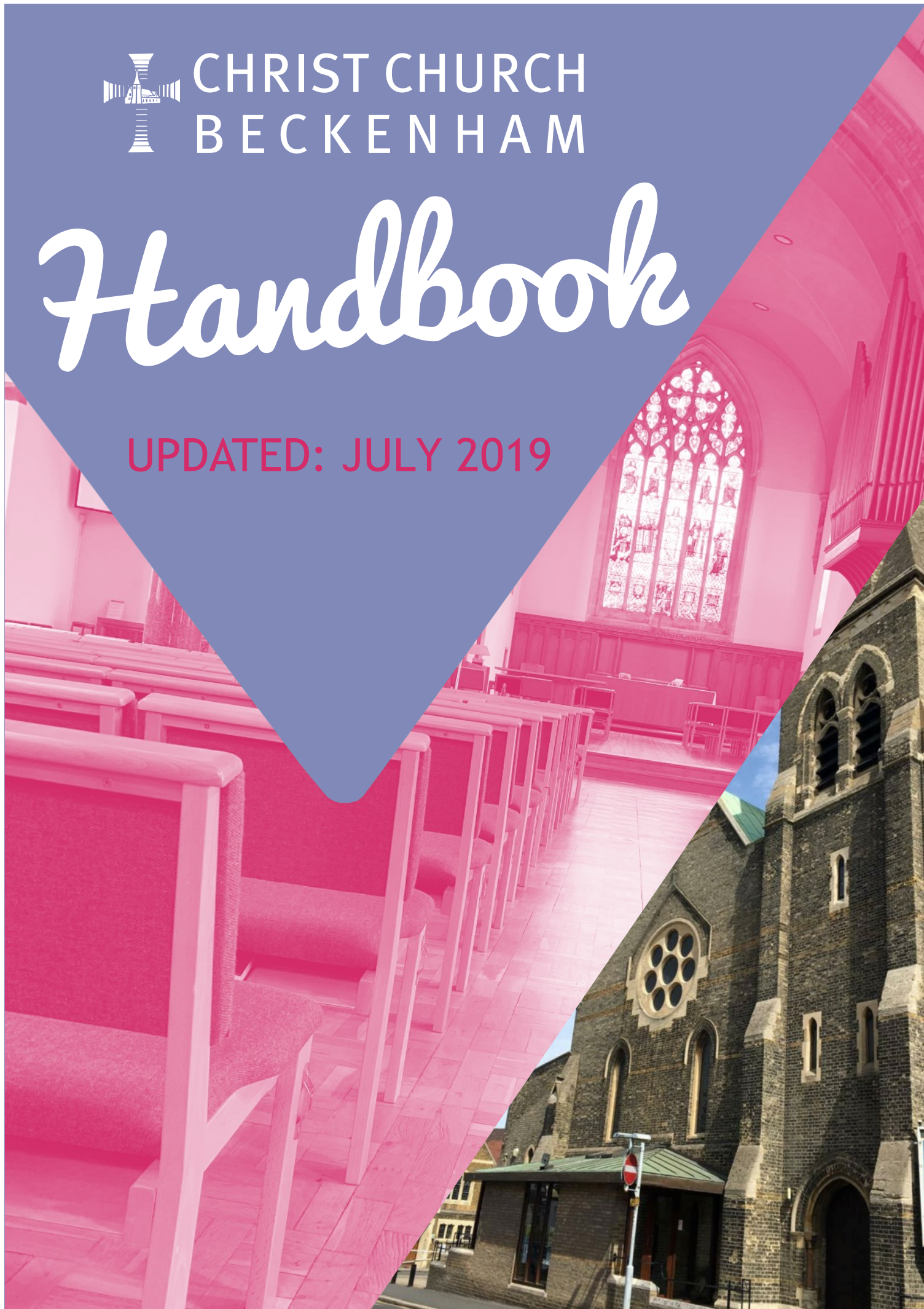




CHRIST CHURCH  
BECKENHAM

# Handbook

UPDATED: JULY 2019





## Policies, Procedures and Processes

### CHRIST CHURCH HANDBOOK

#### Contents

		Page No
<b>Introduction</b>		
	Welcome	<b>1</b>
<b>Policies, Procedures and Processes</b>		
	Diversity Policy	<b>2</b>
	Alcohol and Drugs Policy	<b>5</b>
	Bullying and Harassment Policy	<b>7</b>
	Anti-Bribery & Corruption Policy	<b>10</b>
	Whistleblowing Policy	<b>12</b>
	Internet & Communications Policy	<b>14</b>
	Social Media Policy	<b>18</b>
	Data Protection Policy	<b>20</b>
	Health and Safety Policy	<b>23</b>
	Code of Conduct	<b>33</b>
	Lone Worker Policy	<b>35</b>
	Grievance Procedure	<b>37</b>
Appendix 1	Expenses	<b>38</b>
	<b>Safeguarding</b> – CCB follows the Diocese of Rochester Safeguarding Policy:  <a href="http://www.rochester.anglican.org/resources/safeguarding">www.rochester.anglican.org/resources/safeguarding</a>	

## **INTRODUCTION & WELCOME TO CHRIST CHURCH BECKENHAM**

*Our vision is to be a church where we are “Sharing Life, Loving Beckenham” which means we are here to help everyone find God, grow in relationship with Him, share life with those around and impact the town and the world beyond. We welcome people from every walk of life, every gender, background, age and culture.*

### **THE PURPOSE OF THIS “CCB Policies, Procedures & Processes Document”**

This Christ Church Beckenham (CCB) document contains information about serving our community here in Christ Church Beckenham using official codes of practice, policies and procedures for everyone, to ensure that clear standards exist and are clearly communicated in order to assist the Parochial Church Council (PCC) in the efficient achievement of God’s ministry and mission at CCB.

It applies to all staff and volunteers, unless otherwise indicated and applies to managers, officers, directors, employees, consultants, contractors, trainees and volunteers, and will be updated on a regular basis.

The PCC greatly values all its staff and volunteers in any role within CCB and trusts that all will work in partnership for its ministry in Beckenham within the guidelines of these Policies, Procedures and Processes, to the high standards expected of CCB as a representative of the Church of England.

Our Safeguarding Policy is published separately, using the Parish Safeguarding Handbook of the Church of England.

### **READING THIS DOCUMENT**

It is important that you are familiar with the contents of this document as well as any job descriptions or procedures associated with your role within CCB. You should read it and keep it in a safe place so that you can refer to it as necessary and add any future amendments to it, or keep it accessible online.

### **CHANGES TO TERMS AND CONDITIONS OF YOUR ROLE**

The PCC reserves the right to amend or vary policies in this document but you will be consulted/informed about any such changes.

### **KEEPING CCB UP TO DATE ABOUT PERSONAL DETAILS**

In order that up-to-date records are maintained for emergencies and for administrative purposes, you are responsible for informing CCB, either through your Team Leader, or the Church Office, of any changes in your postal or email address, telephone number, the person to be notified in case of an emergency and your next of kin, as appropriate.

If there are any points that you do not fully understand or if you need further clarification, please feel free to raise them with your Team Leader if you wish.

## **POLICIES, PROCEDURES AND PROCESSES**

**In order to comply with Statutory obligations, the PCC has in place certain policies and procedures for the care and protection of all in the CCB community, whether staff, volunteers or visitors. And, as such are therefore subject to variation, amendment or withdrawal.**

### **DIVERSITY POLICY**

#### GENERAL PRINCIPLES

**CCB** values diversity and recognises that people are an extremely valuable resource. The PCC is committed to providing a ministry environment in which all staff, volunteers and visitors are able to work towards realising their full potential and to contribute to the fulfilment of its vision.

The PCC supports and promotes the aims of the Church of England in particular and of the Christian faith in general. All employees and volunteers in CCB will be expected to show commitment to those aims.

For certain roles, it may be a requirement that the holder be a communicant member of the Church of England, or of a Church in communion therewith or of a member Church of the Council of Churches for Britain and Ireland or of Churches Together in England and they must therefore demonstrate that this requirement is met.

The PCC will seek to support diversity specifically in its approach to Recruitment and Selection, Training and Development, Performance Management, Terms and Conditions of Employment, the application of Grievance, Disciplinary and Capability Procedures, Staff Relations, Monitoring and Communications, and all its dealings with visitors as part of its mission.

#### USE OF TERMS

Where the term “protected characteristic” is used, it refers to The Equality Act 2010 which defines protected characteristics as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

#### OVERALL OBJECTIVES

- To value the diversity of all who visit CCB by implementing policies, procedures and processes which assist everyone in working towards developing their full potential and CCB’s ministry, whilst achieving the PCC’s goals
- To prevent direct and indirect discrimination
- To prevent discrimination by association
- To prevent perception discrimination
- To stimulate equality of opportunity by the elimination of conditions, requirements, procedures and practices which are unjustified

### DIRECT DISCRIMINATION

Direct discrimination occurs when a person is treated less favourably than another person because of a protected characteristic they have or are thought to have or because they associate with someone who has a protected characteristic.

### INDIRECT DISCRIMINATION

Indirect discrimination can occur if the PCC has a condition, rule, policy or practice that applies to everyone but particularly disadvantages people who share a protected characteristic; unless the PCC can show that it can be reasonably justified.

### DISCRIMINATION BY ASSOCIATION

Discrimination by association is direct discrimination against someone because they associate with another person who possesses a protected characteristic.

### PERCEPTION DISCRIMINATION

Perception Discrimination is direct discrimination against a person because others think that they possess a particular protected characteristic even if the person does not have that characteristic.

### GRIEVANCES RELATING TO DIVERSITY ISSUES

Any staff or volunteer member of CCB who has a problem relating to a diversity issue within the framework of this policy should raise it through the Grievance Procedure, shown separately within this Handbook.

### HOW COMPLAINTS RELATING TO DIVERSITY ISSUES WILL BE DEALT WITH

CCB and its PCC is committed to investigating complaints relating to diversity issues thoroughly and with fairness and sensitivity.

Where a CCB volunteer or staff member is accused of acting in a discriminatory manner towards another team member, the complaint will be thoroughly investigated. In the course of the investigation the member will be given a reasonable opportunity to answer the allegations made against them and to provide an explanation.

If it is concluded that there was no discrimination this will be the end of the matter. If it is concluded that a false accusation has been made maliciously against the staff member, the person or persons responsible may be subject to disciplinary action.

If it is concluded that a member of staff or volunteer has acted in a discriminatory manner, the PCC will consider appropriate action. This may range from training to formal disciplinary action, including dismissal or statutory reporting in serious cases.

### RESPONSIBILITIES

The primary responsibility for the implementation of this diversity policy is that of the PCC and Team Leaders.

However, everyone is encouraged to value the diversity of CCB's mission. All staff and volunteers can contribute to an improved working and ministry environment, for example, by not making assumptions about people based on their gender or ethnic origin, by challenging those who express prejudice, by recognising the value of contributions from diverse groups of people, and by making suggestions to their

Team Leader or management about how CCB's environment can be improved to contribute to enabling all to work towards realising their full potential.

Furthermore, all have a responsibility not to discriminate unfairly against groups or individuals; this includes bullying and harassment, which is addressed in a separate policy. Alleged acts of discrimination will be considered within the framework of the disciplinary procedure.

#### STATUS OF THE POLICY

Whilst the PCC acknowledges its legal obligations relating to diversity issues, the PCC reserves the right to change it from time to time, as appropriate, and in consultation.

## ALCOHOL AND DRUGS POLICY

### INTRODUCTION

The PCC recognises that the use of either alcohol or drugs by staff and volunteers can impair both their health and the safe and efficient running of CCB's ministry.

### OBJECTIVE OF THE POLICY

The objective of this policy is to provide a framework for the handling of alcohol and drug related problems in a fair and sympathetic manner. This policy is not intended to apply to "one-off" incidents or offences caused by alcohol or drug misuse at or outside work/ministry where there is no evidence of an ongoing problem, which may damage our reputation, and which are likely to be dealt with under our Disciplinary Procedure.

### THE PROCESS FOR HANDLING ALCOHOL AND DRUG PROBLEMS

#### **Identifying the problem:**

The misuse of drugs and alcohol by staff or volunteers may come to light in various ways. It may become apparent during investigation of timekeeping, attendance or behavioural issues. In some instances, staff or volunteers may seek help and advice themselves.

#### **What team members should do if they have or think that they have a problem with alcohol or drugs:**

Those who recognise that they have an alcohol or drug problem, or that they are at risk of developing one, are encouraged to come forward for confidential help. They should speak in confidence with their Team Leader, or secure the help of a colleague or the Ministry Team in this respect.

#### **How Team members should respond regarding another member with an alcohol or drug problem:**

All are encouraged not to cover up for staff with an alcohol or drug problem but to recognise that collusion represents a false sense of loyalty and may in the longer term damage those team members.

#### **Intervention:**

Where Team Leaders become aware that a staff member may have a problem relating to alcohol or drugs, they should hold a meeting with the member of staff concerned.

Where staff members or volunteers acknowledge that they have a problem and are given help and treatment, this will be on the understanding that they will fulfil the obligations of the treatment arranged.

Where a return to ministry would jeopardise either a satisfactory level of job performance or the member's recovery, the Team Leader will review the full circumstances of the case and agree an appropriate course of action to be taken. The matter will be considered within the framework of the Capability Procedure or Disciplinary Procedure.

**Consumption of alcohol on the premises:**

The consumption of alcohol on CCB premises is considered acceptable for Communion and organised social events within its ministry, if approved through the PCC and official bookings of the premises. But all volunteers and staff are expected to behave in an appropriate manner at all times, in keeping with this Policy and with acceptable Christ-like behaviour.

**Drug abuse on the premises:**

The taking of drugs, which are not prescribed on medical grounds, during any work for CCB's ministry, is considered unacceptable and not in keeping with this Policy or acceptable CCB behaviour.

**STATUS OF THIS POLICY**

This Alcohol and Drugs Policy is discretionary and the PCC reserves the right to change it from time to time; it does not form part of individual contracts of employment.



## **BULLYING AND HARASSMENT POLICY**

### GENERAL PRINCIPLES

The PCC believes that everyone visiting or working within CCB is entitled to be treated with dignity and respect while at work and when volunteering for or representing CCB in any capacity outside work.

The PCC will not tolerate the bullying or harassment of:

- one staff member or volunteer by another or of
- any other individuals with whom they have contact in the course of carrying out their duties for the PCC or of
- a staff member or volunteer by a third party with whom they have contact in the performance of their role.

Such behaviour is unlawful and is regarded as both serious and unacceptable in the CCB environment. The PCC will take positive action to prevent its occurrence within CCB's ministry, such as services, visits, events or social functions.

### OBJECTIVE OF THE POLICY

The objective of this policy is to prevent bullying and harassment within CCB and to provide a framework for addressing any bullying and harassment issues that may arise.

### DEFINITION OF BULLYING AND HARASSMENT

In general terms, bullying may include offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient. Harassment is unwanted conduct related [or unrelated to] a protected characteristic\* under the Equality Act 2010, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. This means that even if the harassment is not directed towards a staff member or volunteer, they might find it offensive (creating an offensive environment).

\*This can include harassment of someone because the harasser thinks that the victim possesses a protected characteristic or because the victim associates with a person who possesses a protected characteristic.

