.
- To meet time and task commitments and to provide sufficient notice when not available.

Agreed to by: \_\_\_\_\_ Signature\_\_\_\_\_ Date\_\_\_\_\_

Volunteer Signature\_\_\_\_\_ Date\_\_\_\_\_

This volunteer agreement is binding in honour only, and is not intended to be a legally binding contract between the volunteer and the organisation. Neither party intends any employment relationship to be created now. This agreement may be cancelled at any time at the discretion of either party.

# Appendix 7 Data Protection Policy – Staff

This policy reflects the requirements of the General Data Protection Regulation (GDPR) [2016/679 EU] and the Data Protection Bill effective in the UK on 25 May 2018.

## Introduction

The Bield at Blackruthven, the Bield Christian Co. Ltd., Southton Smallholding and Blackruthven Estate (collectively referred to as The Bield) are committed to being transparent about how we collect and use the personal data of its staff [Board members, employees, volunteers and contractors], and to meeting its data protection obligations. This policy sets out The Bield's commitment to data protection, and individual rights and obligations in relation to personal data.

This policy applies to the personal data of job applicants, members of staff and former employees and is referred to as HR-related personal data. This policy does not apply to the personal data of guests or other personal data processed for business purposes.

The Data Protection Officer (DPO) is Marianne Anker-Petersen.

They are responsible to the Board of Directors for data protection compliance.

Questions about this Data Protection Policy should be directed to them via your Team Leader.

### *Definitions*

**"Personal data"** is any information that relates to an individual who can be identified from that information. Processing is any use that is made of data, including collecting, storing, amending, disclosing or destroying it.

**"Special categories of personal data"** means information about an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life or sexual orientation and biometric data.

**"Criminal records data"** means information about an individual's criminal convictions and offences or relating to criminal allegations and proceedings.

## Data Protection Principles

The Bield processes HR-related personal data in accordance with the following data protection principles:

- The Bield processes personal data lawfully, fairly and in a transparent manner.
- The Bield collects personal data only for specified, explicit and legitimate purposes.
- The Bield processes personal data only where it is adequate, relevant and limited to what is necessary for the purposes of processing.
- The Bield keeps accurate personal data and takes all reasonable steps to ensure that inaccurate personal data is rectified or deleted without delay.
- The Bield keeps personal data only for the period necessary for processing.
- The Bield adopts appropriate measures to make sure that personal data is secure, and protected against unauthorised or unlawful processing, and accidental loss, destruction or damage.

The Bield processes individual personal data for the purpose of employment and to meet its statutory requirements. It will not process personal data of individuals for other reasons.

Where the Bield processes special categories of personal data or criminal records data to perform statutory obligations, this is done in accordance with the requirements of the PVG Disclosure regulations.

The Bield will update HR-related personal data promptly if an individual advises that his/her information has changed or is inaccurate.

Personal data gathered during the employment or volunteer relationship, is held in the individual's personnel file (in both hard copy and electronic format). The periods for which the Bield holds HR-related personal data are as follows:

Recruitment Data if not employed – data destroyed after 1 month from interviews

Recruitment Data if employed – data held until 1 month after employee leaves

Personnel Files – data held until 1 month after employee leaves

Disciplinary Data – data held until Disciplinary action has concluded

Annual Review Data – data held until 1 month after employee leaves

PVG Disclosure Data – data held until 1 month after employee leaves

Payroll Data – data held until 1 month after employee leaves

The Bield keeps a record of its processing activities in respect of HR-related personal data in accordance with the requirements of the General Data Protection Regulation (GDPR).

### **Individual Rights of Staff**

As a data subject, staff have a number of rights in relation to their personal data.

#### *Subject Access Requests*

Individuals have the right to make a Subject Access Request to access and obtain a copy of their data.

If an individual makes a Subject Access Request, the Bield will tell him/her:

- whether or not his/her data is processed and if so why, the categories of personal data concerned and the source of the data if it is not collected from the individual;
- to whom his/her data is or may be disclosed and the safeguards that apply to such transfers;
- for how long his/her personal data is stored (or how that period is decided);
- his/her rights to rectification or erasure of data, or to restrict or object to processing;
- his/her right to complain to the Information Commissioner if he/she thinks the Bield has failed to comply with his/her data protection rights; and
- whether or not the Bield carries out automated decision-making and the logic involved in any such decision-making.

