

CGDT STAFF CODE

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INDUCTION

Aims

The CGDT induction process is designed to ensure new employees are integrated effectively and consistently into the organisation to maximise both productivity and employee satisfaction/well-being. The aim is for a new employee to:

- become familiar with their working environment and relevant CGDT policies.
- meet colleagues, be familiar with the general aims of the CGDT and understand the purpose and place of their specific project within the work of the development trust.
- meet their line manager and understand the requirements of their post.
- understand their conditions of employment, including relevant practical information about leave, absence, salary etc.

Responsibilities of line-managers

The line-manager of the new employee may be another CGDT employee or a director. The line management responsibilities are the same in both cases. The line-manager must:

- Ensure that each stage of this procedure is completed within the required timescale; certain elements must be completed on the first day in post and the remainder within the first five working days.
- Ensure that form IN01 is fully completed and filed in paper format in the Staff Records folder in the Colintraive CGDT Office and in electronic format on the CGDT hard drive.

Responsibilities of new employee

The new employee must:

- work with the line-manager to complete the induction process. Please note that you need to sign form IN01 at each stage to confirm you understand the information given.
- only carry out work that is understood and ask questions to ensure understanding.
- take a proactive role in the induction procedure; read any information / documents provided, and be familiar with procedures.

Responsibilities of CGDT Directors

The directors must:

- Ensure that the induction procedure for a new employee has been completed appropriately at the first board meeting following the employee's start date.

LINE MANAGEMENT and PERFORMANCE REVIEW

CGDT directors will appoint an appropriate line manager for each employee. The line-manager will be named in the induction process. Any alteration to this arrangement will be carried out in consultation with the employee.

CGDT aims to maximise efficiency, productivity and job satisfaction and believes that a system of forward job planning, monthly and annual review is the essential tool for delivering this aim. The annual review meeting date should be arranged between the line-manager and post-holder four weeks in advance to allow the post-holder to complete the appropriate sections of form PR 01.

Responsibilities of line managers

The line manager must:

- complete the induction process with the new employee
- set a forward job plan (FJP) with specific, measurable, achievable and time-bound objectives, in consultation with the employee
- ensure that the FJP meets the objectives of the project
- meet with the employee at least monthly to review progress on the FJP
- Complete the annual performance review procedure with the employee using form **PR 01** and file it in paper format in the Staff Records folder in the Colintrave CGDT Office and in electronic format on the CGDT hard drive.

Responsibilities of employees

The employee must:

- Cooperate with the line manager to complete the induction process
- Agree a forward job plan (FJP) with specific, measurable, achievable and time-bound objectives, with the line manager
- Cooperate with the line manager in the monthly FJP review and be proactive in identifying challenges and solutions associated with the delivery of project objectives.
- Complete the annual performance review procedure with the line manager, and recognize the procedure as a tool to improve efficiency, productivity, training and development.
- Raise any concerns they have about any aspect of their employment with their line manager

Responsibilities of CGDT directors

- directors should raise any concerns about employees or issues relating to the projects on which they work through the line manager
- the secretary must ensure that line managers complete the annual performance review

CONTRACTS

The directors of CGDT recognize that contract details for workers will be entirely dependent upon funding source. All CGDT workers will be issued with a contract detailing the terms and conditions of their appointment prior to their agreed starting date. They will also receive a written statement (IN02), during the induction process.

ABSENCE

Absence through sickness or injury:

Absence through sickness or injury must be reported to the line-manager by telephone no later than noon on the first working day on which absence begins. If for any reason contact cannot be made by telephone an e-mail should be sent to the line-manager and secretary of the CGDT.

For any absence for sickness or injury, employees will be required to provide a self-certificate upon returning to work. If the absence exceeds, or is likely to exceed, three days, the employee must consult their doctor and obtain a medical statement expressing his or her view of the reason for the absence from work. This statement must then be sent by post or by hand to the line-manager. If further certificates are required, these must similarly be submitted.

If an employee suffers an injury at or during the course of their employment with the company, they or someone on their behalf must immediately report this to the line-manager, who will record the matter in the accident book.

Failure without good cause to comply with these arrangements may have the effect of disqualifying the employee from entitlement to sick pay and may also render them liable to disciplinary action.

Absence must be recorded by the line-manager on form MA01 (to which the relevant certificates must be attached), and filed in paper format in the Staff Records folder in the Colintraive CGDT Office and in electronic format on the CGDT hard drive.

