University of Newcastle upon Tyne

Conditions of Service for Ancillary Staff on Grades A to E

Contract of Employment
These Conditions of Service may be amended from time to time. In addition, the University has a number of Policies which affect the employment conditions for all staff, further information on these policies may be found on the Human Resources web pages or may be obtained from the Human Resources Section.

Nature of Employment
Ancillary Staff are expected to perform such duties in such locations as the University may reasonably require of them and co-operate in the pursuit of increased productivity through the use of staff performance and development reviews, staff training, and other management techniques. You may also be required to work in areas other than your usual workplace but within the substantive grade.

Ancillary Staff must not undertake any other employment or voluntary duty which will interfere with their work for the University unless special arrangements have been agreed with their manager and the Services Human Resources Officer beforehand.

Personal Record
For many reasons such as equal opportunities monitoring and National Insurance, the University wishes to know certain personal details concerning employees. These include, home address and telephone number, ethnic origin, nationality, disability and marital status. If there is a change in these details please inform your Supervisory Officer who will inform Human Resources.

Definitions/Classification of Posts
For the purpose of issuing contracts of employment, posts are classified as follows:
"Regular" - open-ended contract.
"Temporary" - a limited period of time not exceeding twelve months, unless otherwise stated. Temporary staff includes those employed on a term only basis.
"Full-time" - work 37 hours per week, excluding meal times, unless required to remain at work during meals.
"Part-time" - work less than 37 hours per week, excluding meal times, unless required to remain at work during meals.
"Resident" - reside in University accommodation as a condition of their employment.

“Head of Service” includes any Head of Service, or other person having similar managerial authority, within a Service or person of similar status.

“Head of Section” includes any Head of Section, or other person having similar managerial authority within a Service, Section, Division, Hall of Residence or person of similar status.
Probation
Staff are appointed on an initial probationary period of six months with the decision on probation being notified to staff before the end of the probationary period. The University may extend the probationary period and staff affected will be notified accordingly. Staff confirmed in post will not normally undergo a further probationary period upon transfer to another ancillary post at the same grade in the University. Where staff are promoted to a significantly different role, they may be required to undergo a further period of probation. Normally a transfer to another post will not be agreed until after the satisfactory completion of the probationary period. Further information on the University’s probation policy and procedures can be found on the Human Resources web pages.

Payment of Salary
Your commencing salary is specified in your appointment letter. Salaries are paid monthly in arrears on the last bank working day of the month, directly into your bank account. Your salary is part of a single pay spine which is normally increased each year by a national pay award which is normally effective from 1 August each year. The pay spine can be found on the Human Resources web pages. The University reserves the right, after consultation with UNISON, to change the date of payment.

Hours of Work
The normal working hours are 37 hours per week, spread, as required by the University, over a period of up to five days which may include Saturday and Sunday. Except in cases where it is stipulated that employees must take their meals without leaving their posts, the normal working week is exclusive of meal breaks. Starting and finishing times for the hours of work are determined by the Head of Section, employees will be consulted about any changes to their normal hours of work. Employees wishing to leave work at times earlier than their normal finishing time must obtain the permission of their Head of Section. Failure to do so may constitute a Disciplinary Offence.

An allowance not exceeding 10 minutes per week for lateness is given before any adjustment to the normal pay of staff is made to take account of absence from work. This allowance will not be granted when lateness exceeds 10 minutes in any week and may be withdrawn completely in the event of repeated and persistent lateness which may lead to disciplinary action and, ultimately, dismissal. Adjustment to pay to take account of lateness in excess of 10 minutes per week will be on the basis of payment to the nearest completed quarter hour of work in the week.

In special circumstances it may be necessary for an Academic/Service Unit to require staff to be on duty outside the normal working hours. In all cases, other than the most exceptional, the Academic/Service Unit will be expected to give reasonable notice to members of staff of overtime working required.

The number of hours normally worked in a week may vary in a cycle of not more than eight weeks, providing that the average number of hours per week for the complete cycle is 37.