The Bield will also provide the individual with a copy of the personal data undergoing processing. This will normally be in electronic form if the individual has made a request electronically, unless he/she agrees otherwise.

If the individual wants additional copies, the organisation will charge a fee, which will be based on the administrative cost to the organisation of providing the additional copies.

To make a Subject Access Request, you should write (email) to the Data Protection Officer.

The Bield will normally respond to a request within a period of two working days from the date it is received. If there is to be a delay the Bield will inform the individual when the information will be available and the reason for the delay.

If a Subject Access Request is manifestly unfounded or excessive, the Bield is not obliged to comply with it. Alternatively, the Bield can agree to respond but will charge a fee, which will be based on the administrative cost of responding to the request. A Subject Access Request is likely to be manifestly unfounded or excessive where it repeats a request to which the organisation has already responded. If an individual submits a request that is unfounded or excessive, the organisation will notify him/her that this is the case and whether or not it will respond to it.

### *Other rights*

Individuals have a number of other rights in relation to their personal data.

They can require the Bield to:

- rectify inaccurate data;
- stop processing or erase data that is no longer necessary;
- stop processing or erase data if the individual's interests override the organisation's legitimate grounds for processing data (where the organisation relies on its legitimate interests as a reason for processing data);
- stop processing or erase data if processing is unlawful; and
- stop processing data for a period if data is inaccurate or if there is a dispute about whether or not the individual's interests override the organisation's legitimate grounds for processing data.

To ask the Bield to take any of these steps, the individual should send a request in writing (e.g. by email) to the Data Protection Officer.

## **Who Has Access to Data?**

Your information may be shared internally, including Board Members, Executive Directors and Team Leaders but only if access to the data is necessary for performance of their roles.

The Bield shares your data with third parties in order to obtain pre-employment references from other employers, obtain employment background checks from third-party providers and obtain necessary criminal records checks for positions requiring a PVG Disclosure.

The Bield also shares your data with third parties that process data on its behalf in connection with payroll, pensions and the provision of HR support i.e. Contract of Employment.

## **Data Security**

The Bield takes the security of HR-related personal data seriously. Personal data files are held in paper form by an Executive Director in a locked filing cabinet to which only they have access. Electronic personal data is held on the Bield Filing System in a password protected file. Only the relevant staff have access to this information.

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

The Bield passes personnel data to our agent, CKD Galbraith, for the purposes of Staff Contracts, Pay-Roll and HR advice. CKD Galbraith are contracted to only pass this information on to appropriate authorities i.e. HMRC for Tax and N.I. payments; NEST for Pension payments. They are not permitted to pass any personal data to other authorities or organisations without the express permission of the individual.

### **Data Breaches**

If the Bield discovers that there has been a breach of HR-related personal data that poses a risk to the rights and freedoms of individuals, it will report it to the Information Commissioner within 72 hours of discovery. The Bield will record all data breaches regardless of their effect.

If the breach is likely to result in a high risk to the rights and freedoms of individuals, it will tell affected individuals that there has been a breach and provide them with information about its likely consequences and the mitigation measures it has taken.

### **International Data Transfers**

The Bield will not transfer HR-related personal data to countries outside the EEA.

### **Individual Responsibilities**

Individuals are responsible for helping The Bield keep their personal data up to date. Individuals should let The Bield know if data provided to The Bield changes, for example if an individual moves house or changes his/her bank details.

Individuals may have access to the personal data of other individuals and of our guests in the course of their employment, contract or volunteer period. Where this is the case, The Bield relies on individuals to help meet its data protection obligations to staff and to guests.

Individuals who have access to personal data are required:

- to access only data that they have authority to access and only for authorised purposes;
- not to disclose data except to individuals (whether inside or outside the organisation) who have appropriate authorisation;
- to keep data secure (for example by complying with rules on access to premises, computer access, including password protection, and secure file storage and destruction);
- not to remove personal data, or devices containing or that can be used to access personal data, from The Bield's premises without adopting appropriate security measures (such as encryption or password protection) to secure the data and the device; and
- not to store personal data on local drives or on personal devices that are used for work purposes.