Behaviour that is considered as bullying by one person may be considered firm management by another. It may be persistent or an isolated incident. Unacceptable behaviour may include:

- spreading malicious rumours or insulting someone (particularly on the grounds of a protected characteristic under the Equality Act 2010)
- copying memos or emails that are critical about someone to others who do not need to know
- ridiculing or demeaning someone; e.g. picking on them or setting them up to fail
- exclusion or victimisation
- unfair treatment

- overbearing supervision or other misuse of power or position
- unwelcome sexual conduct including:
  - unwelcome sexual advances, propositions, suggestions or pressure to participate in social activity outside work, where it has been made clear that this is not welcome
  - conduct which is intimidatory, physically or verbally abusive, including the display of explicit material, the use of sexually explicit humour, and comments of a sexual nature whether directed specifically at any particular individual or not
  - suggestions that sexual favours may further a person's career, or that refusal may hinder it
  - making decisions on the basis of sexual advances being accepted or rejected
- unwanted physical contact
- making threats or comments about job security without foundation
- deliberately undermining a competent worker by overloading and constant criticism
- preventing individuals from progressing by intentionally blocking promotion or training opportunities

Bullying and harassment are not necessarily face to face, they may be by written communications, visual images (for example pictures of a sexual nature or embarrassing photographs of colleagues), in any form of social media, electronic email (so called 'flame-mail'), phone, and automatic supervision methods – such as computer recording of downtime from work, or recording of telephone conversations – if these are not universally applied to all workers.

Bullying and harassment may be carried out by third parties; i.e. people who are not CCB employees or volunteers but with whom the affected team member comes into contact as part of their role.

#### COMPLAINTS OF BULLYING AND HARASSMENT

Any staff member or volunteer who wishes to make a complaint relating to alleged bullying or harassment within the framework of this policy should raise it through the PCC's Grievance Procedure.

#### HOW COMPLAINTS OF BULLYING AND HARASSMENT WILL BE DEALT WITH BY THE PCC

The PCC has regard for the fact that bullying and harassment are unlawful\*\* and views such acts as constituting extremely serious and unacceptable behaviour. It is committed to taking all complaints of bullying and harassment very seriously and to investigating them thoroughly with fairness, sensitivity and confidentiality.

**Where staff members or volunteers complain of bullying or harassment**

Where a staff member or volunteer complains of bullying or harassment, the complaint will be taken very seriously and will be thoroughly investigated.

In the course of the investigation the staff member who is accused will be given a reasonable opportunity to answer the allegations made against them and to provide an explanation. Management will consider all the circumstances before reaching a conclusion, taking into account the perception of the staff member complaining of bullying or harassment.

If it is concluded that there was no bullying or harassment this will be the end of the matter. If it is concluded that a false accusation has been made maliciously against the staff member/volunteer, the person or persons responsible may be subject to disciplinary action.

If it is concluded that a member of staff or volunteer has bullied or harassed another, management will consider appropriate action including taking into account whether other policies have also been breached such as the Diversity Policy, Internet and Communications Policy or the Social Media Policy. This may range from counselling or training to formal disciplinary action, including dismissal in serious cases. Appropriate action will also be considered for the staff member who complained of the bullying or harassment. This might be the provision of counselling support or redeployment if regarded as necessary and reasonably practicable.

**Bullying or harassment by third parties**

Where a staff member has been subject to bullying or harassment by a third party; e.g. a visitor, contractor etc, a full investigation will take place and appropriate action will be taken if the complaint is found to be justified.

**RESPONSIBILITIES**

The primary responsibility for the implementation of this Bullying and Harassment Policy is that of management. However, all staff members and volunteers have a responsibility to show respect to all members of staff and others with whom they have contact in the course of carrying out their duties for the PCC.

**STATUS OF THIS POLICY**

Whilst the PCC will fulfil its legal obligations, the PCC reserves the right to review it and to change it from time to time; it does not form part of individual contracts of employment.

\* The Equality Act 2010 defines protected characteristics as follows:

Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation

\*\* Under the Equality Act 2010, harassment is unlawful.

Bullying on grounds of a protected characteristic is also unlawful.

Other forms of bullying may also result in a contravention of the law.

**ANTI-BRIBERY AND CORRUPTION POLICY****GENERAL PRINCIPLES**

It is CCB's policy to conduct all of our business and ministry in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships.

Any employee or volunteer who breaches this policy will face disciplinary action, which could result in dismissal for gross misconduct. Any non-employee who breaches this policy may have their role terminated with immediate effect.

This policy does not form part of any employee's contract of employment and we may amend it at any time. It will be reviewed regularly.

**WHO MUST COMPLY WITH THIS POLICY?**

This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners.

**WHAT IS BRIBERY?**

**Bribe** means a financial or other inducement or reward for action which is illegal, unethical, a breach of trust or improper in any way. Bribes can take the form of money, gifts, loans, fees, hospitality, services, discounts, the award of a contract or any other advantage or benefit.

**Bribery** includes offering, promising, giving, accepting or seeking a bribe.

All forms of bribery are strictly prohibited. If you are unsure about whether a particular act constitutes bribery, raise it with your line manager.

Specifically, you must not:

- give or offer any payment, gift, hospitality or other benefit in the expectation that a business advantage will be received in return, or to reward any business received;
- accept any offer from a third party that you know or suspect is made with the expectation that we will provide a business advantage for them or anyone else;
- give or offer any payment (sometimes called a facilitation payment) to a government official in any country to facilitate or speed up a routine or necessary procedure;

You must not threaten or retaliate against another person who has refused to offer or accept a bribe or who has raised concerns about possible bribery or corruption.

This policy does not prohibit the giving or accepting of reasonable and appropriate hospitality for legitimate purposes such as building relationships, maintaining our image or reputation, or marketing our products and services.

A gift or hospitality will not be appropriate if it is unduly lavish or extravagant, or could be seen as an inducement or reward for any preferential treatment (for example, during contractual negotiations or a tender process).

Gifts must be of an appropriate type and value depending on the circumstances and taking account of the reason for the gift. Gifts must not include cash or cash equivalent (such as vouchers), or be given in secret. Gifts must be given in our name, not your name.

It is suggested that any gifts to volunteers be mentioned to your Team Leader, as appropriate.

#### HOW TO RAISE A CONCERN

If you are offered a bribe, or are asked to make one, or if you suspect that any bribery, corruption or other breach of this policy has occurred or may occur, you must notify your line manager or the PCC Secretary or report it in accordance with our Whistleblowing Policy as soon as possible.

## **WHISTLEBLOWING POLICY**

### GENERAL PRINCIPLES

CCB is committed to conducting our ministry with honesty and integrity and we expect all staff and volunteers to maintain high standards. Any suspected wrongdoing should be reported as soon as possible.

This policy covers all employees, officers, consultants, contractors, volunteers, interns, casual workers and agency workers.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

### WHAT IS WHISTLEBLOWING?

Whistleblowing is the reporting of suspected wrongdoing or dangers in relation to our activities. This includes bribery, fraud or other criminal activity, miscarriages of justice, health and safety risks, damage to the environment and any breach of legal or professional obligations.

### HOW TO RAISE A CONCERN

We hope that in many cases you will be able to raise any concerns with your Team Leader. However, where you prefer not to raise it with your manager for any reason, you should contact one of the Church Wardens or the PCC Secretary.

A meeting with you will be arranged as soon as possible to discuss your concern. You may bring a colleague or union representative to any meetings under this policy. Your companion must respect the confidentiality of your disclosure and any subsequent investigation.

### CONFIDENTIALITY

We hope that staff and volunteers will feel able to voice whistleblowing concerns openly under this policy. Completely anonymous disclosures are difficult to investigate. If you want to raise your concern confidentially, we will make every effort to keep your identity secret and only reveal it where necessary to those involved in investigating your concern.

### EXTERNAL DISCLOSURES

The aim of this policy is to provide an internal mechanism for reporting, investigating and remedying any wrongdoing in the workplace. In most cases you should not find it necessary to alert anyone externally.

The law recognises that in some circumstances it may be appropriate for you to report your concerns to an external body such as a regulator. We strongly encourage

you to seek advice before reporting a concern to anyone external. Public Concern at Work operates a confidential helpline. Their contact details are at the end of this policy.

### PROTECTION AND SUPPORT FOR WHISTLEBLOWERS

We aim to encourage openness and will support whistleblowers who raise genuine concerns under this policy, even if they turn out to be mistaken.

Whistleblowers must not suffer any detrimental treatment as a result of raising a genuine concern. If you believe that you have suffered any such treatment, you should inform the PCC Secretary immediately. If the matter is not remedied you should raise it formally using our Grievance Procedure.

You must not threaten or retaliate against whistleblowers in any way. If you are involved in such conduct you may be subject to disciplinary action. In some cases the whistleblower could have a right to sue you personally for compensation in an employment tribunal.

However, if we conclude that a whistleblower has made false allegations maliciously or with a view to personal gain, the whistleblower may be subject to disciplinary action.

Public Concern at Work operates a confidential helpline. Their contact details are at the end of this policy.

### CONTACTS

<b>Public Concern at Work</b> (An independent whistleblowing charity)	Helpline: (020) 7404 6609 E-mail: <a href="mailto:whistle@pcaw.co.uk">whistle@pcaw.co.uk</a> Website: <a href="http://www.pcaw.co.uk">www.pcaw.co.uk</a>
--	--

**IT AND COMMUNICATIONS SYSTEMS POLICY**GENERAL PRINCIPLES

IT and communications systems are intended to promote effective communication and working practices. This policy outlines the standards staff and volunteers must observe when using these systems, when the PCC will monitor their use, and the action CCB will take if these standards are breached.

Access to the internet and e-mail may be provided to staff or volunteers as a business resource. It is permissible for staff to use the facilities for their own personal use, as appropriate but this use must not be overused or abused. The PCC reserves the right to withdraw permission for personal use or restrict access at any time.

The management has overall responsibility for this policy, including keeping it under review, and for compliance with GDPR.

Breach of this policy may be dealt with under the Disciplinary Procedure and, in serious cases, may be treated as gross misconduct leading to summary dismissal.

This policy does not form part of any employee's contract of employment and it may be amended at any time.

EQUIPMENT SECURITY AND PASSWORDS

You are responsible for the security of the equipment allocated to or used by you, and you must not allow it to be used by anyone other than in accordance with this policy. You should use passwords on all IT equipment, particularly items that you take out of the office. You should keep your passwords confidential and change them regularly.

You must only log on to our systems using your own username and password. You must not use another person's username and password or allow anyone else to log on using your username and password.

If you are away from your desk you should log out or lock your computer. You must log out and shut down your computer at the end of each working day.

SYSTEMS AND DATA SECURITY

You should not delete, destroy or modify existing systems, programs, information or data (except as authorised in the proper performance of your duties).

You must not download or install software from external sources without authorisation. Downloading unauthorised software may interfere with our systems and may introduce viruses or other malware.

You must not attach any device or equipment including mobile phones, tablet computers or USB storage devices to our systems without authorisation.



We monitor all e-mails passing through our system for viruses. You should exercise particular caution when opening unsolicited e-mails from unknown sources. If an e-mail looks suspicious do not reply to it, open any attachments or click any links in it.

Inform management immediately if you suspect your computer may have a virus.

### E-MAIL

Adopt a professional tone and observe appropriate etiquette when communicating with third parties by e-mail. As with any other letter, we are legally required to disclose our Company status and Registration Number. If your team has Company status your letterhead should show this detail, which should now be reproduced on all e-mails.

Remember that e-mails can be used in legal proceedings and that even deleted e-mails may remain on the system and be capable of being retrieved.

You must not send abusive, obscene, discriminatory, racist, harassing, derogatory, defamatory, pornographic or otherwise inappropriate e-mails.

You should not:

- send or forward private e-mails at work which you would not want a third party to read;
- send or forward chain mail, junk mail, cartoons, jokes or gossip;
- contribute to system congestion by sending trivial messages or unnecessarily copying or forwarding e-mails to others who do not have a real need to receive them; or
- send messages from another person's e-mail address (unless authorised) or under an assumed name.

### USING THE INTERNET

Internet access is provided primarily for CCB ministry purposes. Occasional personal use may be permitted as set out in paragraph 1.

You should not access any web page or download any image or other file from the internet which could be regarded as illegal, offensive, in bad taste or immoral. Even web content that is legal in the UK may be in sufficient bad taste to fall within this prohibition. As a general rule, if any person (whether intended to view the page or not) might be offended by the contents of a page, or if the fact that our software has accessed the page or file might be a source of embarrassment if made public, then viewing it will be a breach of this policy.

We may block or restrict access to some websites at our discretion.

PERSONAL USE OF OUR SYSTEMS

We permit the incidental use of our systems to send personal e-mail, browse the internet and make personal telephone calls subject to certain conditions. Personal use is a privilege and not a right. It must not be overused or abused. We may withdraw permission for it at any time or restrict access at our discretion.

Personal use must meet the following conditions:

- it must be minimal and take place substantially OR exclusively outside of normal working hours it must not affect your work or interfere with the business;
- it must not commit us to any marginal costs; and
- it must comply with our policies including the Equal Opportunities Policy, Anti-harassment and Bullying Policy, Data Protection Policy and Disciplinary Procedure.

MONITORING

For ministry reasons, and in order to carry out legal obligations in our role as an employer, your use of our systems including the telephone and computer systems (including any personal use) may be continually monitored by automated software or otherwise.

We reserve the right to retrieve the contents of e-mail messages or check internet usage (including pages visited and searches made) as reasonably necessary in the interests of the business, including for the following purposes (this list is not exhaustive):

- to monitor whether the use of the e-mail system or the internet is legitimate and in accordance with this policy;
- to find lost messages or to retrieve messages lost due to computer failure;
- to assist in the investigation of alleged wrongdoing; or
- to comply with any legal obligation.

PROHIBITED USE OF OUR SYSTEMS

Misuse or excessive personal use of our telephone or e-mail system or inappropriate internet use will be dealt with under our Disciplinary Procedure. Misuse of the internet can in some cases be a criminal offence.

Creating, viewing, accessing, transmitting or downloading any of the following material will usually amount to gross misconduct (this list is not exhaustive):

- pornographic material (that is, writing, pictures, films and video clips of a sexually explicit or arousing nature);
- offensive, obscene, or criminal material or material which is liable to cause embarrassment to us or to our clients;

- a false and defamatory statement about any person or organisation;
- material which is discriminatory, offensive, derogatory or may cause embarrassment to others (including material which breaches our Equal Opportunities Policy or our Anti-harassment and Bullying Policy);
- confidential information about us or any of our staff or clients (except as authorised in the proper performance of your duties);
- unauthorised software;
- any other statement which is likely to create any criminal or civil liability (for you or us); or
- music or video files or other material in breach of copyright.

## **SOCIAL MEDIA POLICY**

### GENERAL PRINCIPLES

This policy is in place to minimise the risks to the church through use of social media and as such applies to all staff.

This policy deals with the use of all forms of social media, including (but not limited to) Facebook, LinkedIn, Twitter, Google+, Wikipedia, Whisper, Instagram, Vine, Tumblr and all other social networking sites, internet postings and blogs. It applies to use of social media for business purposes as well as personal use that may affect the church in any way.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

### PERSONAL USE OF SOCIAL MEDIA

Occasional personal use of social media during working hours is permitted. However it may be possible for staff to access such sites during their lunch break so long as it does not involve unprofessional or inappropriate content, does not interfere with your employment responsibilities or productivity and complies with this policy.

This policy applies to staff when they are using social networking sites on parish or other equipment and their use is linked to the church, whether during or outside working hours. Examples of ways in which staff are linked to the church when they are using the internet are:

- using a church email address as their contact email;
- stating in their profile that they work for CCB;
- stating in a discussion online that they work for CCB;
- posting comments/information about the church or PCC on social networking sites
- using networking sites from parish computers.

This list gives examples of how staff can be linked to the church and is not exhaustive.

### PROHIBITED USE

You must avoid making any social media communications that could damage CCB or the Church of England interests or reputation, even indirectly.

You must not use social media to defame or disparage us, our staff or any third party; to harass, bully or unlawfully discriminate against staff or third parties; to make false or misleading statements; or to impersonate colleagues or third parties. You must not

express opinions on our behalf via social media, unless expressly authorised to do so by your Team Leader. You may be required to undergo training in order to obtain such authorisation.

You must not post comments about sensitive business-related topics, such as our performance, or do anything to jeopardise our trade secrets, confidential information and intellectual property or any information about the PCC, its staff, partners or any related third party. You must not include our logos or other trademarks in any social media posting or in your profile on any social media.

You must ensure that you continue to abide by all the policies set out in this CCB Handbook if you are using social networking sites and your use is linked to the church. Failure to do so may result in disciplinary action, even if your actions took place outside of your working hours.

Any misuse of social media should be reported to your Team Leader.

#### GUIDELINES FOR RESPONSIBLE USE OF SOCIAL MEDIA

You should make it clear in social media postings, or in your personal profile, that you are speaking on your own behalf. Write in the first person and use a personal e-mail address.

Be respectful to others when making any statement on social media and be aware that you are personally responsible for all communications which will be published on the internet for anyone to see.

If you disclose your affiliation with us on your profile or in any social media postings, you must state that your views do not represent those of CCB (unless you are authorised to speak on our behalf). You should also ensure that your profile and any content you post are consistent with the professional and Christ-like image you present to others.

If you are uncertain or concerned about the appropriateness of any statement or posting, refrain from posting it until you have discussed it with your Team Leader.

If you see social media content that disparages or reflects poorly on us, you should contact your manager immediately.

#### BREACH OF THIS POLICY

Breach of this policy may result in disciplinary action under the disciplinary, bullying and harassment policies up to and including dismissal. Any member of staff or volunteer suspected of committing a breach of this policy will be required to co-operate with our investigation, which may involve handing over relevant passwords and login details. You may be required to remove any social media content that we consider to constitute a breach of this policy. Failure to comply with such a request may in itself result in disciplinary action.

## DATA PROTECTION POLICY

### GENERAL PRINCIPLES

During the course of our activities CCB will process personal data (which may be held on paper, electronically, or otherwise) about our staff and volunteers and we recognise the need to treat it in an appropriate and lawful manner, in accordance with the Data Protection Act 1998 (DPA). The purpose of this policy is to make you aware of how we will handle your personal data.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

### DATA PROTECTION PRINCIPLES

We will comply with the eight data protection principles in the DPA, which say that personal data must be:

- Processed fairly and lawfully.
- Processed for limited purposes and in an appropriate way.
- Adequate, relevant and not excessive for the purpose.
- Accurate.
- Not kept longer than necessary for the purpose.
- Processed in line with individuals' rights.
- Secure.
- Not transferred to people or organisations situated in countries without adequate protection.

"Personal data" means recorded information we hold about you from which you can be identified. It may include contact details, other personal information, photographs, expressions of opinion about you or indications as to our intentions about you. "Processing" means doing anything with the data, such as accessing, disclosing, destroying or using the data in any way.

### FAIR AND LAWFUL PROCESSING

We will usually only process your personal data where you have given your consent or where the processing is necessary to comply with our legal obligations. In other cases, processing may be necessary for the protection of your vital interests, for our legitimate interests or the legitimate interests of others. The full list of conditions is set out in the DPA.

We will only process "sensitive personal data" about ethnic origin, political opinions, religious or similar beliefs, trade union membership, health, sex life, criminal proceedings or convictions, where a further condition is also met. Usually this will

mean that you have given your explicit consent, or that the processing is legally required for employment purposes. The full list of conditions is set out in the DPA.

### HOW WE ARE LIKELY TO USE YOUR PERSONAL DATA

We will process data about staff for legal, personnel, administrative and management purposes and to enable us to meet our legal obligations as an employer, for example to pay you, monitor your performance and to confer benefits in connection with your employment.

We may process sensitive personal data relating to staff including, as appropriate:

- information about an employee's physical or mental health or condition in order to monitor sick leave and take decisions as to the employee's fitness for work;
- the employee's racial or ethnic origin or religious or similar information in order to monitor compliance with equal opportunities legislation;
- in order to comply with legal requirements and obligations to third parties.

### **Processing for limited purposes**

We will only process your personal data for the specific purpose or purposes notified to you or for any other purposes specifically permitted by the DPA.

### **Adequate, relevant and non-excessive processing**

Your personal data will only be processed to the extent that it is necessary for the specific purposes notified to you.

### **Accurate data**

We will keep the personal data we store about you accurate and up to date. Data that is inaccurate or out of date will be destroyed. Please notify us if your personal details change or if you become aware of any inaccuracies in the personal data we hold about you.

### **Data retention**

We will not keep your personal data for longer than is necessary for the purpose. This means that data will be destroyed or erased from our systems when it is no longer required.

### **Processing in line with your rights**

You have the right to:

- Request access to any personal data we hold about you.
- Prevent the processing of your data for direct-marketing purposes.
- Ask to have inaccurate data held about you amended.

- Prevent processing that is likely to cause unwarranted substantial damage or distress to you or anyone else.
- Object to any decision that significantly affects you being taken solely by a computer or other automated process.

**Data security**

We will ensure that appropriate measures are taken against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data.

We have in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. We will only transfer personal data to a third party if he agrees to comply with those procedures and policies, or if he puts in place adequate measures himself.

Maintaining data security means guaranteeing the confidentiality, integrity and availability (for authorised purposes) of the personal data.

**Providing information to third parties**

We will not disclose your personal data to a third party without your consent unless we are satisfied that they are legally entitled to the data. Where we do disclose your personal data to a third party, we will have regard to the eight data protection principles.

**Subject access requests**

If you wish to know what personal data we hold about you, you must make the request in writing, with an accompanying fee of £10. All such written requests should be forwarded to the PCC Secretary.

**BREACHES OF THIS POLICY**

If you consider that this policy has not been followed in respect of personal data about yourself or others you should raise the matter with your line manager. Any breach of this policy will be taken seriously and may result in disciplinary action.



## HEALTH AND SAFETY POLICY

### OBJECTIVES

CCB PCC understands the effectiveness of target setting objectives to achieve high standards of health and safety. Our objectives consist of the following:

- To provide adequate control of the health and safety risks arising from our work and ministry activities
- To consult with our staff members and volunteers 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, training and supervision for staff members and volunteers;
- To ensure that all staff members and volunteers are competent to do their tasks, and give them adequate training;
- To prevent accidents and cases of work-related ill health by ensuring a safe system of work and ministry;
- To maintain safe and healthy working and ministry conditions and to review and revise this policy as necessary at regular intervals;
- To establish emergency procedures in the event of an evacuation.

### GENERAL STATEMENT OF HEALTH AND SAFETY POLICY

The PCC has a commitment to achieving high standards of health and safety. It is the policy of the PCC to establish, provide and maintain working and ministry conditions that are safe, healthy and conform to the appropriate legislation, in its premises and activities.

The PCC will provide all necessary information, instruction, training and supervision for all staff members and volunteers, so their work does not put themselves, their colleagues, contractors, visitors or members of the public, at risk.

The Management of Health and Safety at Work Regulations 1999, require the PCC to implement such arrangements as are appropriate, taking into account the nature of its activities and size of undertaking, for the effective **planning, organisation, control, monitoring and review** of the preventive and protective measures.

The PCC will take all reasonably practicable steps to ensure the safe selection, use, maintenance, repair or replacement of machinery and equipment. A similar standard of care will be taken to cover all substances for use at the premises, including handling, storage and transport.

The PCC will take all reasonable and practicable measures to ensure safe access and exit to any place of work is provided and maintained.

All staff members and volunteers must take reasonable care of themselves and any other persons who may be affected by their actions or failure to comply with safety rules and working practice at CCB.

Staff members and volunteers must carry out any necessary duty which the law requires and cooperate with their employers to allow legal obligations to be met. Anything provided for health and safety purposes must not be misused.

### RESPONSIBILITIES FOR IMPLEMENTING THE POLICY

The CCB PCC has overall legal responsibility for health and safety and must ensure that all members, managers, staff members and volunteers implement the Policy in their areas.

#### **Members\***

Members are responsible for;

- Giving their full support at all times to the PCC's Health & Safety Policy.
- Ensuring that the PCC complies with its obligations under The Health & Safety at Work etc Act 1974 and The Management of Health & Safety at Work Regulations 1999.
- Making sure that subordinates fully understand their responsibility for the implementation of the PCC's Health & Safety Policy.
- Keeping themselves fully informed as to the requirements of legislation, Codes of Practice etc, which could affect the PCC's Health & Safety Policy or the practices and policies of the PCC.
- Ensuring that staff members are fully instructed and trained in the requirements of health & safety legislation and that they are fully conversant with the PCC's practices on health & safety.

\*"Members", in this context means those members of the PCC having a directing role in the affairs of the organisation. They are regarded as being cognate with the company directors of a commercial organisation

#### **Managers\***

Managers are responsible for:

- Ensuring compliance with the PCC's Policy for Health and Safety consistent with his or her responsibilities and appropriate delegation of responsibilities to subordinate staff/volunteers.
- Providing adequate resources to secure compliance with the requirements of the Safety Policy on all of the PCC's undertakings.
- Setting a personal example and acknowledging suggestions for improvements in safety organisation, where appropriate.
- Recognising and implementing training for staff members and volunteers where necessary.
- Where appropriate, initiating disciplinary action against staff at all levels who have failed to comply with their duties under the Safety Policy or statutory requirements.
- Ensuring before they start work, that all staff members/volunteers have knowledge of the PCC's requirements for safety and health.

**Staff Members and Volunteers**

As employees within the meaning of the Health and Safety at Work etc Act 1974 staff members are responsible for:

- Their own acts and omissions and the effect that these may have upon the safety of themselves or any other person;
- Making sure they use safety equipment or clothing in a proper manner and for the purpose intended;
- Making sure they do not intentionally or recklessly misuse anything supplied in the interests of health and safety (those who do so may be subject to disciplinary procedures);

It is hoped that all Volunteers may also act in a responsible way to achieve CCB's goals and ministry, and support Staff Members in their responsibilities as above.

\* "Managers", in this context, means those members of staff having day to day oversight of the activities of other staff members and volunteers.

- Working in accordance with any health and safety instruction or training that has been given;
- Not undertaking any task for which they have not been authorised and for which they are not adequately trained;
- Bringing to the attention of a responsible person any perceived shortcoming in our safety arrangements; and
- Familiarising themselves with this policy.

**Contractors**

The PCC is responsible for the health and safety of visitors and contractors who come on site and for staff, volunteers, equipment and material, which may be affected by their operations.

It is the PCC's responsibility to provide sufficient information and instruction to contractors to ensure the safe production, handling, transport and storage of materials, waste and products.

All visitors and contractors will:

- Work on the premises only when the relevant safety rules are understood and accepted;
- Adhere to the PCC's safety rules and instructions;
- Inform the PCC of all hazards that will result from their work.

**Policy Monitoring And Review**

In accordance with the Health & Safety at Work etc Act 1974 this Policy will be reviewed regularly. The Church Wardens and PCC are responsible for annual review and updating of the safety policy, responsibilities and arrangements and carry out an annual General Risk Assessment, which can be viewed on request.

Following any revision, the PCC will communicate any changes to staff members and volunteers in accordance with the Health & Safety at Work etc Act 1974.

### GENERAL SAFETY RULES

Staff members and Volunteers should observe the following rules at all times;

#### **Slips, trips and falls:**

- All staff members and volunteers should keep their own work area clean and tidy.
- All areas should be maintained free of tripping and slipping hazards.
- Make sure that spills are cleaned up immediately.
- Tidy trailing cables.
- If you need to gain access to storage areas use designated 'kick stools' and step ladders and ask for help where necessary.

#### **Storage:**

- Do not obstruct walkways and emergency escape routes.
- Position heavy items at waist height, wherever possible.
- If you feel there is inadequate storage space in your area, discuss this with your Manager/Team Leader.

#### **Furniture:**

- Report furniture that is broken or unsafe to your manager/Team Leader
- Do not overload filing cabinets. Only open one drawer of a filing cabinet at a time.
- Always close the filing cabinet drawers when not in use.

### HAZARDS & POTENTIAL PROBLEMS

It is the responsibility of ALL staff members that defects are notified without delay to your line manager or church warden. This can be done personally or via email or a telephone call. It is hoped that all Volunteers will support staff members in this role, and report defects as appropriate.

### CLEANING, HOUSEKEEPING AND STORAGE

This is considered to be the foundation of CCB's safety programme in which everyone must play a part. Good housekeeping makes the whole work environment safer and reduces the risk of a fire.

The offices are cleaned and maintained by contract cleaning services.

All staff members and volunteers should keep their own work area clean and tidy. All areas should be maintained free of tripping and slipping hazards.

## COMMUNICATION AND CONSULTATION

In accordance with The Health and Safety (Consultation With Employees) Regulations 1996, the PCC accepts the responsibility of providing clear channels of communication to ensure that staff and volunteers are kept fully up to date with changing patterns of legislation.

The nature and ethos of this organisation means that all staff members will be consulted individually in such matters as:

- Identifying all areas of health and safety which have policy implications, including health and safety legislation, with regard to staff members, visitors, and contractors;
- Evaluating implications of these issues to the PCC, and their prioritisation with regard to resources and implementation;
- Ensuring that the organisation is at one on all matters concerning health and safety.

### **The Members\***

The Members will:

- Communicate policy on all health and safety matters ;
- Encourage all staff members and volunteers to be involved in matters of health and safety;
- Carry out periodic inspections to identify unsafe equipment, working conditions, practices and fire hazards, make reports of findings and recommendations regarding the remedying of any defects;
- Assist with risk assessments;
- Assist with accident investigation;
- Strive to promote a positive health and safety culture in which all staff members are valued and their concerns heard with a genuine commitment to change

External Health and Safety consultants will be used to provide professional health, safety, and occupational advice, as appropriate.

## RISK ASSESSMENT

The PCC is responsible for co-ordinating general risk assessments.

The Management of Health and Safety at Work Regulations 1999 and the Health & Safety at Work etc Act 1974 require that risks to the health and safety of staff members/volunteers should be identified and assessed. When the risks are considered unacceptable, they must be eliminated or reduced to an acceptable level.

A number of other Regulations have similar specific requirements such as Health and Safety (Display Screen Equipment) Regulations 1992, The Manual Handling Operations Regulations 1992, The Control of Substances Hazardous to Health Regulations 2002.

The PCC will carry out risk assessments, and produces an annual General Risk Assessment document. Written records of assessments will be produced and will include identifying any groups of staff or volunteers especially at risk. External resources, such as health and safety consultants, may be used to carry out these risk assessments and other work to improve the work environment, as appropriate.

\* "Members", in this context means those members of the PCC having a directing role in the affairs of the organisation. They are regarded as being cognate with the company directors of a commercial organisation.

The PCC will carry out risk assessments for:

- Fire
- Display screen equipment
- Manual handling and storage
- The control of substances hazardous to health
- Young persons
- New and expectant mothers

All risk assessments will be reviewed normally on an annual basis or when circumstances change eg: there is a change in the equipment, a change of location or an accident has occurred.

### ACCIDENT REPORTING

It is the PCC's policy to report all accidents, industrial diseases and dangerous occurrences to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. The PCC will also record all injuries in the Accident Book, as required by the Social Security (Claims and Payments) Regulations 1979.

The PCC Secretary is responsible for reporting all notifiable accidents to the enforcing authority.

***Staff members and volunteers must report all injuries immediately after treatment.***

The Accident Book must be fully completed by staff members or volunteers for all injuries incurred at CCB, however minor. An Accident Book will be kept in the office.

If, because of their injury, staff members/volunteers are incapable of making an immediate entry, then the first-aider, the appointed person, or a nominated person must make that entry.

Following any accident of any severity that requires treatment, the staff member (or his or her representative) will notify the Church Warden, who will:

- Complete an accident investigation report
- Notify the enforcing authority, if the accident is reportable.

Following any accident of any severity that requires treatment then an investigation will be carried out.

If the injury is of a serious nature or if there is any doubt, the injured person will be sent to the nearest hospital for treatment.

The PCC will notify the Enforcing Authority of injuries to non-staff members, e.g. contractors, if the injury takes place on our premises and the PCC becomes aware of it.

Accidents and injuries that are reportable to the Enforcing Authority will also be reported to our employer's liability insurer.

### FIRST AID

Following an accident there may be a need for first aid treatment. The PCC encourages staff members/volunteers to become properly trained first aiders.

Names of first aiders and other relevant information are provided on notice boards. Correctly stocked first aid boxes are located around the premises, both CCB Halls and Church.

In the event of an accident, injury or sudden illness, staff or volunteers should contact a first aider immediately. He or she will assess the situation and administer first aid as well as deciding on whether further expert attention is required. The first aider should record any treatment given, along with the circumstances of the accident in the Accident Book.

### ILLNESS AT WORK

Staff members or volunteers who are feeling unwell should report to their Team Leader. If necessary, efforts should be made to see a doctor.

### PERSONAL SAFETY

Where possible you should try to avoid working alone. However, if you have to work alone, then you should develop an awareness of the risks and how to minimise them, and follow CCB's Lone Worker Policy. Your line manager should be aware that you are working alone and your location and a system of regular communication should be established, in line with CCB's Lone Workers Policy.

### TRAINING

#### **Induction Training**

The PCC recognises the importance of suitable and effective induction training in the development and safety of its staff and volunteers. Induction training will take the format illustrated below, or as appropriate for your role:

- The PCC's statement of Health and Safety and Safety Policy and the individual responsibilities of all concerned.
- Procedures for the reporting of hazards and near misses.
- Details of hazards specific to the task, e.g. manual handling, display screen equipment.
- Procedures to follow in the event of a fire, means of escape, assembly areas and the use of fire extinguishers.

- Current first aid arrangements.
- Sources of health and safety information available.
- Correct use of personal protective equipment where provided.
- Safeguarding, Confidentiality and all relevant aspects of all CCB's Policies and Procedures

### **Specialist Training**

Your Team Leader or the PCC will ensure the provision of suitable training for staff members or volunteers in health and safety matters necessary to their work. They will ensure that adequate information is available, using suppliers' information or advice and government publications as necessary.

### **GENERAL FIRE SAFETY**

Exposure to fire can result in burns and inhalation of smoke, either of which can be sufficiently serious to be fatal. Fires can cause massive destruction to building structures, services, equipment, goods in storage, also information and records can be destroyed or damaged.

The PCC is legally obliged to safeguard our staff members and volunteers against exposure to the hazards associated with fire; therefore it is imperative that all staff members and volunteers follow the PCC's Fire Safety Policy and Procedures.

Detailed instructions on fire prevention and what to do in the event of an emergency are clearly posted on fire action posters around the CCB buildings, and in CCB's Fire Policy for the Church and Halls. It is the responsibility of all staff members and volunteers to ensure they are familiar with this Policy.

### **HAZARDOUS SUBSTANCES**

The PCC will ensure the safe storage, handling, use and disposal of all substances and materials on site. This will be achieved through compliance with the Control of Substances Hazardous to Health Regulations 2002, other Regulations and relevant guidance.

Material Safety Data Sheets will be obtained from suppliers for all substances and will be used as part of the necessary assessment of possible risks to staff members and others.

Material Safety Data Sheets will be kept by the Church Wardens in Church Office.

Cleaner's materials tend to be more hazardous and are normally available only for use by the contract cleaners. Use of cleaning materials by staff should be agreed with the Church Wardens.

### **MANUAL HANDLING**

The Manual Handling Operations Regulations 1992 apply to work activities in the PCC.

Manual handling operations will be assessed for all activities for any loads, which pose a significant risk to health. Manual handling operations in areas or under conditions that may alter the risk will be assessed.



Training in lifting techniques can significantly reduce the risk of injury and will be provided for staff/volunteers involved in all operations identified as having a significant risk, as appropriate.

All manual handling operations identified as having a significant risk will have the results of the assessment recorded.

Staff members/volunteers should take note of the advice given below;

- Work areas will be kept in good condition, free from slipping and tripping hazards with clear access to the load.
- Wherever straightforward, loads will be split into smaller loads to reduce the likelihood of injury.
- For the lifting of heavy or awkward shaped materials, equipment or loads, mechanical assistance (including trolleys) will be provided wherever reasonably practicable.
- Gloves and safety footwear will be provided at the expense of CCB, where identified as necessary in the risk assessment.
- The distance loads have to be carried must be reduced to the minimum, including taking the work activity, e.g. unpacking, to the load if necessary.
- Wherever reasonably practicable, manual-handling tasks will be automated or mechanised.
- Loads of any weight that are large enough to obscure vision, e.g. empty boxes, must not be carried manually. They will be placed onto a trolley, as necessary, and pulled so that the operator has a clear view of the route.
- Loads must not be stacked above chest level by hand. A suitable, stable platform must be used to stand on.
- Staff members and volunteers who are engaged in manual handling operations will be trained in the correct techniques, including team lifting and kinetic handling, and any additional techniques for special loads.
- Staff members and volunteers who are not employed for manual handling operations will not be allowed to carry them out without suitable and sufficient training.

### ROAD SAFETY

The Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999 require the PCC to assess any risks to employees and others, including the public, from work activities. Significant risks should be reduced as far as reasonably practicable. This legal requirement applies to occupational road use.

It is the PCC's policy to ensure the health and safety of our staff members/volunteers while they are in vehicles on parish business. We will ensure that:

- Significant risks are identified and measures are introduced to eliminate or reduce them, as far as reasonably practicable;
- Church vehicles will be safe to drive and properly maintained;

- Drivers are competent for the tasks required: those who drive on church business will be evaluated for any training requirements;
- The duration and timing of drivers' schedules does not lead to undue fatigue: staff members may contact the Church Wardens if they have concerns about the amount or nature of workplace driving.

Staff members are not entitled to drive on parish business until they have written confirmation that they are entitled to do so, from the Vicar or Church Wardens.

### VISITORS

The Health and Safety at Work, etc. Act 1974, Management of Health and Safety at Work Regulations 1999 and Occupiers' Liability Acts 1957 and 1984 apply to visitors on church premises.

The policy regarding the control of visitors on our premises is as follows:

- We must be aware that the visitor is on our premises.
- Our Health & Safety Policy should be explained to our visitors on their arrival, as appropriate.
- As far as possible, a staff member/volunteer will accompany visitors. Visitors will not be permitted to wander freely around working areas. This is important for safety and security reasons.

Should a fire occur the person who is accompanying the visitor will take them to the fire assembly point.

Should an incident occur involving the visitor, which results in injury, this will be recorded in the Accident Book and a thorough investigation carried out as soon as possible.

If the injury is of a serious nature or is fatal, the incident must be reported to the enforcing authority and the PCC's accident reporting system must be followed.

### WORK EQUIPMENT

The PCC is responsible for ensuring that all work equipment meets the requirements of the Provision and Use of Work Regulations 1998. Only work equipment that achieves recognised safety standards should be used. Reference is commonly given to the CE mark as a standard of compliance. The use of work equipment must be in accordance with manufacturer's instructions.

All work equipment must be subject to on-going inspection as indicated by the manufacturer or supplier and maintenance procedures implemented where necessary. Defective equipment must be reported in the same way with a view to removing it from operation without delay. Instruction must be given by the Church Wardens to ensure any defective equipment is no longer in operation by any staff member.

The Church Wardens, via your Team Leader, are responsible for ensuring that staff and volunteers receive training in the use of work equipment and have health and safety information and written manufacturer's instructions available where appropriate.

**CODE OF CONDUCT**

The Code of Conduct set out below is designed to cover the main areas of the required standards of behaviour and performance, for all CCB staff and volunteers. It is not exhaustive and it is not contractual but failure to maintain satisfactory standards of conduct may result in action being taken under the Disciplinary Procedure.

Anyone working or volunteering for the PCC in CCB's ministry should at all times maintain professional and responsible standards of conduct. In particular all should:

1. observe the terms and conditions of their contract or role description, particularly with regard to:
  - hours of work/volunteering;
  - confidentiality;
  - to be aware of and observe in particular the Anti-bribery and Corruption policy regarding the giving or receiving of anything of value to avoid any perception that favourable treatment was sought, received or given as the result of furnishing or receiving gift, favours, hospitality, entertainment or other similar gratuity.
  - to be aware of and observe the Diversity policy and Bullying and Harassment policy
2. observe all policies, procedures and regulations as appropriate, notified to them from time to time by means of Team Leader instructions, notice boards, e-mail, the intranet or otherwise;
3. take reasonable care in respect of the health and safety of all in CCB and third parties and comply with the Health and Safety Policy;
4. take reasonable security precautions to protect any IT passwords. Passwords must not be shared and no one should log in to the computer system using any password but their own, unless specifically authorized to do so by their Team Leader.
5. when using the email system, any CCB staff or volunteer member should ensure that their actions or messages cannot in any way be construed as defamatory, abusive, discriminatory or a breach of copyright legislation or in any way bring the PCC into disrepute.
6. be aware that the PCC reserves the right to monitor any communications made via the PCC's e-mail, Internet or telephone systems.
7. comply with all reasonable instructions given by Team Leaders
8. act at all times in good faith in keeping with CCB's expected standards of ministry
9. dress in an appropriate manner to carry out their role well and to convey a professional image in CCB's ministry environment.
10. be aware that smoking is not permitted on church premises.
11. ensure that they take all necessary steps required to safeguard the CCB's ministry ethos and preserve positive relationships with its employees, clergy and to anyone else who comes into contact with the PCC.

12. not communicate with or answer any queries from the media without permission from the Church Wardens. No names or telephone numbers should be given out other than those in the public domain.
13. ensure that CCB/PCC property and equipment is treated with reasonable care whether on church premises or during authorised business where church property is temporarily removed from church premises.
14. be aware that the PCC cannot accept responsibility for loss or damage to any personal property.
15. ensure that they observe the relevant security instructions and practices that are issued from time to time in relation to monies, data (including personal data) PCC property and passwords.

**The PCC reserves the right to add to, delete or amend this Code of Conduct, as it deems appropriate.**

## **LONE WORKER POLICY**

Christ Church Beckenham (CCB) believes that Lone Workers should not be at more risk than other employees. We understand Lone Workers to be those who work without close or direct supervision or company for substantial periods of time. In this context CCB understands its duty as an employer being to assess any risks to Lone Workers and take steps to avoid or control those risks where necessary.

CCB recognises that staff working alone in potentially isolated conditions have no immediate back up or support and so are at a greater risk of injury through aggression or violence directed towards them from service users, relatives, carers or the general public.

CCB also recognises that staff working alone need to rely on their own judgement and initiative and may be at a greater risk of making mistakes or errors.

CCB believes that training is particularly important for Lone Workers and research shows that adequate training is the single most critical factor in avoiding panic reactions in unusual situations. In particular Lone Workers need to be deemed competent to work alone, to be sufficiently experienced and to understand the risks and precautions needed fully. If you would like any training in conflict resolution or similar, please speak to your line manager.

CCB understands its duty as an employer to ensure employees are competent to deal not only with the day to day facets of their work but with circumstances which are new, unusual or beyond the scope of their training, for example, if threatened with aggression and violence.

### **Lone Workers' Supervision Policy**

By definition, Lone Workers are those who work without constant supervision throughout their working day, therefore procedures must be put in place to monitor Lone Workers to ensure they remain safe and to provide supervision on a regular basis. This includes supervisors periodically visiting and observing those working alone and regular contact between the Lone Worker and supervision by telephone.

### **Lone Workers' Security Policy**

When a member of staff visits a client in their own home he or she may be at risk through health and safety hazards in and around service users' homes and of physical or verbal assaults and hostility from service users, relatives and the general public. Recent evidence suggests that such incidents may be on the increase and home visiting protocols should take this into account, particularly in high risk areas such as high crime rate areas.

#### **At our Church, CCB:**

- The assessment of all new referrals should include a risk assessment which includes threats from health and safety hazards and from aggression and violence and other threats to lone working.
- Lone workers should carry mobile phones so that they can summon help quickly; all phones should include an emergency number which will be attended at all times that staff are working.

- Administration staff in the central office should log and keep details of all home visits as well as having access to the names, addresses and telephone numbers of Service users. This excludes the Parish Nurse, who will organise his/her own 'Angel' to take on this role, due to confidentiality.

- This person should contact the church office, Vicar or church wardens in the event of any emergency situations. If appropriate, the Lone Worker should contact the police first.

- In a situation where a Lone Worker feels under immediate threat of their physical safety they should contact the main office/vicar/wardens or the police directly. If contacting the main office/vicar, they would contact the police for them if required, taking all appropriate information from the Lone Worker, such as location and telephone number, and to pass this on to the police, after the incident the Lone Worker should fill in an incident form.

It is strongly advised that staff carry in their cars the absolute minimum amount of equipment and that they always park their car in a well-lit, public place if at all possible. Thefts from cars are a major area of concern and muggings of care staff are a real threat, especially in high crime areas. If on foot then care staff should avoid dark, unlit, isolated routes to work.

### **Untoward Incidents**

Untoward incidents, including all incidents which involve the use or threat of aggression or violence, should be regularly reviewed and audited.

### **Training**

All staff should read this policy. As part of the induction process, supervisors must satisfy themselves that each member of staff is competent and safe to work alone and that they are clear about how to act in ways that will maximise their own safety and about what to do in an emergency situation.

## **GRIEVANCE PROCEDURE**

### **Introduction**

It is the policy of Christ Church Beckenham (CCB) Parochial Church Council (PCC) to ensure that employees with a grievance relating to their employment/volunteering can use a procedure which can help to resolve grievances as quickly and as fairly as possible.

### **Informal Discussions**

If you have a grievance about your employment/volunteering you should discuss it informally with your Line Manager (as indicated on your job description). It is hoped that the majority of concerns can be resolved at this stage.

For the rest of this procedure, specific time limits apply as identified below. If a grievance is not dealt with by the Line Manager within a specified time limit, the employee shall have the right to proceed to the next stage.

### **Stage 1**

If you feel that the matter has not been resolved through informal discussions, you should put your grievance in writing to your immediate Line Manager.

The Line Manager should give a written response within 5 working days in an endeavour to resolve the matter.

[NB If an employee's immediate Line Manager is the subject of the grievance and for this reason the employee does not wish the grievance to be heard by him/her, the employee shall have the right to have the grievance heard by another senior officer of CCB, i.e. the Vicar or Churchwarden].

### **Stage 2**

If the matter is not resolved, the employee should raise the matter in writing with the Vicar who must give a written response within 5 working days. The employee may be accompanied by a friend of their choice at a meeting called by a group of appointed PCC members.

### **Stage 3**

If the matter is not resolved to the employee's satisfaction, the employee should put his/her grievance in writing to the Churchwardens. The employee will be entitled to have a meeting with a different group of appointed PCC members to discuss the matter, at which meeting the employee may be accompanied by a friend of his/her choice. This second group of appointed PCC members will give its decision within 7 working days of the meeting and their decision shall be final.

## **EXPENSES**

CCB is very grateful for the support given by all volunteers in its ministry, through the donation of prayer, time and finance.

If your role within a ministry group in the church requires statutory training to be undertaken, payment for this training can be requested in writing in advance from the Church Wardens, via your Team Leader. In particular instances such as Food Hygiene Certificates, there is not a statutory requirement for all helpers to undertake training and clarification should be sought from your Team Leader.

Also, any purchases made by a volunteer for any activity should normally be approved prior to purchase and reimbursed via your Team Leader supported by receipts for these purchases. All such requests will then be passed to CCB Treasurer for reimbursement as soon as reasonably possible.