Staff required to work any full or part hours between 11pm and 6am will receive the normal hourly rate x 1.2 for each full or part hour worked during that period providing that no other enhancements such as overtime rates or rotating shift allowance are being paid for the same hours.
Part Time Work - The University offers a number of posts with less than full time hours (37 hours per week). Part time employees may hold two or more part time positions, provided the total number of hours does not exceed 37.

Overtime Rates
The working of all overtime must be authorised by the Head of Academic/Service Unit or such person as he/she may appoint for that purpose.

Overtime (defined as hours worked in excess of the standard contractual hours of 37) for grades A to E will be paid at time and a half for hours worked on Monday to Saturday and double time for hours worked on Sunday.

Time off in lieu for any additional hours worked in excess of the standard contractual hours will be at plain time.

All time worked (whether overtime or not) on public holidays or University closure days will attract double time, or single time plus equivalent time off in lieu.

Staff required to work on a rest day, which has been granted in lieu of a Saturday worked as part of their normal working week, will be paid for all hours worked on that day at time and a half (the day designated as the first rest day in that week). Staff required to work on a second rest day, which has been granted in lieu of a Sunday worked as part of the normal working week, will be paid for all hours worked on that day at double time.

When an employee is working a cycle of duties which takes a period of not less than two weeks to average 37 hours per week, the number of normal hours in each week may vary as stipulated in the schedule of hours for the post and overtime hours will be calculated on this basis.

Staff are expected to work a reasonable amount of overtime hours at the request of their Head of Section unless some urgent personal matter prevents them from doing so. Supervisory Officers are asked to give as much advance warning as practicable of overtime working, but it is inevitable that some overtime will occur at short notice due to sickness and emergencies.

Additional Hours for Part-time Staff
Part-time staff working additional hours immediately before or after their normal hours of duty will be paid at the normal rates of pay unless the number of hours worked in the pay week exceeds 37 (including additional time worked on Saturdays and Sundays), or the number of hours worked on any day exceeds eight.

Shift Allowances
Shift Allowances will be paid in the following circumstances:

Rotating shift - An allowance of 20% of point 7 on grade C is paid for working a cycle of shifts which rotate in immediate succession to cover a period of 24 hours.

The shift allowances above are not paid to employees during periods of absence from work.
Meals
Meals are not normally provided except for agreed categories of staff in the Halls of Residence who, at the time of appointment, are given the option of taking or declining to take meals.

For staff in the Halls of Residence where meals are prepared, a charge of £1.50 per meal will be applied. In the case of those opting to take meals, the basic hourly rate is reduced by £0.15 (which is subject to review by the University) for all paid hours not exceeding 37 in any pay week. This arrangement cannot be changed without the consent of your Head of Section. The hourly rate is not reduced for overtime hours. No reduction in the basic hourly rate is made for holidays or other periods of authorised absence from work during any complete pay week throughout which an employee is absent.

Any employee, who has declined to take meals, found taking food or beverages belonging to the University, will be liable to instant dismissal.

With the exception of those agreed categories of staff in the Halls of Residence who have the option of taking meals, employees required to work more than two hours overtime on any one occasion will be given an allowance of £6.64 providing that they have not been told beforehand to enable them to bring their own food, and providing that a period in excess of four hours will have elapsed between the last meal break and the completion of the period of overtime working. Staff who have opted to take meals will be provided with an additional meal.

Resident Staff
Former Grades B - D
Certain posts have been designated as residential, holders of such posts are provided with accommodation as indicated in the letter of appointment. Such accommodation may be part furnished or unfurnished. In return for accommodation, post-holders are required to perform duties outside of normal working hours for which appropriate payments are made.

In areas where there is more than one residential post, a rota may operate. No additional payments are made in respect of working as part of any rota, or for standing by, which will not be classed as working time, other than when actually attending.

The basic hourly rate of pay for Resident Staff, who receive board and lodging in halls of residence, is reduced by £0.20 as indicated in the letter of appointment, for all paid hours not exceeding 37 in any pay week and excepting those to which overtime rates apply.

No reduction in the basic hourly rate of pay is made for holidays or other periods of authorised absence from work during any complete pay week when an employee is not in residence.

Resident Staff who occupy flats or houses are charged rental, as indicated in the individual letters of appointment, which is deducted from their salary. The rental is subject to review at the discretion of the University from time to time.

Former Grades E - G
The annual salary for resident staff is reduced by £400 as indicated in the letter of appointment. This amount does not represent the actual value of the residential emoluments as the University, in assessing the amount has taken into account the fact that residential staff are on call.
Resident staff who occupy flats or houses are charged a rental, as indicated in the letter of appointment, which is deducted from monthly salary. The rental is subject to alteration in accordance with changes in the rateable value of the property.

Occupation of residential accommodation for all grades is tied to continued employment with the University in a post where residence is a condition of employment. The University reserves the right to discontinue ‘Resident’ posts, but undertakes not to do so without prior consultation with the individual member of staff, and where applicable, UNISON.

**Covering higher graded duties**
Payment to staff in grades A to E who temporarily undertake duties of a higher graded post for a continuous period exceeding 15 working days (for part-time staff this would normally be 3 weekly cycles of work) will be a minimum of 1 increment. Once the qualifying period has been met, payment will be backdated to the start of the acting up period.

**Travelling Expenses**
Travelling expenses are paid in accordance with University regulations for authorised journeys made while at work. Claims should be made on the official forms for this purpose which can be obtained from the Supervisory Office who must approve the amount claimed before forwarding to the Finance Office for payment.

**Late Transport**
Appropriate transport arrangements may be made for staff whose work finishes after the hours of late night public transport services or where staff are required to work on days when public services are unavailable e.g. Christmas or New Year’s Day. In order to comply with Inland Revenue Regulations the University will record all journeys in which the cost is met by the University. The Finance Office will then determine on an annual basis which records should be returned to the Inland Revenue. Any assessment by the Inland Revenue as a ‘Benefit in Kind’ that results in additional income tax being payable will be the liability of the individual. The University will not make additional payments in respect of any additional tax liability.

**Sickness Absence**
The University has an Occupational Sick Pay Scheme outlined in the Effective Management of Sickness Absence Procedure [http://www.ncl.ac.uk/hr/leave/sickness.php](http://www.ncl.ac.uk/hr/leave/sickness.php). Any payment of occupational sick pay is subject to timely and accurate reporting of absence. Failure to comply with the procedure could result in pay being withheld. Staff may be required to attend Occupational Health at the request of management.

**Leave of Absence/special Leave**
**Auxiliary Forces**
Service training with the Auxiliary Forces must be taken as part of normal holiday entitlement, but applications for additional leave may be made through the Head of Section.

Such additional leave of absence, not exceeding one week, may be granted with or without pay to regular full-time staff at the discretion of the relevant Head of Section. The University may ask for the postponement or cancellation of service training when this is inconvenient to the working of the Service.
Jury Service or Court Appearance as a Witness
When called for Jury service, or to appear as a witness, you should obtain from the Payroll & Pensions Section of the Finance Office details of the deduction in pay to be made, which will be equal to the amount reclaimable in respect of that service.

Trade Union Business
Leave of absence, with or without pay, may be granted at the discretion of the University following opinion received from the relevant Head of Section, to enable a member of staff, on the recommendation of UNISON, to attend a Trade Union conference or meeting. All requests for paid leave of absence must be made via the Union Office, local or regional. All responses to such requests will be submitted to that office.

Special Leave
During authorised absence in special circumstances, and in accordance with the Special Leave Policy, payment of wages may be made at the discretion of the University.

Maternity
The University’s maternity provisions can be found on the HR web pages, or may be obtained from the HR Section.

Paternity Leave
The University’s paternity provisions can be found on the HR web pages, or may be obtained from the HR Section.

Parental Leave
The University’s parental leave provisions can be found on the HR web pages, or may be obtained from the HR Section.

Holidays
The University holiday year is 1st October to 30 September inclusive. Holiday entitlement, which is not normally cumulative, is 37 days pa (including 25 days annual leave, 4 University fixed closure days and 8 fixed public holidays). For staff with more than 5 years’ service holiday entitlement is 39 days pa (including 27 days annual leave, 4 University fixed closure days and 8 fixed public holidays). It is expected that the 4 University fixed closure days will fall during the Christmas/New Year period. By negotiation, Heads of Section may arrange for these four days to be transferred from the actual days upon which the University is officially closed to other dates.