Sick pay:

During absence for illness (which includes injury or other disability) employees will be entitled to receive a statutory sick pay allowance.

Medical appointments:

CGDT encourages staff to make routine medical appointments in their own time and offers flexible working arrangements to accommodate this. Where this is not possible, a reasonable request to the board will be considered through the employee's line manager.

RECORDING WORKING HOURS

All CGDT employees must record their working hours on form TS01, which must be completed monthly and signed by both the employee and line-manager. Completed forms will be filed in

paper format in the Staff Records folder in the Colintrave CGDT Office and in electronic format on the CGDT hard drive.

EXPENSES

All expenses and costs incurred, and as agreed with the Trust, are to be submitted to the Treasurer on a monthly basis for examination by the Board, or its nominated agents, along with the relevant supporting documentation. Mileage will be paid at the rate of £0.40p per mile and all other actual expenses as evidenced. Office allowance for home working not to exceed £50 per month, pro rata.

Employees should note:

- The normal place/places of work is/are defined in the contract/written statement.
- Travel to the normal workplace(s) cannot be claimed in either time or money.
- When the employee carries out work at a place not defined in the contract, they should claim both time and money for the amounts incurred in excess of their normal daily travel.

GRIEVANCE PROCEDURE

The directors of CGDT believe that resolution of workplace problems should first be explored informally and that employees and line managers should be prepared to exhaust the informal grievance procedure before embarking upon the formal grievance procedure. The aim of the informal grievance procedure is to defuse the problem and prevent escalation. It places huge importance upon discussion, reasonableness, flexibility and respect for opposing opinions and values.

Informal grievance procedure:

- Employees should raise the problem with the line manager, preferably.
- The line manager should attempt to resolve the problem through reasonable discussion.
- Both the employee and line manager should at all times be calm, polite and as concise as possible.
- Both the employee and the line manager should be aware of their responsibility to ensure confidentiality at this stage. The line-manager is not required to report the matter to the board of directors and both employee and line-manager should not discuss the issue with board members, CGDT staff or the wider community.
- If for any reason, the employee considers it inappropriate to raise the problem with the line-manager, the matter should be referred to any other director.
- The director receiving such an informal grievance report should comply with the line-manager's role set out above and should only discuss the matter with the line-manager with the employee's consent.
- No part of this procedure will be recorded
- The formal grievance procedure should be commenced only if the informal procedure fails to resolve the problem.

Formal Grievance Procedure:

If the informal grievance procedure fails to resolve the problem, employees can use the formal grievance procedure to seek resolution:

- If the matter is serious and/or the employee wishes to raise the matter formally, employees should set out the grievance in writing using form GR 01, recording the facts and avoiding language that is insulting or abusive. The employee should only complete sections relating to name, job title, date and details of grievance.
- The completed form should be submitted to the employee's line manager.
- Where the employee's grievance is against the line- manager and the employee feels unable to approach him or her, the employee should submit the completed form to any other director (other than the Chair).
- Both the employee and the line manager and the CGDT directors should be aware of their responsibility to ensure confidentiality at this stage. The line-manager is required to report a formal grievance to the board of directors but the directors, employee, accompanying person and line-manager should not discuss the issue with other CGDT staff or the wider community.

- The person receiving form GR 01 will call the employee to a meeting, normally within five days, to discuss the grievance. The employee has the right to be accompanied by a colleague or trade union representative at this meeting if a reasonable request is made.
- After the meeting the person who conducted the grievance meeting will give the employee a decision in writing, normally within 24 hours.
- The decision will be recorded on form GR 01, signed by the employee and the CGDT chair and stored in paper copy in the staff records folder in the staff records folder in Colintraive Office and in electronic format on the CGDT hard drive
- If the employee is unhappy with that decision and wishes to appeal, the employee must notify the person who conducted the grievance meeting.
- The employee will be invited to an appeal meeting, normally within five days, and the appeal will be heard by the chair of the CGDT. The employee has the right to be accompanied by a colleague or trade union representative at this meeting if a reasonable request is made.
- After the meeting the CGDT chair will give the employee a decision, normally within 24 hours. This decision is final.
- The decision will be recorded on form GR 01, signed by the employee and the CGDT chair and stored in paper copy in the staff records folder in Colintraive Office and in electronic format on the CGDT hard drive