Failing to observe these requirements may amount to a disciplinary offence, which will be dealt with under the Bield's disciplinary procedure. Significant or deliberate breaches of this policy, such as accessing employee or customer data without authorisation or a legitimate reason to do so, may constitute gross misconduct and could lead to dismissal without notice.

# Appendix 8 Data Protection Policy – Guests

## Key facts

As a serviced and self-catering accommodation premises The Bield must keep a record of all guests over the age of 16.

The record should include their full name and nationality.

You must keep each guest's details for at least 12 months.

We hold personal information on guests and therefore The General Data Protection Regulation (GDPR) applies from 25th May 2018.

Surveillance equipment can only be used if there is a legitimate reason to do so. Guests should be made aware that they are being monitored, who is undertaking the activity and the purpose for which that information is to be used. Surveillance equipment is not in use at The Bield.

## Guest Register

You need to collect the following information from guests on their arrival and you must keep each guest's details for at least 12 months and have the register available for inspection by a police officer or duly authorised person at all times.

- full name
- nationality.

**Note:** you are not legally required to take a guest's home address or contact number.

For all who are not British, Irish or Commonwealth guests:

- passport number and place of issue (or document showing identity and nationality)
- details of their next destination (address, if known) on or before departure.
- **Note:** diplomats, their family and staff do not have to register.

## Data Protection

The Bield holds personal data on a computer system and therefore needs to be registered with the Information Commissioner

The details to be provided include:

- business' name and address
- a description of the purposes for which the data is being held
- a description of the data subjects on whom data is being held
- a description of the type of data being held
- a description of any person or organisation to whom you might disclose the data

## The GDPR Data Protection Principles

All data controllers, whether their records are computerised, automated or manual and whether they have to notify or not, must comply with the protection principles.

Personal data should be:

- a) processed lawfully, fairly and in a transparent manner in relation to individuals;

- b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
- e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

## **Consent**

If you are going to hold information on a guest for any purpose other than handling the booking, such as later marketing, you need to obtain consent.

This consent may be an informal spoken 'yes', but you should give guests enough information for them to make an informed decision (e.g., what personal information you intend to hold and why).

Guests can give their consent on booking, when they check in or when they check out.

You should keep all consents on record.

The Bield Booking Forms:

- explain to guests the personal information on them that you want to hold and why
- asks guests for their consent
- has a space to record whether or not consent was given.

If you intend to keep 'sensitive personal information', you must have the guest's explicit consent to hold and use their personal data for the purposes specified. Sensitive personal information includes the following:

- race, ethnic origins
- religion
- political opinions
- physical or mental health (e.g. disability)
- sexual orientation
- criminal convictions or allegations.

## **The Rights of Data Subjects**

The Act gives eight distinct rights:

1. The right to be informed – to provide ‘fair processing information’ and the need for transparency over how The Bield uses personal data.
  2. The right of access – allows individuals to be aware of and verify the lawfulness of the processing.
  3. The right to rectification – Personal data can be rectified if it is inaccurate or incomplete – The Bield has 1 month to respond.
  4. The right to erasure – also known as ‘the right to be forgotten’. An individual can request the deletion or removal of personal data where there is no compelling reason for its continued processing.
  5. The right to restrict processing – Individuals have a right to ‘block’ or suppress processing of personal data.
  6. The right to data portability – allows individuals to obtain and reuse their personal data for their own purposes.
  7. The right to object – e.g. individuals can ask you to cease using the personal data you hold on them for direct marketing,
  8. Rights in relation to automated decision making and profiling. This is not carried out at The Bield.
- **Note:** You have the right to require reasonable proof of identity from a person asking to exercise these rights. You should be satisfied that the person asking is the person concerned, but you must not use excessive identity checking as a way to deliberately make access to the data difficult.

The Bield does not buy in any mailing lists from third parties. The Bield does not sell or pass on any personal data other than for authorised reasons: contract of employment, payroll, tax and pension.

## **Consent and Withdrawal of Consent**

The Bield must be clear and upfront with guests about what exactly they are consenting to when they sign-up. Details must not be hidden in terms and conditions. The Bield must tell guests in simple and clear language what they are doing next to the box they are ticking.

The Bield must make it as easy for guests to withdraw consent as it is to give consent. A simple tick-box for customers to give consent and a simple tick-box to withdraw consent.

## **Notification of Data Breaches** (ICO helpline: 0303 123 1113)

The Bield is required to notify the Information Commissioners’ Office within 72 hours of first having become aware of the breach where that breach is likely to “result in a risk for the rights and freedoms of individuals”. For any breach, you are required to notify the customers “without undue delay” after first becoming aware of a data breach.

## **Data security and credit cards**

Make sure that access to card data, both on paper and electronically, is very well controlled, restricted to people who really need it, and that any computer on which you store it has proper defences such as a firewall and anti-virus software. When receiving guests’ credit/debit card data, you should follow the standards of the Payment Card Industry Security Standards Council.

There are twelve requirements, some of which are of *limited relevance* to The Bield:

1. Install and maintain a firewall. The Bield computer operating system has this built in.
2. Do not use default passwords. Passwords should not be obvious.

3. Protect stored cardholder data. Do not leave personal data on your laptop and then travel with it, due to the risk of losing it. Keep it secure at all times.
4. Encrypt internet transmission of cardholder data. Never use ordinary e-mail to send credit card information.
5. Use and regularly update anti-virus software. Each Bield computer has ESET Endpoint Antivirus software installed and this must be activated.
6. Develop and maintain secure systems and applications.
7. Restrict access to cardholder data on a need-to-know basis. Ensure card data is not available to all your guests, staff etc.
8. *Give a unique ID to each person with computer access. Do not share IDs or passwords or hold a DB shared between several people with the same login.*
9. Restrict physical access to cardholder data. Don't leave a print-out of data in an unlocked location (or a file of manual card data records).
10. *Track and monitor all access to network resources and cardholder data. This is relevant to businesses with larger systems.* Record who has access to card data.
11. Test security systems and processes regularly. At the least, check that your security measures are being adhered to.
12. Maintain an information security policy. For small businesses the key point is that you give this topic some serious thought, rather than writing a formal policy.

### **Use of Surveillance Equipment at The Bield (CCTV)**

The Bield does not operate any CCTV or other surveillance systems.

## Appendix 9 Data Portability Policy

Individuals have the right to obtain and reuse their personal data for their own purposes.

Personal data can be easily moved, copied or transferred from one IT environment to another in a safe and secure manner, without hindrance to usability.

The right to data portability only applies in the following cases:

- To personal data that an individual has provided.
- Where the processing is based on the individual's consent or for the performance of a contract

When an employee leaves the employment of the Bield the only personal data that is required to be provided are your dates of employment, job title and salary.

A character reference may be provided, if requested before it has been confirmed with the new employer.

Personal data will be provided in a structured, commonly used and machine-readable form.

The Bield will provide the information free of charge.

Where feasible, data will be transmitted directly to another organisation at the request of the employee.

The Bield will respond to any requests for portability within one month.

Where no action is being taken in response to a request, the Bield will, without delay and at the latest within one month, explain to the individual the reason for this and will inform them of their right to complain.

# Appendix 10 Use of Social Media Policy

## 1. Policy Statement

The Bield recognises the benefits that the use of social media can bring to the organisation, and to individual employees, both in their personal and working lives.

Although the Bield allows employees open access to the internet and email whilst at work, access for personal purposes should be kept to a minimum and should generally be made during permitted breaks or outside of work time.

The use of social media to further the interest of and to support the business of the Bield is encouraged. However, approval should always be sought from Team Leaders where such use is proposed.

## 2. Scope and Purpose

The policy applies to all employees of the Bield. It also applies to those people operating on behalf of the Bield, such as contractors, volunteers and visiting facilitators. In these situations, the Team Leader responsible for the contractor, visiting facilitator or volunteer will be responsible for making them aware of the Bield's Policy.

This policy applies to the use of social media for both business and personal purposes, whether it is in normal work time or not, on any work computer or your own personal computer/smart phone/tablet, and whether posting on social media using personal or work related account. It also outlines what the Bield views as unacceptable use of social media. The Policy does not undermine the principles of freedom of speech.

Social media can include, but is not limited to Facebook, LinkedIn, Capital I, Twitter, Google+, Wordpress Blogs or Myspace, and is generally identified as web based forums where individuals communicate with friends, family, colleagues, clients or the general public. For the purposes of this policy it also extends to other personal use of the internet for communication, e.g. blogs, YouTube and non-work email lists.

## 3. Responsible Use of Social Media

The Bield has no direct control over the information employees choose to disclose on social networking sites. However, employees must bear in mind the need to protect the reputation of the Bield, their own privacy, the privacy of colleagues and guests and the confidentiality of Bield information/data in any communications or statements they make available to members of the general public, which includes family and friends outside of the Bield.

The expectation would be that employees behave professionally in all situations which relate directly or indirectly to the Bield and should conduct themselves in a way which acknowledges the standards of behaviour expected within this and other Bield Policies.

### 3.1 Protecting Reputation and Relationships

If a guest or member of the public raises a complaint and regardless of how the information comes to light, an investigation may be undertaken. Disciplinary action may result if following an investigation there is evidence of damage to:

- The reputation of the Bield
- Working relationships within the Bield
- Working relationships with external / collaborative partners
- Relationships with guests, customers or service providers

At a practical level, all employees are advised to avoid posting anything online that they would not wish Team Leaders or colleagues to see.

### 3.2 Confidential Information

Employees must not disclose confidential information, or sensitive business related information through Social Media.

Additionally, employees must always pay due regard to the provisions of the General Data Protection Regulations (GDPR), and as such ensure that they do not disclose information which could constitute a breach of the GDPR.

If following an investigation there is evidence of any unauthorised disclosure of confidential information, or action which leads to a potential breach of the GDPR, this may also lead to disciplinary action for the employee concerned.

### 3.3 General Guidance on the use of Social Media

Employees should always remember that any information disclosed through personal accounts on social networking sites is disclosed in a personal capacity, and never on behalf of the Bield.

Where employees disclose their association with the Bield through Social Media used for personal purposes, any views they publish should be presented as purely personal views rather than being representative of the views of the Bield.

Employees must also bear in mind their audience when posting on social media sites. They should ensure that those who are able to access the information they post have a right to see it, and also that it is appropriate that they see such information.

If using social media in their capacity as an employee, it is important to ensure that the Bield's interests are considered, where in doubt advice should be sought in the first instance through their Team Leader.

### 3.4 Account Security

Employees must always ensure that security information for personal and work related accounts remains confidential, and that they do not disclose log-in information, including passwords, to people who are not authorised to use those accounts.

Where unauthorised access has been gained to an account, there is the possibility of further security breaches and potential damage to personal and/or the Bield's reputation. If an employee believes that unauthorised access has been gained to a work-related account, they should contact their Team Leader.

#### 4. Breaches of this Policy

Social Media should never be used in a way that breaches this Policy, or any other Bield Policy. If an internet posting, blog or social media comment would breach any of the Bield's policies in another medium (e.g. print), then it will also breach them in an on-line forum.

For example, employees must not use Social Media in a way that would:

- Breach the Social Media Guidelines for Staff and Volunteers
- Breach any obligations in relation to confidentiality
- Defame the Bield, or its affiliates, guests, staff, suppliers or other partners.
- Harass or bully any employee, guest or third party or breach the Dignity at Work Policy.
- Unlawfully discriminate against other employees, guests or third parties
- Breach the General Data Protection Regulations Policy.

Where an employee identifies a potential breach of this policy, they should in the first instance report the matter to their Team Leader who should seek advice from the Bield Business Manager or the Executive Directors. Employees have the right to raise a Grievance where they believe a colleague has inappropriately disclosed personal information about them, or information which they believe may negatively affect working relationships.