Public holidays and University fixed days will be applied pro rata to staff working on a part-time basis.

Holidays will be taken at any time in each holiday year as agreed with the Head of Academic/Service Unit and will be subject to the needs of the Academic/Service Unit but it is expected that permission will not be withheld unreasonably taking into account all the factors involved, both personal and organisational. Members of staff who are also members of Voluntary Services such as the Territorial Army and attend camp for a week or more are given one extra week’s paid holiday in any one holiday year provided that, for the second week of a camp, they take one week of their normal annual leave allowance.

The maximum number of days that can be carried forward from one holiday year to the next will be limited to 5 days to be taken by 31 December in the new holiday year. Provision will be made for the following exceptional circumstances:
a. Accrued holiday untaken due to operational need (as agreed with the manager).

b. Holiday accrued, by prior agreement with the manager, for exceptional holiday arrangements e.g. round the world trip.

c. Where sickness absence has prevented the member of staff from taking at least 28 days holiday (including public holidays and closure days) the balance may be carried forward and should be taken immediately on return to work either as part of a phased return to work or at a time to be agreed by your manager.

d. In circumstances where a member of staff returns to work after long term sickness absence prior to the end of the holiday year e.g. a return to work in August and has not taken or still has a large proportion of statutory holiday entitlement for that holiday year outstanding, they must, if requested to do so, take their statutory holiday before the end of the holiday year.

In the event of your leaving the University’s employment, the University does not normally make payment in lieu of outstanding holiday entitlement and you will therefore be required to take any annual leave to which you may be entitled before your date of leaving. Annual leave (or exceptionally, payment in lieu) is calculated proportionately for each calendar month of service completed in the holiday year.

Staff whose scheduled rest day falls on a public holiday or a University closure day will be entitled to an additional day’s holiday with pay.

Staff engaged to work on a term only basis will not be permitted to take holidays during term time, except for very exceptional reasons. Staff whose work requires weekend working will not be allowed to take holidays at a weekend more than once per term.

Grading of Posts
The grade of your job is set out in your appointment letter. Jobs are graded under the University’s single job evaluation policy and procedure. Further details are available from the Human Resources Section and are available on the Human Resources web pages.

Trade Unions
The University acknowledges the right of each individual member of staff to decide whether or not they wish to become or to remain a member of an independent Trade Union. Those who are members of an independent Trade Union may take part in the activities of that Trade Union outside their working hours or, with the consent of their Supervisory Officer, which may be given only in accordance with arrangements agreed between the University and the Trade Union, during working hours. Participation in the activities of the Trade Union includes the right to seek and to hold office.

UNISON is the only Union recognised by the University for the purpose of negotiating the pay and conditions of service for Ancillary Staff. This independent Trade Union has a branch for University staff and, on request, the membership fees for this Trade Union may be paid through the Payroll & Pensions Section of the Finance Office.
Leaving University Service

Grades A & B
A member of the staff wishing to terminate their employment should advise the Supervisory Officer by completing the Leaver’s Form for Operational and Maintenance Staff which can be found at http://www.ncl.ac.uk/hr/policy/leaving/index.php, giving notice in accordance with the following scale.

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<thead>
<tr>
<th>Length of Service</th>
<th>Length of Notice</th>
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<tbody>
<tr>
<td>Less than 4 years</td>
<td>1 week</td>
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<tr>
<td>4 years or more but less than 8</td>
<td>2 weeks</td>
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<tr>
<td>8 years or more</td>
<td>4 weeks</td>
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The University may terminate the employment of a member of staff by giving written notice in accordance with the following scale:

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<thead>
<tr>
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<tbody>
<tr>
<td>Less than 13 weeks</td>
<td>1 week</td>
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<tr>
<td>13 weeks or more but less than 3</td>
<td>2 weeks</td>
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<td>3 years or more but less than 4</td>
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<td>9 years or more but less than 10</td>
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<td>11 years or more but less than 12</td>
<td>11 weeks</td>
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<tr>
<td>12 years or more</td>
<td>12 weeks</td>
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Grades C to E
A member of the staff wishing to terminate their employment should advise the Supervisory Officer by completing the Leaver’s Form for Operational and Maintenance Staff which can be found at http://www.ncl.ac.uk/hr/policy/leaving/index.php giving 4 weeks’ notice in writing.

The University may terminate the employment of a member of staff by giving written notice in accordance with the following scale.

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<tr>
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<tbody>
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<td>Less than 5 years</td>
<td>4 weeks</td>
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<tr>
<td>5 years or more but less than 6</td>
<td>5 weeks</td>
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<tr>
<td>6 years or more but less than 7</td>
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<td>7 years or more but less than 8</td>
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<td>8 years or more but less than 9</td>
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<td>9 years or more but less than 10</td>
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<td>11 years or more but less than 12 years</td>
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<tr>
<td>12 years or more</td>
<td>12 weeks</td>
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In exceptional circumstances the period of notice may be reduced or waived by the mutual agreement of the University and the employee.

In cases of misconduct an employee may be dismissed summarily and without notice and/or payment in lieu of notice.

**Retirement**
The University does not operate a fixed retirement age for its employees. Retirement plans should be discussed in the context of the regular Performance and Development Reviews but employment will normally terminate after the appropriate notice has been given by the employee. Further information and guidance on pensions and the possible options around retirement is available on the Human Resources web pages or from the Payroll & Pensions Section (Finance) or Human Resources Section.

**Pension Scheme (Retirement Benefits Plan 1971)**
The University operates an Occupational Pension Scheme for non-academic members of staff. The University encourages eligible members of staff to join the Scheme, further details of which may be obtained from the Payroll & Pensions Section of the Finance Office, or from the Human Resources web pages.

**Health & Safety**
Section 2(3) of the Health and Safety at Work Etc. Act 1974 requires the University to bring to the notice of all its employees written statements of general policy with respect to their health and safety at work, and of the organisation and arrangements for carrying out the policy. These statements are given in the Health and Safety booklet enclosed with your letter of appointment.

**Health**
The University reserves the right to have any member of staff medically examined by the University’s Occupational Health Doctor either before or at any time during their period of employment. The purpose of such an examination is to ensure not only that an employee is fit to do his or her work but that the duties involved do not present a hazard to the employee's health. This requires knowledge of circumstances which may not be available to the employee's own doctor.

Staff who undertake regular night work will be given the opportunity to have regular assessment. The purpose of which is to ensure such work is not detrimental to health. Where an assessment indicates night work is a potential risk to health, suitable day work will be offered providing such vacancies exist.

Staff who handle or serve food must report immediately to their Head of Section any septic skin condition or other malady which might be a source of infection.

Staff who contract or come into contact with an infectious disease must take all necessary and reasonable precautions to prevent the spread of infection. You must report this immediately to your Supervisory Officer who will seek advice from the University Occupational Health Service (UOHS).
Staff working in medical services with animals, and in areas concerned with microbiology, are offered the opportunity of taking preventive immunisation considered appropriate on medical advice. Further information will be provided by the Head of Section on request.

Staff who sustain any injury at work, however slight, must inform their Head of Section who may require them to receive medical attention. The University Occupational Health Service is available during normal working hours to staff taken ill or injured while at work and can be contacted on 2227344 (when the team are out of the office please leave a message on the answerphone) or via Human Resources.

Outside the above hours the RVI casualty or public emergency services should be used.

**Safety**
Each employee should read the statement on General Safety Arrangements in the booklet enclosed with your letter of appointment and must follow its requirements. In particular all fire precautions must be strictly observed and employees should always know the whereabouts of the following at their place/s of work:-
(1) The nearest fire alarm point;
(2) The nearest telephone;
(3) The nearest fire exits;
(4) The nearest assembly point.

If an employee discovers a fire, he or she must immediately raise the alarm. Any fire, however small, must be reported to the Head of Section who must also be advised whenever an extinguisher is used or damaged.

All employees must make sure that their working areas are free from accident hazards. If protective clothing is provided, this must be worn.

If an employee has the slightest suspicion that something is unsafe, this should be brought to the notice of the Head of Section or Service Safety Officer.

**Uniform Allocation**
Uniforms are provided by the University for staff holding certain posts at the discretion of the Head of Section.

Uniforms may be worn when travelling to and from work (to include authorised breaks) except for staff working as University Policeman, or in a catering/food production environment who must not wear uniforms outside their normal place of work.

Employees will be required to sign to indicate issue and acceptance of the conditions of such issue, for certain items of clothing/equipment. On leaving University employment items of clothing indicated by an ‘x’ on the uniform allocation sheet must be returned to the employing Service on the final day of service. Should such items not be returned to the University this may constitute a criminal act of theft.

Such clothing must be worn on duty as required by the Head of Section and it remains the property of, and is maintained by the University.

Uniforms are normally replaced every two years and employees are expected to report the need for replacement. Staff may be held responsible for the cost of any clothing which has to be replaced because of their neglect.
**General Rules**
The University accepts no responsibility for loss or damage to an employee's clothing or effects.

Private trading, betting and gambling on the premises of the University is strictly prohibited.

Personal telephone calls should not normally be made or received during working hours. Mobile telephones should be switched off whilst at work. When essential private calls have to be made on a University telephone, where a call-box is not available, the fact that they are private calls must be declared to the operator in advance so that the necessary charges can be made. Only incoming messages of an emergency nature are acceptable for passing on to employees.

Personal correspondence should not be sent to an employee at the University's address unless resident in the University.

Printed matter, posters, or notices of any kind must not be distributed or exhibited on University premises without prior permission from their Supervisor or Head of Section in writing.

The collection of subscriptions or donations other than those of a personal nature (e.g. weddings and retirements) on University premises is not permitted except on the authority of the relevant Head of Section.

Employees are not permitted to bring alcoholic drink to their place of work. Any employee under the influence of alcoholic drink will not be allowed on or permitted to remain on University premises and will be liable to disciplinary action which may lead to dismissal.

Service rules, such as the prohibition of smoking, health and safety and hygiene rules must be strictly observed.

**Grievances**
It is important that any member of staff with a grievance raises it with their immediate supervisor and, if necessary, their Head of Section so that they have an opportunity to investigate the matter and resolve it informally wherever possible.

When an individual member of staff has a grievance which cannot be settled through an immediate supervisor, this should be raised directly by the employee with the relevant Head of Section. If the matter cannot be resolved satisfactorily, then it may be referred to the relevant Head of Service (through the Service HR Manager), either by the employee or the Head of Section. At this stage the employee may, if he/she wishes, be accompanied by a trade union representative.

In the event that the employee wishes to take the matter further, the Services HR Officer will advise what appeal procedure may be available. Any decision at appeal will be final.

**Discipline**
The disciplinary procedures for ancillary staff can be found on the Human Resources web pages, or may be obtained from the Human Resources Section.
Amenities & Services

Car Parking
Due to the limited space available for this purpose, the parking of cars on the premises of the University is strictly controlled. Applications for a permit to park within the teaching precinct of the University must be made to the Secretary/Clerk - Car Parking, Customer Services Office, Estates Service from whom the necessary application form can be obtained. An annual charge is made for a parking permit.

Applications for permission to park on any other part of the University’s premises should be made to the Head of Service concerned with that part of the premises.

The University does not accept any liability for the loss of, or from or damage to any vehicle parked on its premises.

Data Protection

The University is subject to the provisions of GDPR. As a member of staff you are required to comply with the Act and follow the University HR privacy notice in relation to any personal data to which you may have access during your employment with the University.

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<tr>
<th>Effective Date</th>
<th>1 August 2011</th>
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<tbody>
<tr>
<td>Approval</td>
<td>19 July 2011</td>
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<tr>
<td>Policy/Procedure Owner</td>
<td>Garry Coupland</td>
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| Last Reviewed        | 05 June 2018 – To update GDPR and HR Privacy Notice  
26 July 2016 - To update sickness absence  
March 2013 |