DISCIPLINARY PROCEDURES

The directors of CGDT believe that resolution of minor disciplinary issues in the workplace should first be explored informally and that employees and line managers should attempt to do so before embarking upon formal disciplinary procedures. CGDT's aim is to encourage improvement in individual conduct or performance. This formal disciplinary procedure sets out the action which will be taken when disciplinary rules are breached and cannot be resolved informally. The procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues. The formal disciplinary procedure will not be started without the consent of the CGDT board of directors. No disciplinary action will be taken until the matter has been fully investigated. The investigation will be conducted by the line-manager or other director and will be recorded on form DI 01 which will be signed by the employee, the CGDT investigator and the CGDT chair and stored in paper copy in the staff records folder in Colintraive Office and in electronic format on the CGDT hard drive

At every stage employees will be informed in writing of what is alleged and have the opportunity to state their case at a disciplinary meeting and be represented or accompanied, if they wish, by a trade union representative or a work colleague. An employee has the right to appeal against any disciplinary penalty.

Stage 1 - first warning

If conduct or performance is unsatisfactory, the employee will be given a written warning or performance note by the line-manager. Such warnings will be recorded on form DI 02, but disregarded after six months of satisfactory service. The DI 02 form will be signed by the employee, the line-manager and the CGDT chair and stored in paper copy in the staff records folder in Colintraive Office and in electronic format on the CGDT hard drive

The employee will also be informed that a final written warning may be considered if there is no sustained satisfactory improvement or change. Where the first offence is sufficiently serious, for example because it is having, or is likely to have, a serious harmful effect on the organisation, it may be justifiable to move directly to a final written warning.

Stage 2 - final written warning

If the offence is serious, or there is no improvement in standards, or if a further offence of a similar kind occurs, a final written warning will be given by the line-manager which will include the reason for the warning and a note that if no improvement results within three months, action at Stage 3 will be taken. The final written warning will be recorded on form DI 02, signed by the employee, the line-manager and the CGDT chair and stored in paper copy in the staff records folder in Colintraive Office and in electronic format on the CGDT hard drive

Stage 3 - dismissal or action short of dismissal

If the conduct or performance has failed to improve, the employee may suffer demotion, disciplinary transfer, loss of seniority (as allowed in the contract) or dismissal. The dismissal will be recorded on form DI 02, signed by the employee and the CGDT chair and stored in paper copy in the staff records folder in Colintraive Office and in electronic format on the CGDT hard drive

Gross misconduct

If, after investigation, it is confirmed that an employee has committed an offence of the following nature (the list is not exhaustive), the normal consequence will be dismissal without notice or payment in lieu of notice:

- theft, damage to property, fraud, incapacity for work due to being under the influence of alcohol or illegal drugs, physical violence, bullying and gross insubordination.

While the alleged gross misconduct is being investigated, the employee may be suspended, during which time he or she will be paid their normal pay rate. Any decision to dismiss will be taken by the employer only after full investigation. Dismissal for gross misconduct will be recorded on form DI 02, signed by the employee and the CGDT chair and stored in paper copy in the staff records folder in Colintraive Office and in electronic format on the CGDT hard drive

Appeals

An employee who wishes to appeal against any disciplinary decision must do so by informing the CGDT chair in writing within five working days. The CGDT chair will hear the appeal and decide the case as impartially as possible. The decision will be recorded on form DI 02, signed by the employee and the CGDT chair and stored in paper copy in the staff records folder in Colintraive Office and in electronic format on the CGDT hard drive

Annexe A

CGDT GR 01: FORMAL GRIEVANCE	
Name of Employee:	
Job Title of Employee:	
Name of Line-manager:	
Job Title/ Role of line-manager:	
Date Grievance Procedure Commenced:	
Details of grievance:	
Details of Grievance Meeting:	Date letter sent:
	Date of meeting:
	Time:
	Location:
	Chair:
	Minute-taker:
Accompanying person:	
Findings made from investigation and actions to be taken:	
Reasons for actions:	
CGDT DI 02: DISCIPLINARY RECORD (contd)	

Appeal	YES NO	
Details of Appeal Meeting:	Date letter sent:	
	Date of meeting:	
	Time:	
	Location:	
	Chair:	
	Minute-taker:	
Accompanying person:		
Outcome of appeal:		
Subsequent Developments:		
Are the minutes of any formal meetings attached? Record the number of pages.		
Has the employee been given copies of all documents relating to this process?		
Signature of Employee:	Signature of Line-manager:	Signature of CGDT chair:
Date:	Date:	Date: