



Society of St.Vincent de Paul

EMPLOYEE HANDBOOK

RECOGNISING YOUR CONTRIBUTION



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WELCOME TO THE SOCIETY

The purpose of this handbook is to provide, in a convenient form, useful information for all employees about the Society, its structure and objectives and essential information regarding employee's employment, relevant policies and procedures. Employees should familiarise themselves with the information in this handbook and keep it as a reference. This handbook should be read in addition to the employees contract of employment, offer letter and job description.

SVP aims to foster a good working environment for our employees and fulfil our legal obligations, respecting our employees contribution to the Society and to the services we provide.

Employees work in partnership with the voluntary members in their work for the Society to provide services in projects that could not be organised solely by volunteers.

We hope this employee handbook will be a support to employees, for those who have employees employed and as a clarification for our members as they manage staff in their respective roles. The handbook very concisely references policies and procedures, which must be followed by all employees, managers and any Officer/Conference/Area/Councils who employ and manage staff.

Our employment policies and procedures may change from time to time as our needs, employment legislation and economic conditions change. The Society reserves the right to change, review, amend or modify any of the information in this handbook and associated policies and procedures. All necessary amendments will be communicated to you through the normal communication channels. An up to date version of this document and associated policies, procedures etc is always available on the Human Resources SharePoint site.

This handbook is for all employees on SVP contracts of employment be they part time, seasonal or on fixed term contracts. It does not apply to CE scheme participants, CE Supervisors or those employed on other Government funded schemes unless expressly referred to in written statement of terms and conditions.

2. OVERVIEW OF SOCIETY

History and Development

The Society was founded in 1833 by Frederic Ozanam, a twenty-year old student at the Sorbonne University in Paris and his six companions. Answering the challenge for Christians to “practice what they preach”, they sought out and visited poor people in Paris, bringing food, clothing and friendship, while challenging conservative French Society.

The direct person-to-person contact with those in need has remained a hallmark of the Society through visitation ever since, although the range of activities has greatly expanded to meet the needs of those we assist.

The Society took its vision from the great French priest, Vincent de Paul, who alerted the world to social problems in the 17th century and whose compassion and practical help for those in any kind of need were legendary.



Our Philosophy

The Society derives its inspiration from St. Vincent de Paul and Blessed Frederic Ozanam to do something practical about poverty and social exclusion while ensuring that the structures which cause disadvantage are removed.

We try in a spirit of justice, charity and respect through the personal involvement of our members and employees, to enable those experiencing exclusion to take control of their own lives. We do not seek to impose our beliefs on the people we work with; rather we use them as the guiding inspiration for our work.

We are a Society open to all who wish to live their faith by loving and serving their neighbours. In Ireland we welcome all people who accept the principles under which we work. No work of charity is foreign to the Society. We serve everyone in need, regardless of creed, race or colour.

Mission Statement

The Society of St. Vincent de Paul is a Christian lay voluntary organisation, working with the poor and disadvantaged. Inspired by our principal founder, Frederic Ozanam, and our

patron, St. Vincent de Paul, we seek to respond to the call every Christian receives to bring the love of Christ to those we serve in a spirit of the gospel message:

Society Aims

The aims of the Society are to offer support and friendship, promote self-sufficiency and work for social justice. While the scope and depth of State intervention has improved beyond recognition from the days of Frederic Ozanam, the work to which the Society is called will always be necessary to provide personal support to people or communities who are disadvantaged or excluded. It is, above all, the personal encounter, the giving of oneself in friendship with respect to another that is at the heart of what we are about.

Meeting people in their own homes, in a confidential environment, remains the core work of the Society. This is referred to as 'Visitation' and forms an integral part of our services. We are involved in a diverse range of activities characterised by:

Support & Friendship:

Through person to person contact, we are committed to respecting the dignity of those we assist and thus to foster their self-respect. In the provision of material and other support, we assure confidentiality at all times and endeavor to establish relationships based on trust and friendship.

Promoting Self-Sufficiency:

We believe it is not enough to provide short-term material support. Those we serve must also be helped to achieve self-sufficiency in the longer term and the sense of self-worth this provides. When the problems we encounter are beyond our competence, we build bridges of support with others more specialised.

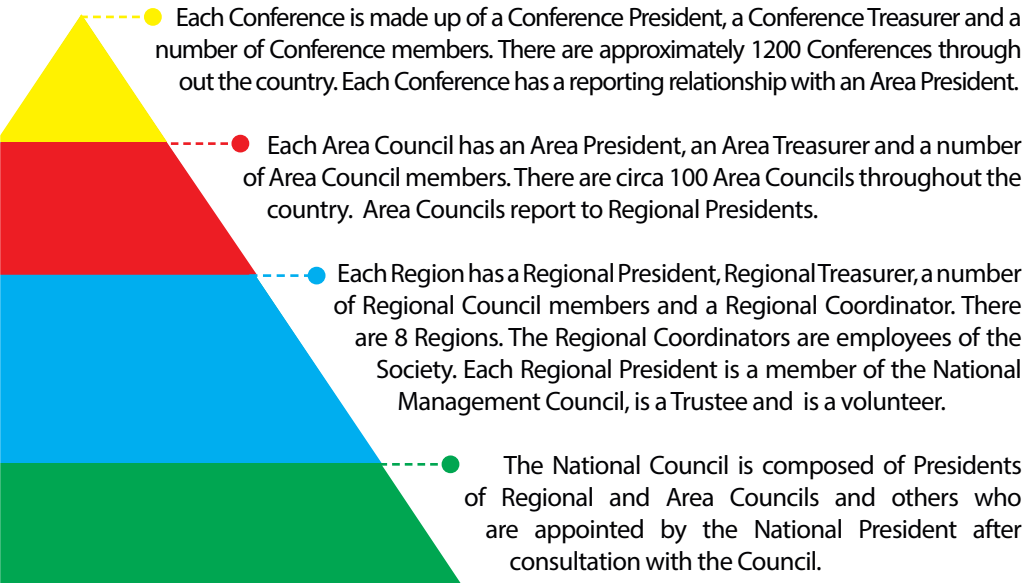
Working for Social Justice:

We are committed to identifying the root causes of poverty and social injustice in Ireland, and, in solidarity with the poor and disadvantaged, to advocate and work for the changes required to create a more just and caring society.

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The Society Structure:

The Society is a voluntary led organisation and is made up of Conferences, Area and Regional Councils and a National Council,



Current Work

Touching the lives of over a quarter of a million people including, men, women and children, the Society is Ireland's largest voluntary organisation of social concern and action. Consequently, the growth and success of the different services provided has become an important part of the life of many communities. Visitation i.e members visiting those we assist in their own homes to offer support and assistance is the core work of the Society. In addition the Society is engaged in a wide variety of services in response to needs identified.

Services

For a full list of our services please refer to www.svp.ie for the current list of services we provide and where they are located. On this site you will also find news and up to date information on what we do, our campaigns, jobs page etc.

3. TERMS & CONDITIONS OF EMPLOYMENT

Employment Offer

On successful completion of the recruitment & selection process, which can include but is not limited to, application form, letter of application, curriculum vitae, interview, an employment offer is issued to an employee on the basis that the following have been satisfactorily completed or are in the process of completion; Pre-employment medical check, (where required), References, Garda vetting (where relevant) to be conducted within the terms and conditions of the Safeguarding Policy (see your line manager for details).

Proof of right to work.

If the above are not satisfactorily completed then the Society has the right to withdraw the offer or terminate the employment contract.

The contract of employment must be signed by the employee and returned to HR/Manager with the signed confirmation in respect of the Employee Handbook and any other key documents. This may be done electronically. Employees will also be given access to the HR SharePoint Page.

Please Note:

Under Article 15 (h) of The Rule (The Constitution of the Society) an employee of the Society (at any level whether conference, council or otherwise) may not be: a member of the conference/council of the Society which is their immediate/direct employer an officer of any conference or council.

Personal Details

Employees are to provide the following on commencement of employment:

- Pre-employment medical check, (where required)
- Proof of right to work - Birth Certificate/Passport/Work Permit
- Photo ID
- Copies of qualifications, if requested
- PPS Number
- Bank details
- Contact details i.e. mobile, current address
- Emergency contact details
- Any service specific information e.g. copy of qualifications

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- Email address (this will be used for issuing electronic payslips, key communications and the Society ensures full GDPR compliance of this personal data)
- If an employee has not worked in Ireland before, they will be required to apply for Tax Credits and a PPS Number through the revenue online. www.revenue.ie.

E-Payslips

Payslips are issued electronically via email usually on the day of payment and will be password protected for security purposes.

Induction

All employees will participate in an Induction Programme throughout the early part of their employment to ensure that they are aware of their job responsibilities and the ethos of the Society.

This programme will include items relating to terms and conditions of employment, health, safety and welfare within the Society, key policies and procedures, introduction to key employees and management and matters relating to the services the Society provides.



Probationary Period

Every employee is initially subject to a probationary period as detailed in their contract of employment.

During the probationary period an employee's job performance, attitude, attendance, skills and conduct record will be evaluated.

The line manager will meet with employees at agreed intervals to discuss the requirements of the job, progress to date and to identify any support/training required.

Either party may terminate employment during, or at the end, of the probationary period. Both parties are required to give notice as set out in the contract of employment.

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If the Society is terminating the employment, the employee will be made aware of the reasons for this having had discussions with their manager. This may include having received at least one warning and having been informed of the improvements necessary to remain in employment, in accordance with an abridged application of the Disciplinary Procedures.

Once a successful probationary period is completed, a review will be carried out between the employee and your manager and a letter confirming your appointment, will be issued to you. Notice periods as outlined in the employment contract will apply.

See SVP Policy & Procedure.

Code of Conduct - Confidentiality

You are expected to treat as totally confidential all information relating in any way to the activities or interests of the Society or those we assist, except as may be required by law.

Any breach of confidentiality will be treated as gross misconduct, and may lead to disciplinary proceedings up to and including dismissal or any further action deemed necessary.



The Society will provide assistance in meeting these standards through investing in appropriate training and development measures.

Working Hours

Working hours vary depending on local arrangements and as specified in individual contracts of employment. There may be occasions when employees are required to work additional time beyond their normal contracted hours. In this instance, over-time will not be paid and a time off in lieu system will operate. Time in lieu must be authorised and agreed in advance by your Manager.

See SVP Policy & Procedure.

All employees will be aware, prior to taking up a paid position within the Society, that the work of supporting voluntary activity may require the employee to work additional hours from time to time including evenings and weekends.

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The Society is committed to ensuring that no employee works in excess of the maximum average working week as determined by the Organisation of Working Time Act, 1997.

The Society is committed to the Right to Disconnect which applies to all employees irrespective of where they work, be that office, home or their working pattern, either core, shift or flexible hours.

There is a legal requirement to ensure that employees do not work more than an average of 48 hours a week over a 4-month reference period (2 months, if night workers). In order to ensure that the Society is complying with this requirement, there is a need to maintain accurate records of attendance and timekeeping. Due to the nature of the Society, there may be a requirement for nominated employees to respond to an emergency call-out.

Where there is a specific requirement for this, then on-call arrangements may be agreed subject to approval.



Right To Disconnect

What is the right to disconnect?

The right to disconnect has three main elements:

1. The right of an employee to not routinely perform work outside of their normal working hours
2. The right of an employee to not be penalised for refusing to attend to work matters outside of their normal working hours, and
3. The duty of an employer and employee to respect another person's right to disconnect

Given the nature of our organisation employees may choose or be required, depending on their role and agreement of management, to work in a more flexible manner and often outside of the office. Occasionally there will be legitimate reasons when it will be necessary to contact employees outside of normal working hours, including but not limited to: in

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emergency situations, for operational reasons that require contact out of normal working hours, and when requesting to fill in for somebody who is sick.

Employees must manage their own working time, cooperate with any recording of working time and notify their employer/manager when they have not availed of a statutory rest period.

Employees must also be mindful of the right to disconnect of those with whom they are communicating. They should not routinely call or email others outside of normal working hours.

See SVP Policy & Procedure.

Work Breaks

It is the policy of the Society to ensure that all employees comply with the legal requirements for work breaks and are afforded their minimum entitlements to daily and weekly rest as per the Working Time Act, 1997.

The legal minimum requirements are that for any continuous period of 4.5 hours when the working day is less than 6 hours, a 15 minute unpaid break must be taken and for any continuous period of 6 hours worked, a minimum of 30 minutes (this includes the 15 minute break already referred to) unpaid break must be taken. Length of lunch breaks may vary depending on location or nature of work and will be specified in your contract of employment.

It is not acceptable under current legislation for statutory break times to be accumulated and taken at the end of a working day.

Part time employees are entitled to breaks on a pro-rata basis.

In addition daily and weekly rest periods should be complied with i.e. 11 hours consecutive rest in a 24 hour period and 35 hours consecutive rest in a weekly period.

Rest breaks for shops

There are special provisions governing the daily rest breaks of retail workers. For any shop employee whose working time includes the hours from 11.30am to 2.30pm, and who works more than six hours, the minimum duration of the break shall be one hour unpaid.

The one hour break should take place between the hours mentioned and cannot be granted

at the end of the working day. N.B. If for any reason you are unable to take a rest break, you should speak to your manager immediately to ensure you receive a compensatory rest break.

Double Employment

Under Section 33 of Organisation of Working Time Act 1997, there is a legal requirement for the Society and its employees to ensure that where an employee has elected and received permission to work outside the Society in his/her own time, that this does not exceed the 48-hour average weekly maximum averaged over a 4 month period. To do so will be an offence under the Act. In addition daily and weekly rest periods should be complied with i.e. 11 hours consecutive rest in a 24 hour period and 35 hours consecutive rest in a weekly period.

Employees are required to seek management approval in writing prior to engaging in secondary employment or other work. The Double Employment form is to be filled in by you and returned to your line manager. Subsequent to this any change in relation to double employment must be notified to your line manager.

Approval will only be given to engage in a secondary employment or work where deemed appropriate in light of the Society's legal obligations and employee's contractual commitments to the Society. Our conditions of employment stipulate that employees are not allowed to engage in or be connected with any outside business which conflicts with the interests of the Society. If such a situation arises, the employee will be required to desist with the activity. Failure to do so may result in disciplinary action up to and including dismissal.

Where approval is given, the employee will be required to submit details of the working hours and details of the duties entailed by the other employment to their line manager on a weekly basis, in order that working time and your contractual commitments may be monitored. In certain instances, records may not be required. e.g. employment by a family member, however, the Society must still be informed of such secondary employments.

Termination and Notice Periods

All permanent employees who have successfully completed a probationary period, are required to give written notice, as detailed in the individual contract of employment, of their intention to terminate their employment.

For employees who are not on permanent contracts the required notice period is detailed

in their contract. In all cases notice must be confirmed in writing a submitted to the Employees line manager.

Employees will be paid their final pay as per normal payroll procedures less any monies owed to the Society e.g. further education support agreements, overpayment of wages. Employees leaving service, who are unable to take their accrued leave, will be paid in lieu for authorised days.

Employees who leave service during the leave year and have taken more annual leave than they have accrued at termination date will have their final pay adjusted to balance excess leave taken.

The Society may at its sole discretion give payment in lieu of any required notice period. The Society reserves the right to terminate employment of an employee immediately with the Society and without notice in cases of gross misconduct. In such instances the employee will not be entitled to payment in lieu of notice.

In other instances of termination of employment, the employer will comply with the provisions as set out in the Minimum Notice and Terms of Employment Act 1973-2001 and contract of employment.

It is the employees responsibility to ensure that all Society property is returned prior to leaving, this includes the return of keys/access cards, IT equipment, or other facilities provided in the course of employment.

The Society will issue the employee's payslip and documents relating to their employment will be available on Revenue Online System after the date of termination.

Leaving Date

Your resignation letter must state your last date of employment. The Society reserves the right not to allow holidays during the notice period, or to allow holidays to be offset against the notice period.

Retirement

Your contractual retirement is the date on which your 65th birthday falls. Retirement planning should commence at least six to twelve months prior to date of Retirement. Employees should contact their line manager no later than ideally 3-6 months prior

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to retirement date so that a meeting/training course can be arranged through the Retirement Planning Council.

Management reserves the right to discuss the individual's forthcoming retirement with relevant personnel in order to facilitate the Society's planning for the operation of the business following your departure.

SVP reserves the right to send an employee past the contracted retirement age for occupational health assessment if and when a need arises to assess their individual ability to continue in the role.

For more information relating to retirement options at SVP, please refer to the SVP Policy & Procedure.

Exit Interview

After notice of termination by you, you may be requested to participate in an 'exit interview'. The purpose of the interview is to avail of the opportunity for the Society to learn about the role and any changes required, the Society's strengths and potential areas for improvement.

An employee voluntarily leaving the Society can provide valuable feedback that may influence recruitment, inform human resource policies and procedures.

Redundancy/Lay Off/Short Time Working

In the unfortunate event that your job becomes redundant, the terms of the Redundancy Payments Acts, 1967 – 2014 and the current St Vincent De Paul policy on redundancy will apply.

The Society reserves the right to lay you off from work or reduce your working hours where, through circumstances beyond its control, it is unable to maintain you in employment or to maintain your normal hours of work. You will receive as much notice as is reasonably possible prior to such lay-off or short time.

For more information relating to redundancy in SVP, please refer to the SVP Policy & Procedure.

4. COMPENSATION & BENEFITS

Compensation & Benefits Table

Pension	A core DC pension offering with a 5% employer and employee contribution, and an option to increase to 7% employer contribution on a matching basis
Life assurance	Four times contractual
Sick pay	Eligible for Sick leave and pay subject to required service.
Health plan	Group discount for Hospital Saturday Fund (HSF)
Annual leave	23 days annual leave for all staff. Additional day's leave at 5, 10, 15 & 20 years, with a cap of 27 annual leave days
Discretionary days	2 Discretionary days (Christmas Eve & Good Friday)*
Maternity/Adoptive leave	18 weeks full pay for staff with more than 12 months service
Paternity leave	2 weeks full pay for staff with more than 12 months service
Christmas Voucher	€250 voucher for all staff (subject to terms of policy)
Employee Assistance Programme (EAP)	6 counselling sessions provided per annum
Life Appreciation recognition	Additional one-off 5 days annual leave allocated in year that 25, 30, 35 & 40 years service achieved, plus €250 voucher
Retirement	Staff with 10+ years service will receive a €250 voucher on retirement
Education Support	Fee support up to €1,500 for job relevant courses, plus exam and study leave

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Pay Policy

You will be paid by credit transfer on a monthly basis to a nominated bank account of your choice. Payment intervals will be made as per contract of employment.



If you feel that an error has been made in your pay, you should report the matter to your line manager for resolution immediately.

Any overpayment by the Society will be corrected by a schedule of repayment, which is agreed with the employee prior to deductions being made.

The Society reserve the right to utilize electronic payslips.

Time Off In Lieu (TOIL)

Occasionally you may be required, due to service demands, to work additional times in excess of your basic hours of work. All additional time worked must be previously discussed and approved by your line manager.

You must use the TOIL form/procedure available from your line manager to request time to be taken as time off in lieu.

See SVP Policy & Procedure.

Expenses

It is Society policy that no employee should be out of pocket for approved reasonable expenses incurred while performing their role with the Society or travelling for the Society.

When claiming expenses you must use the 'Expenses Claim Form' and present receipts, at minimum on a monthly basis, as outlined in the policy which is available from your line manager.

For more information relating to expenses at SVP, please refer to the SVP Policy & Procedure.

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Deductions for Overpayment

The Society reserve the right to deduct from your pay and recover in full any monies that are paid in error as pay, subsistence or expenses or if an employee is overpaid in accordance with the Sick Leave Policy and Procedures, any prevailing Rules and Regulations.

Pension Scheme

There is an employee contributory pension scheme in operation.

This scheme is a Defined Contribution Scheme.

You will be eligible to join this scheme and are automatically enrolled if you met the eligibility criteria on your date of joining.

For full details please see the Society's Pension Booklet which is available on the HR Share Point site. Alternatively you can request a copy from your line manager or the Human Resources department.



Life Assurance

All employees up to the contractual retirement age of 65, have Life Assurance cover.

In the event of death in service a payment will be made. At present, the amount payable is equivalent to four times the deceased employee's basic annual salary, which is subject to change. Please ensure that you complete and return your expression of wish form to our line manager. Employees also have the ability to update this information directly with Irish Life via their online portal.

See SVP Policy & Procedure.

Appreciation and Life Events

The Society recognises there are times when it is important to celebrate or acknowledge

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certain life events. Employees frequently experience personal events ranging from happy events such as weddings, civil partnerships, the birth or adoption of a child to sad events such as serious illness, hospitalisation or the death of a loved one.

How these are addressed within departments is likely to vary depending upon the situation and the individual. Our Appreciation & Life Events policy aims to assist managers in making these decisions within the constraints and obligations under which SVP operates as a charity, in line with revenue requirements, and reasonable, consistent practices within the Society.

The Society must balance its interest in recognising/supporting such events with its responsibility as a steward of public/statutory funds and its obligations under the Charity Regulations. SVP aims to be consistent, fair and transparent in the application of any such initiatives.

Long Service Recognition

Years' Service	5	10	15	20	25, 30, 35, 40 years' service
Additional days	1	1	1	1	Additional 5 days - (once off in year of achieving 25, 30, 35, 40 years' service, pro rata for part time staff)

N.B. Maximum of 27 days entitlement per annum, pro-rata for part time staff.

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In addition:

On achieving 25, 30, 35 and 40-years continuous service as an employee. The employee will receive a voucher to the value of €250.00.

See SVP Policy & Procedure.

Retirement

Employees who retire with service more than 10 years will be eligible for a voucher to the value of €250.00. Please contact Human Resources for details on the most tax efficient method.

Change to Benefits and Services

Employees will be advised of any changes that take place, as the Employee Handbook is periodically updated. The most up to date version of this document is always available on the HR share Point site.



Employee Assistance Programme

The Society is committed to the wellbeing of our employees. As such it has engaged the services of an external provider to provide an Employee Assistance Programme (EAP) for all employees. This service is entirely independent and will provide a confidential support service for employees in times of difficulty. The EAP is designed to assist in the identification and resolution of employee concerns, which affect, or may affect the employee.

The service includes the provision of face to face counselling sessions to help employees and their immediate family members deal with everyday situations, or more serious problems that may be affecting their health, family-life or job performance.

See SVP Policy & Procedure.

5. EMPLOYEE DEVELOPMENT



Learning & Development

The Society is an equal opportunities employer and operates in line with the relevant Employment Equality legislation. It is the Society's policy to help and encourage you to develop your capabilities and progress your career.

You will receive training that is relevant to your position within the Society and will support you in fulfilling that role to the requirements of the Society. This will commence with induction training and will continue throughout employment.

If you have any specific training needs in relation to your role within the Society, please raise them with your line manager as soon as possible. You may also discuss learning and development at any regular meeting or review meeting with your manager.

When possible, reasonable accommodation will be provided to facilitate an employee with a disability to participate fully in training.

Every effort will be made to arrange training to facilitate attendance by part-time/full time employees during their working hours, there is an expectation that all employees make themselves available from time to time to attend training outside their normal hours of work. Reasonable notice of such a requirement will be provided.

Personal development is the individual responsibility of each employee, therefore employees should seek to identify their own training needs. These requirements should be discussed with the employee's manager where appropriate, and the employees manager will consider requests for training in line with any needs identified by the Society. Where appropriate, training may be approved by the employees Direct manager and Human Resources.

Further Education Support

It is SVP's policy to encourage and support employees in furthering their education standard for the benefit of the individual and for the benefit of SVP as a whole.

The Society may subsidise the proposed course but will be with due regard to the appropriateness of the course and the availability of funds.

See SVP Policy & Procedure.



Performance Reviews

The Society recognises the importance for both employees and managers to review performance and to provide and receive balanced feedback during the probation period and throughout the year. Whilst reviewing your performance is an ongoing process, at least once a year you will have the opportunity for a more formal discussion with your manager. The purpose of this review is to provide feedback, agree priorities/objectives and any training/development needs.

6. LEAVE

Annual Leave

Annual leave is provided for rest and recreation and to facilitate employees to reconcile their work and family responsibilities. The Society operates in compliance with the Organisation of Working Time Act, 1997 which sets out employee rights and obligations in relation to working time, annual leave and public holidays.

All employees are entitled to avail of annual leave, details of which are provided in the statement of terms and conditions of employment.



Annual Leave Entitlement

The Society's standard leave year is from 1st January to the 31st December. Employees are required to avail of their annual leave during the leave year to which it relates.

All full time employees are entitled to a minimum of 23 (pro rata for part time employees) annual leave days per calendar year or as stated in the contract of employment.

For other working arrangements e.g. shift work, part time work, etc., the basic annual leave entitlement is calculated based on 8.9% of an employee's working hours. e.g. for every 100 hours worked you are entitled to 8.9% hours of annual leave. Please refer to your written statement of employment.

Annual Leave Approval and Administration

The timing and approval of all holiday entitlements must be agreed in advance with your line manager, to ensure operational requirements are met and that the Society continues to satisfy the service user needs.

Holiday requests should be authorised on the appropriate system/documentation and approved by your line manager, prior to the desired period and prior to booking annual leave.


If, upon termination of employment, it is determined that you have accessed annual leave in excess of your entitlement based on the pro-rata portion of the year worked, an adjustment will be made to your final payment of salary and the Society will deduct the excess holiday pay from the last pay. Similarly, where a balance of pro-rata annual leave entitlement exists upon termination, a cash equivalent payment will be made via payroll to be sure that there is no confusion.










To assist in the smooth management of holiday arrangements, the Society requires that any requests for 5 or more consecutive working days will require a minimum of 4 weeks prior notification. All holidays will require prior written authorisation from your line manager.

All holidays must be taken in the holiday year in which they fall due. In exceptional circumstances only, where you have not taken your full holiday entitlement for the appropriate year, a maximum of 5 days may be carried over with the Society's consent and must be taken by the end of April normally. Leave cannot be borrowed from the next leave year to be taken in the current year.

For new employees, the annual leave entitlement will be calculated on a pro rata basis to reflect the number of months they are with the Society.

Public Holidays - Employees will be entitled to nine statutory Public Holidays.



	New Year's Day (1 January)
	First Monday in February
	St. Patrick's Day (17 March)
	Easter Monday
	First Monday in May
	First Monday in June
	First Monday in August
	Last Monday in October
	Christmas Day (25 December)
	St. Stephen's Day (26 December)

Please note that Good Friday and Christmas Eve are not public holidays and therefore carry no statutory requirement. These are discretionary days.

In view of the nature of the services the Society operate, you may be required to work Public Holidays. In this event, you will be entitled to: -a day and a half in lieu for each Public holiday worked. Please ensure that you notify your line manager, so that Lieu days can be added to your leave entitlement.

Employees not rostered to work on a Public Holiday e.g. employees working part time or on a shift roster are entitled to one-fifth of the normal weekly rate of pay for the public holiday. As long as they have worked for their employer at least 40 hours in total in the 5 weeks before the public holiday.

See SVP Policy & Procedure.

Sickness Absence and Sick Pay Scheme

The Society has an expectation of regular attendance at work by all employees. However, it is acknowledged that employees may, from time to time be absent from work due to illness. It is the policy of the Society to treat all such absences in a fair and consistent manner while weighing up the impact of such absences on the ability of the Society to function effectively.



Notification of Absence

If you are absent from work, other than authorised leave, you must notify your immediate line manager as soon as possible (or line manager's deputy if the line manager is not available) but no later than 1 hour of normal start time on the first day of absence giving the reason and an indication of your expected date of return. You should contact your manager **before** your shift is due to commence. Use of text by mobile phone or emailing is not an appropriate form of communication in this instance.

If you are absent from work due to illness or incapacity for over one week you should contact your line manager to update them on your progress and likely return to work date. Text or email is not an acceptable form of communication in this case.

Failure to follow the notification procedure may result in the withholding of sick pay and may lead to disciplinary action.

See SVP Policy & Procedure.

Self-Certification and Doctor's Certificates

On return to work you must fill out the 'Return to Work Form' which includes self-certification, stating the nature of illness, the period of absence, whether certified or uncertified. These records will be maintained on your personnel file and reviewed on a regular basis in line with managing sick leave effectively.



Your line manager will arrange to meet with you on your return to work.

After two days of continuous absence, a medical certificate must be obtained on the third day stating the nature of the illness and its likely duration. Certificates must be signed by a registered medical practitioner or dentist and submitted on a weekly basis.

Social Welfare and Disability Benefits

You may be entitled to claim illness benefit if you are absent from work.

See more information on DEASP Illness benefit is available from www.gov.ie

It is an employee's responsibility to advise HR/employer of their relevant DEASP rate/entitlement as this will be deducted from SVP sick pay.

Conditions of Sick Pay Scheme

Sick leave is granted on condition that the absence from work is properly certified and notified.

Under no circumstances will backdated certificates be accepted.

If you are on sick leave you should not engage in other work except with the written agreement of the line manager. Agreement may be given if the work is by way of rehabilitation or occupational therapy. The advice of the Society occupational health medical advisor may be sought if necessary.

The Society reserves the right to request you to attend the Society's Occupational Health Medical Advisor in order to assess fitness for work and advice on the appropriate return to work arrangements and /or seek a report from your General Practitioner.

Medical Appointments

You, insofar as possible, must arrange appointments with medical practitioners on your own time. If it is not possible to arrange such appointments on your own time, you must submit in writing the request for time off, accompanied by a letter of appointment from the medical practitioner, stating time and date of appointment.

One week's notice is required for appointments, except in emergencies.

Sick Pay Eligibility

To avail of the Society sick pay scheme:

- You must have the required service prior to the commencement of sick leave to be eligible for sick pay.
- The rate of pay used to calculate sick pay will be your normal hourly basic rate of pay. This will be paid minus a deduction of DEASP, as detailed in the current policy.
- The Society's sick pay scheme year is from 1st January to 31st December.

Discontinuance of Sick Pay

The granting of sick leave and/or sick pay is not an automatic right, but is at the discretion of the Society and may be withdrawn at any time. Your sick pay eligibility may be withheld if sick pay entitlements image stated before reasons.

- There is excessive use of self-certification
- There is excessive use of the Sick Pay Scheme over a number of years.
- Failure to follow the Sick scheme procedures.
- There is evidence of abuse of the scheme which also may lead to disciplinary action.

Sickness before or during a Holiday

In accordance with the Organisation of Working Time Act 1997, a day of annual leave on which you are certified sick cannot be regarded as a day of annual leave. Where you are certified ill on a day of annual leave you retain that leave day to be taken at a later date, to be agreed with your manager.

For more information, please see SVP Policy & Procedure.

Parental Leave

Please refer to the SVP Parental Leave Policy for details.

Parents Leave

Please refer to the SVP Parents Leave Policy for details.

Force Majeure Leave

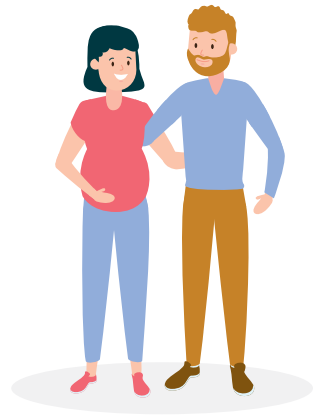
Force Majeure leave is also known as emergency leave. There is no service requirement for taking Force Majeure leave. The SVP Force Majeure Policy is taken from the relevant legislation. In keeping with our goal of creating a good work environment we will be sensitive to employee's needs during times of family illness or emergency.

Force Majeure leave is only permissible where the employee's immediate attendance is essential at the actual location of the injured or ill person.

See SVP Policy & Procedure.

Maternity Leave

The Society operates in compliance with the Maternity Protection Acts, 1994 and 2004, and associated regulations as issued, whilst also protecting the rights of Employees under this legislation.



Pre-Natal and Post-Natal Care

You are entitled to paid time off for ante-natal or post-natal care in accordance with the relevant policy.

Evidence of appointment or attendance at an ante or post natal clinic may be required.

See SVP Policy & Procedure.

Adoptive Leave & International / Foreign Adoption

The Society operates in compliance with the Adoptive Leave Acts, 1995 and 2005, and associated regulations as issued, whilst also protecting the rights of employees under this legislation.

The SVP Adoptive Leave Policy applies to all employees and provides protection and leave entitlements for both adoptive parents in the circumstances outlined.

See SVP Policy & Procedure.

Paternity Leave

The Society operates in with compliance with the Paternity Leave and Benefit Act, 2016 and associated regulations as issued, whilst also protecting the rights of employees under this legislation. The policy applies to all employees who are:

- Relevant parents to a child other than the mother, the father of the child;
- The relevant adopting parent;
- The spouse, civil partner or cohabitant of the mother of the child;
- A parent of a child where the child is a donor conceived child.

See SVP Policy & Procedure.



Carer's Leave

It is the policy of the Society to permit employees to avail of unpaid leave from employment to fulfil their caring responsibilities where appropriate as determined in conjunction with the Department of Employment Affairs and Social Protection.

See SVP Policy & Procedure.

Bereavement Leave

In the event of bereavement the Society will grant time off with pay on compassionate grounds. Please inform your manager as soon as possible of the need for the leave so that time off can be arranged and service levels can be met. While each case will be treated separately.

Employees should refer to the Bereavement leave policy and the services of the Employee Assistance Programme for additional support.

Jury Service

The Juries Act 1976 provides that a person in employment is entitled to be released from work for jury service.

Where you are called for jury service or to act as a state witness, leave with pay will be given on production of the Jury/State Witness notice and evidence of attendance, which is obtainable from the Court. However, during the period of your obligation to the court for jury service, you will be expected to attend work when you are not assigned to a case.

You should inform your line manager immediately on receipt of the official notification.

Compensatory payment received by you from the court, excluding subsistence and travel payments must be reimbursed to the Society. Attendance in court on a personal matter does not qualify for paid leave, and you are required to take annual leave or unpaid leave.

Time keeping and Attendance

The purpose of this policy is to demonstrate the Society's requirement that all employees be punctual for work as per their statement of terms and conditions of employment. The Society requires a high standard of timekeeping from all employees. Every employee is expected to arrive on time for work as set out in their individual statement of terms and conditions of employment.

Where absence from work is unavoidable, it is important that you adhere to procedure. The procedure is to ensure that your line manager is informed not later than one hour of the start of the working day unless otherwise agreed with your line manager or line manager's deputy. You should contact your manager before your shift is due to begin.

Unauthorised Absence

You may not leave your work area/service during working hours without the permission of your line manager.

Where such permission is granted you should report to your line manager immediately on return. A failure to comply with this policy will be dealt with through the Society's disciplinary procedure. In general, issues will initially be addressed informally, however the society may commence the disciplinary procedure at whichever stage is deemed appropriate.

See SVP Policy & Procedure.

7. EQUAL OPPORTUNITIES



We promote a work environment free from unlawful discrimination. The Employment Equality Acts and the Equal Status Acts set out nine protected grounds in relation to which no discrimination should occur. These grounds are gender, civil status, family status, sexual orientation, age, disability, race, religion and membership of the Traveller community.

This Society is committed to equality of opportunity and operates non-discriminatory practices in relation to access to employment, conditions of employment, access to training and experience, promotion or regrading of posts, and classification of posts. Employment decisions will not be made with reference to these grounds unless these are legitimate criteria given the particular situation, as permitted by legislation.

Direct discrimination occurs where a person is treated less favourably than another person is, has been or would be treated in a comparable situation due to one of the nine grounds specified in this policy.

Indirect discrimination is taken to occur where an apparently neutral provision, requirement, policy or rule puts a person with one characteristic at a particular disadvantage compared with others without that characteristic.

See SVP Policy & Procedure.

8. DIGNITY & RESPECT IN THE WORKPLACE



Anti Bullying/ Anti Harassment Policy

The Society is committed to providing a work environment free from bullying, harassment or sexual harassment and ensuring that all employees are treated with dignity and respect. All employees/members/volunteers are protected by these policies and are urged to raise any concerns in relation to workplace bullying, harassment or sexual harassment through the complaints procedures outlined in the Anti Bullying Procedure/Anti Harassment Procedure.

If you are a witness to bullying, harassment or sexual harassment behaviour, you should make the recipient of the behaviour aware of these policies and urge them to raise the matter through the complaints procedures. You are also expected to bring the matter to the attention of Management/Office Holder.

All employees, members and volunteers have a responsibility in creating and contributing to the maintenance of a work environment free from bullying or conduct likely to contribute to bullying, harassment or sexual harassment

Managers, employees and office holders are expected to familiarise themselves and fully comply with this policy and to raise issues of concern through the procedures outlined in the Anti Bullying or Anti Harassment policies and procedures.

Employees will not be victimised for involvement in complaints. It is the responsibility of all to bring any incident of bullying, harassment or sexual harassment to the attention of the appropriate party who should ensure the issue is dealt with satisfactorily as detailed in the policy and procedure.

All are expected to act in good faith with the aim of resolving issues, in line with the procedures available.

1.1 Bullying



Definition

Workplace Bullying is defined as 'repeated' inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work.

This requires a pattern or series of offensive, targeted behaviours which undermine a person's esteem and standing in an intimidating, humiliating and sustained way.



An isolated incident of the behaviour described in this definition may be an affront to dignity at work but as a once off incident is not considered to be bullying.

There is a list containing examples of bullying behaviours in the SVP Anti Bullying Policy and Procedure; however, this is provided for illustrative purposes only and is not an exhaustive list. All situations will be considered on their own merits.

Bullying can be conducted using cyber or digital means, and all should be mindful of this in the context of working from home. For all the above behaviours, the standard measurement is an objective standard of whether on the balance of probabilities, the behaviour complained of occurred.

What is not bullying at work

- Expressing differences of opinion strongly.
- Offering constructive feedback, guidance, or advice about work-related behaviour which is not of itself welcome.
- Ordinary performance management.
- Reasonable corrective action taken by an employer or supervisor relating to the management and direction of employees (for example managing a worker's performance, taking reasonable disciplinary actions, or assigning work).
- Workplace conflict where people disagree or disregard the others' point of view.
- Actions taken which may be justified on health, safety and welfare grounds will also not be considered to be bullying.

Anti Bullying Procedure for resolution

Informal:

- *Initial*
- *Secondary*

Formal procedure

Mediation

See SVP Policy & Procedure.

Anti Harassment

SVP recognises the stress and anxiety caused by harassment or sexual harassment has always been committed to ensuring that employees are free to work in an environment which is free from harassment. Accordingly SVP wishes to assure all employees that harassment of any kind, including sexual harassment will not be tolerated.

2.1 Harassment

Harassment falls under the Employment Equality Acts and is related to any unwanted verbal, non-verbal or physical conduct related to any of the discriminatory grounds under the Employment Equality Acts.

What is Harassment?

Harassment is defined as any form of unwanted conduct relating to any of the discriminatory grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race and/or membership of the Traveller community, which has the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person.



A single incident may constitute harassment.

The unwanted conduct may consist of acts, requests, spoken words, gestures or the production, display, circulation of written words, pictures or other material. The following list contains examples of harassing behaviour, however this is provided for illustrative purposes only and is not an exhaustive list of behaviours. All situations will be considered on their own merits:

- Verbal harassment – jokes, comments, ridicule or songs.
- Written harassment – including text messages, emails, notices or faxes,.
- Physical harassment – jostling, shoving or any form of assault.
- Intimidatory harassment – gestures, posturing or threatening poses.
- Visual displays such as posters, emblems or badges.
- Excessive monitoring of work.
- Isolation or exclusion from social activities.
- Unreasonably changing a person's job/role content or targets, pressure to behave in a manner that the employee thinks is inappropriate, for example being required to dress in a manner unsuited to a person's ethnic or religious background.

Sexual Harassment

- Sexual Harassment is defined as any form of unwanted verbal, non-verbal or physical conduct of a sexual nature, which has the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person.



A single incident may constitute sexual harassment.

The unwanted conduct may consist of acts, requests, spoken words, gestures, or the production, display or circulation of written words, pictures or other material.



An essential characteristic of sexual harassment which can occur both at work or outside is that it is unwanted by the recipient which distinguishes it from behaviour which is either welcome or reciprocal.



It is for each individual to determine what behaviour is unacceptable to them and they regard as offensive.



Conduct is unacceptable if it is unwanted and offensive to the recipient.



Sexual harassment may impact on an employee by creating an intimidating hostile or humiliating work environment.

Examples of what constitutes harassment and sexual harassment are detailed in the Anti-Harassment Policy and procedure which also detail the procedures available to address concerns/complaints.



Sexual harassment is unacceptable whether from superiors, peers, juniors, non-employees or by persons of the same sex.



The Society is obliged to investigate all complaints of sexual harassment whether or not it was the intention of the alleged harasser to engage in such behaviour.

Procedure

The objective here is to stop the inappropriate behaviour as soon as possible. Any employee who believes that they have suffered from any form harassment and/or sexual harassment is entitled to raise the matter through the Society's procedures.

See SVP Policy & Procedure.

9.

SAFETY, HEALTH, WELFARE & ENVIRONMENT

Safety Policy Statement

The Society of Saint Vincent de Paul has a legal responsibility to ensure the health, safety and welfare of employees, volunteers, those whom we assist and visitors.

Our objective is to comply with the relevant safety, health and welfare at work Acts, all applicable Occupational health and safety legislation and any subsequent legislative updates.



The success of the policy will depend on your cooperation. It is therefore, important that you read the summary of the general health and safety responsibilities as outlined below, your safety statement and risk assessments carefully to understand your role and the overall arrangements for health and safety within the Society.

Any act by an employee which is contrary to the requirements of health and safety legislation may be dealt with as a serious disciplinary offence.

The statement and risk assessments for your place of work will be communicated to all employees and volunteers. They will be reviewed in the light of experience and developments and amended accordingly at the earliest opportunity.

Employees are required to familiarise themselves with their workplace or services health and safety manual.

Personal Safety

The Society will take care to ensure the safety of all employees as far as is reasonably practicable. In particular, the Society will endeavour to:

- Manage and conduct work activities in such a way as to ensure the safety, health and welfare at work of employees and volunteers;
- Manage and conduct work activities in such a way as to prevent any improper conduct or behaviour likely to present a health or safety risk to employees;

- As regards the place of work, SVP will ensure:
 - ◆ The design, provision and maintenance of it in a condition that is safe and without risk to health;
 - ◆ The design, provision and maintenance of safe means of access to and from it;
 - ◆ The design, provision and maintenance of plant and machinery or any other articles that are safe and without risk to health.

- Ensure the safety and prevention of risk to health at work relating to the use of any article or substance or the exposure of noise, vibration or ionising or other radiations or any other physical agent;
- Provide systems of work that are planned, organised, performed, maintained and revised as appropriate so as to be safe and without risk to health;
- Provide and maintain facilities and arrangements for the welfare of employees;
- Provide the information, instruction, training and supervision necessary to ensure the safety, health and welfare of employees;
- Determine and implement the safety, health and welfare measures necessary for the protection of safety, health and welfare when identifying hazards and carrying out a risk assessment or when preparing a safety statement and ensuring that the measures take account of changing circumstances and the general principles of prevention;
- Have regard to the general principles of prevention, where risks cannot be eliminated or adequately controlled or in such circumstances as may be prescribed, providing and maintaining such suitable protective clothing and equipment as is necessary to ensure, so far as is reasonably practicable, the safety, health and welfare of employees;
- Prepare and revise, as appropriate, adequate plans and procedures to be followed and measures to be taken in case of an emergency or serious and imminent danger;
- Report accidents and dangerous occurrences, as may be prescribed to the Health and Safety Authority;
- Obtain, where necessary the services of a competent person for the purpose of ensuring, so far as is reasonably practicable, the safety, health and welfare of employees.

As an employee, you also have responsibilities for your own safety and those of your colleagues In particular:

- Take care of yourself and others so as not to cause an incident or accident.

- Cooperate with the Society where it is complying with its safety duties. Please remember the Society is striving to ensure a safer workplace for you.
- Never interfere or misuse anything provided in the interests of safety.
- Report any concerns you may have about the safety of your workplace to your line manager. Things cannot be put right if we are not aware of the problem.
- Ensure that you are not under the influence of an intoxicant to the extent that as to endanger your own safety, health or welfare at work or that of any other person.
- Not engage in improper conduct or behaviour that is likely to endanger your own safety, health and welfare at work or that of any other person.
- Attend such training and assessment as may be reasonably required relating to safety, health and welfare at work, or relating to the role of employee.
- Make correct use of any article or substance provided for use at work or for the protection of your safety, health and welfare at work, including protective clothing or equipment.
- Not misrepresent yourself to the Society with regard to the level of training you have received in respect of your position.

Report to Management

If you are involved directly or indirectly in an incident, near miss or accident you must report it and ensure that it is recorded in the accident log.

Any work being carried on, or likely to be carried on, in a manner which may endanger the safety, health and welfare at work of any person.

Any defect in the place of work, the systems of work, any article or substance which might endanger the safety, health or welfare at work of any person, or

Any contravention of the relevant statutory provisions which may endanger the safety, health and welfare at work of the employee or that of any other person.

Routine Health & Safety Measures

Routine hepatitis inoculations, eye examinations, manual handling or other relevant training will be made available to employees as appropriate.

Please seek further details from your line manager.

Safeguarding

The Society of Saint Vincent de Paul is committed to creating a safe, healthy and inclusive environment for all, particularly, the children, young people and vulnerable adults whom we assist. We are committed at all times to ensuring their safety and welfare.

- We will endeavour to safeguard children, young people and vulnerable adults by:
- Following carefully the procedures laid down for the recruitment and selection of volunteers and employees.
- Providing for employees through, supervision, support and training.
- Reporting concerns to statutory agencies that need to know and involving parents, carers, children, young people and vulnerable adults appropriately.
- Adopting child and vulnerable adult protection guidelines through a code of conduct for employees.
- Sharing information about child and vulnerable adult protection and good practice with children, young people, vulnerable adults, parents, carers, volunteers and employees.

Should you have any concerns in relation to the protection and welfare of children, young people and/or vulnerable adults please contact your line manager or the Designated Liasion Person in your region (list available on www.svp.ie, Safeguarding).

Please refer to the Society's Safeguarding Policy on the SVP Website www.svp.ie.

Alcohol/Drug Policy

It is the policy of the Society to adhere to the Safety, Health and Welfare at Work Act, 2005 under which employers are obliged to provide a safe workplace for all employees.

This policy applies to all employees, volunteers, members, contractors, customers, suppliers, and visitors, CE Participants, Interns and all others on employment schemes. For the purpose of this policy, the term alcohol and drugs will be defined as mood altering substances, either legal or illegal. This includes alcohol, abuse of prescribed medication with or without a prescription as well as the use of illegal substances.

Employees should not be adversely affected by alcohol or drug use during work hours and must at all times carry out their duties and responsibilities in a safe manner.

The Society prohibits the consumption, possession or distribution of drugs/alcohol on



Society property or during work time or on Society business.

Arriving at work having partaken of drugs or under the influence of alcohol is strictly prohibited. The use of alcohol or drugs outside of work hours should not impair performance and behaviour at work.

It is expected and required that staff be fully fit, both mentally and

physically, to carry out their duties and that no intoxicant (either legal or illegal) affects their performance or renders them incapable.

Any breach of this policy may result in the Disciplinary Procedures being invoked up to and including dismissal.

The Society may require employees to undergo tests for intoxicants. In this event the tests will be carried out by or under the supervision of a registered medical practitioner. All employees are expected to cooperate fully with such testing as a condition of continued employment with the Society.

An employee who refuses to cooperate fully with any testing request or who tests positive for an intoxicant is liable to serious disciplinary action up to and including dismissal.

Employees taking prescription drugs that are not recommended to be taken whilst driving a car/machinery must notify their manager where the role may necessitate either driving or the operation of machinery.

Action where an employee is suspected of being unfit for Work:

In any instances of suspected intoxication/under the influence of drugs in the workplace, the manager will record the factors supporting this conclusion, for example: smell of alcohol on breath, dilated pupils, impaired co-ordination or speech.

The first step will be for the manager to request an immediate meeting with the employee. The factors leading to the concern will be outlined to the employee who is suspected

of being under the influence of drugs or alcohol. The employee will be sent home immediately. Payment of wages may be deducted for that day.

Where an employee is removed from the site/the premises, the Society will use reasonable endeavours to ensure that individual travels home in a safe manner. An employee found in possession of illegal substances will be reported to An Garda Síochána.

Procedures regarding Identification of Alcohol or Drug use:

An employee with an addiction problem should be assured that every reasonable assistance will be given to them if they are willing to try to overcome the problem and that the matter will be treated in strict confidence. Any employee who suspects they have an alcohol and/or drugs problem is encouraged to seek help voluntarily or contact the Employee Assistance programme. Time off work to obtain help may be offered if necessary.

Confidentiality

The Society aims to ensure that the confidentiality of all employees experiencing alcohol or drug problems is maintained. Information regarding individual cases will not be shared with third parties unless consent has been provided by the individual or the safety of the person concerned or others is comprised.

Smoke Free Workplace Policy

It is the policy of the Society of Saint Vincent de Paul, that all of its work places are smoke-free and that all employees have the right to work in a smoke-free environment. Smoking is prohibited throughout the workplace, or within the immediate vicinity of any entrances or exists. This includes the use of E-cigarettes.

This policy applies to all employees, volunteers, members, contractors, customers, suppliers, and visitors, CE Participants, Interns and all others on employment schemes.

The local management will inform all existing employees, members, those on employment schemes, volunteers, and contractors of the policy and their role in the implementation and monitoring of the policy. All new and prospective employees, volunteers, contractors, suppliers and customers will be given an outline of our Smoke Free Policy on recruitment/ induction by the person in charge.

Infringement by staff, those on employment schemes will be dealt with, in the first instance, under the Society's disciplinary policy. Employees, those on employment scheme, volunteers, member's contractors, customers and visitors who contravene the law prohibiting smoking in the workplace are also liable to prosecution.

Environmental Policy Statement

Sound environmental management is an integral part of our total quality commitment.

Through our charity work and business plans we will set and review our annual environmental objectives and targets.

We will apply the principles and practice of continuous improvement to pollution prevention, waste reduction, reuse, recovery and recycling.

We will communicate this policy to and promote environmental responsibility among our members, donors, customers, suppliers and employees.

It is the policy of the Society to comply with all applicable environmental legislative requirements.



10. DATA PROTECTION

The Society is committed to ensuring compliance with the Data Protection Acts. This applies to the data itself and the processing of data.



Policy

Under the Data Protection legislation, employees have a right to receive information on data collection, access their personal data, have inaccuracies corrected, have information erased and have a right to data portability.

Personnel records held by SVP come within the terms of the Data Protection legislation. Employees can make access requests for information held about them. All employees are required to process personal data in line with this policy.

Data Protection Principles

The Society will comply with the data protection principles set out in the General Data Protection Regulation, 2018.



This Policy applies to all personal and sensitive personal data collected, processed and stored by The Society. In the course of its activities and in order to carry out its function, the Society processes personal data from a variety of sources. These sources include data in relation to its employees, volunteers, service providers, suppliers, customers and any other Data Subjects in the course of its activities.

The main categories of Personal Data held by the Society may include:

- Name, address and contact details, PPS number
- Details of approved absences (career breaks, maternity, parental leave, study leave etc.)
- Details of work record
- Details of any accidents/injuries sustained on Organisation property or in connection with the employee carrying out their duties
- Details of salary and other benefits
- Personnel records including contract and offer letters, performance management information and, if applicable, records of any interactions under the headings of grievance and discipline
- Training courses completed and qualifications awarded
- Occupational health reports and sick certificates
- CCTV data
- Door access control system data/biometrics
- Email system data
- Financial data
- Human resources data
- Phone records
- Records of application and appointment to promotion posts

The Society will ensure that personal data will be processed in accordance with the principles of data protection, as described in the Data Protection legislation.

Personal data is normally obtained directly from the employee concerned. In certain circumstances, it will, however, be necessary to obtain data from third parties e.g. references from previous employers, Garda Vetting.

See SVP Policy & Procedure.

Data Protection Officer (DPO)

Please contact svp.dpo@svp.ie

The Data Protection Officer for the Society has overall responsibility for ensuring compliance with data protection legislation. All employees must cooperate with the DPO when carrying out their duties.

The Data Protection Officer is also available to answer queries or deal with employee's concerns about data protection.

Access Requests

Employees are entitled to request data held about them on computer or in relevant files. This includes personnel records held by the Society. The Society will ensure that such requests are forwarded to the relevant line manager, HR in a timely manner, to enable them to process the request within the required time frame.

To make a subject access request, an employee should send the request to the Data Protection Officer at svp.dpo@svp.ie. In some cases, The Society may need to ask for proof of identification before the request can be processed. The Society will inform the employee if it needs to verify their identity and the documents it requires.

A data access request will be responded to within one month once the identity of the Data Subject has been verified. Any extension will be based on the complexity of the request. The DPO will write to the individual if an extension is necessary.

See SVP Policy & Procedure.

Responsibilities

Management will endeavour to ensure that this policy is communicated to all employees and will ensure that the policy is maintained and updated in line with legislative changes. Employees are expected to comply with this policy and to raise issues of concern to their manager.

Failure by employees to process personal data in compliance with this policy may result in disciplinary proceedings up to and including dismissal.

Complaints

Employees have the rights to lodge a complaint to the Data Protection Commissioner if they believe their rights under the Data Protection legislation are not being complied with by the Society.

CCTV

CCTV's are installed internally and externally in premises for the purpose of enhancing security of the building and its associated equipment as well as creating mindfulness among the occupants, at any one time, that a surveillance security system is in operation to deter any inappropriate behaviour. CCTV may be used for disciplinary purposes as detailed in the policy & procedure.



See SVP Policy & Procedure.

IT, Internet & Email

The Society allows employee's access to the Internet and email for the benefit of the Society and it's clients.

Employees have a responsibility to maintain and enhance the Society's public image, and to use the Internet and email in a productive manner.

It is critical that Email usage policy is read and adhered to at all times. Failure to comply with this policy could result in disciplinary action up to and including dismissal. Employees accessing the Internet are representing the Society. Employees are responsible for seeing that the internet and email is used in an effective, ethical, and lawful manner when used for business or personal purposes.



See SVP Policy & Procedure.

Use of Voice Mail, Email, Facsimile and Portable Equipment.

All voice mail, email, facsimile and portable equipment facilities are to be used for business purposes only. Employees should have no expectation of privacy or confidentiality when using these facilities.

The Society reserves the right to access, at will, information stored on an employee's voice mail, email, facsimile or portable equipment and is entitled to review, retain & disclose information transmitted, created or received.

Employees using Society equipment must have prior consent from their Manager.

See SVP Policy & Procedure.

Telephone

The Society's telephone system incorporates a voice mail service. User prompt sheet and instruction guides are available and it is your responsibility to familiarise yourself with the systems features and functions. Detailed below are some tips for using voice mail effectively:

- Check your voice mail messages frequently throughout the business day.
- Always return calls promptly.
- If you plan to be out of the office for an extended period, change your answering message to indicate when you will return and if you will be checking voice mail messages.
- Remember that the Society does have the right to monitor phone usage and telephone calls.

Personal Calls

Whilst we understand that at times it is necessary to make private calls, these should be kept to a minimum and should not get in the way of your work. Employees may use Society phones for occasional personal calls within Ireland. NB. Excessive personal calls may be deemed a disciplinary issue.



Personal Appearance

The professional image of the Society is maintained in part by the professional appearance of employees. While we do not enforce a strict dress code we do ask that you use good judgement in your professional dress and appearance at work. Consider your fellow employees and do not dress in any way that might be offensive to them or service users.

Occasionally, especially during meetings, or if attending external events, you may be required to dress more formally.

If you have any questions about the appropriateness of specific attire, discuss it with your line manager.

Identification

ID may be provided to designated people, which they must have with them during work hours, or on Society business.

Personal Property

The Society does not accept any responsibility for personal property belonging to employee, which is brought on to Society premises or at Society functions or events.

Employees must not bring large sums of money or valuable articles to the workplace. Where lockers are provided, employees are requested to use them for all personal belongings.

The Society is not responsible for bearing the expense of any loss.

Visitors

Employees must ensure that all visitors in their care comply with the Society's health and safety procedures by complying with the local rules regarding visitors whilst on the Society's premises.

Employees are not permitted to show visitors around Society premises without the prior consent of their line manager.

Protection of Assets

The Society has a duty to protect the assets/property of all those who work, volunteer or use our services whilst on our premises.

Therefore the Society reserves the right to search employee's effects only e.g. ask them to empty their pockets, bags, the contents of their locker or vehicle if parked on Society premises.

These searches of an employee's effects will normally be carried out by the immediate manager in the presence of a witness and may be on a random basis or where there is just cause e.g. allegation/concerns of theft by a service user, employee etc. Employees may also have a witness present, upon their request.

An employee who refuses to cooperate fully with any search request or is found to be in possession of any property belonging to the Society or to any party other than the employee being searched is liable to serious disciplinary action up to and including dismissal, following a full investigation.

See SVP Policy.



Gifts and Gratuities

Given the nature of the work the Society does employees may find occasionally that a supplier or service user will want to give an employee a gift or gratuity. Where possible this should be thankfully declined.

However, where this is not possible then the employee should inform their manager as to the nature of the gift/gratuity and who they received it from.

All persons are not permitted to accept cash gifts, nor are they permitted to accept personal gifts that do not have a genuine organisational purpose. Similarly, employees are not permitted to accept gifts that may oblige them to behave in a particular manner towards the contributor, regardless of the value of the gift. This could be considered a bribe and may result in disciplinary or other action.

Where a person wishes to give a gift to a party outside the Society they must discuss this with their manager, who will then consider whether it is appropriate or not.

Media Policy

The Society will access and liaise with the media to raise awareness of specific items and issues pertinent to the Society.

Employees are not authorised to speak to the media on behalf of the Society unless expressly informed to do so in advance.

See SVP Policy & Procedure.

Donations

Where an employee receives a donation (whether in goods or money) as a person representing the Society, the employee must receipt it and ensure it is financially reconciled within the local finance procedures.



Notice boards

No notices may be displayed on the Society notice board without the Society's permission.

Where notice boards are present it is the responsibility of each employees to ensure that all communications posted are read and understood.

Post

There is a responsibility placed on each employee to ensure that the Society's postal system is used appropriately. This means ensuring that your work address is not used for the purposes of unprofessional incoming post. Likewise, use of the postal system for the purpose of sending private and personal mail may result in recourse to the disciplinary process or other actions being taken.

Incoming post addressed to the Society must at all times be opened in the presence of another person.

Travel - Personal Cars

Personal vehicles should only be used when it is the only suitable mode of transport.

Use of an employee's own car for business purposes must be authorised in advance by the line manager. Employees who use their own vehicle should also check that their insurance covers business use of their vehicle. Any additional insurance costs including personal injury are the responsibility of the individual and will not be reimbursed.

Any business mileage you incur through use of personal car will be reimbursed at appropriate mileage rates. Claims must provide the exact mileage travelled and show the origin, destination and purpose for each journey.

Driving and parking fines will not be reimbursed.

The Society will not reimburse costs of travel to/from home and usual place of work.

For more information regarding travel-use of personal cars, see SVP Policy & Procedure.

11. DISCIPLINARY PROCEDURE

Aim & Objective

The aim of delivering a high-quality service requires all employees to adhere to high standards of work, attendance, performance and conduct.

The objective of the Society's Disciplinary Procedure is to ensure that all employees maintain the required standards by making them aware of their shortcomings and identifying how the necessary improvements can be achieved.

This procedure applies to employees and aims to ensure consistent and fair treatment for all.



Sanctions

The Society has the authority to suspend an employee's employment, to impose disciplinary sanctions, and to terminate an employees appointment in accordance with the Society disciplinary procedure and subject to any applicable employment legislation.

In the event of dismissal for serious misconduct, in accordance with the disciplinary procedures referred to above, no notice will be given by the Society.

Policy

The Society takes the view that in the vast majority of cases individual commitment and performance will be consistent with achieving Society aims and objectives.

Should difficulties or problems arise the Society is committed to their resolution in an open, fair, frank and timely manner.

These procedures are designed to help and encourage everyone to achieve and maintain the required standards of conduct, attendance and job performance.

These procedures will be applied in a fair and reasonable manner with due regard to the rights and responsibilities of the parties concerned.

The disciplinary policy applies to all current employees of the Society, who have successfully completed their probationary period.

The Society reserves the right to use a modified procedure during the probationary period.

During the period of an employee's probation, including extended probation, the full rigours of the disciplinary process may not apply, and the organisation retains the right not to exhaust the disciplinary procedure during probation.

See SVP Policy & Procedure.

Misconduct

The following behaviours may be considered to be misconduct and may result in disciplinary action being initiated under the disciplinary procedure. Note that these examples are provided for illustrative purposes only, and this list is not exhaustive. All cases are considered on their own merits:

- Minor breach of a workplace policy or procedure;
- Poor timekeeping;
- Abuse of sick leave policy;
- Insubordination;
- A refusal to carry out a reasonable request;
- Minor breaches of health and safety regulations;
- Downloading, display or distribution of pornography or other inappropriate material;
- Bringing the Society into disrepute;
- Misuse of Society property.

Gross Misconduct

Gross Misconduct is an act of misconduct, which is considered serious enough that the Society cannot



reasonably be expected to retain the employee in employment and may result in summary dismissal.

Summary dismissal is dismissal without notice or payment in lieu of notice.

Summary dismissal occurs without recourse to the earlier stages of the disciplinary procedure.

In all cases an appropriate and fair hearing, which adheres to the principles set out in this procedure, will be undertaken, and careful consideration given to the decision on whether or not dismissal is the appropriate sanction given the circumstances of the case.

In cases of alleged gross misconduct, an in-depth investigation may be necessary, and an employee will be suspended on pay pending the outcome of this investigation. Administrative leave (Suspension on pay) is not deemed a disciplinary sanction, and there will be no negative inference against an employee as a consequence of any such suspension.

The following list includes (but is not confined to) examples of the circumstances, which will be regarded as 'Gross Misconduct'. Please note that this list is not exhaustive. All cases are considered on their own merits.

- Failure or refusal to carry out duties as set out in your terms and conditions of employment, or failure to carry out a reasonable management instruction.
- Persistent poor time-keeping or absence from work. Serious abuse of sick leave policy.
- Misuse or misappropriation of the Society's property, donations or equipment.
- Action or behaviour likely to bring the Society into disrepute.*
- Fraud, theft or dishonesty.
- Disclosure of confidential information or documents unless expressly authorised to do so.
- Violence, threatening or grossly offensive behaviour towards another employee, a client or member of the public.
- Extreme or persistent negligence in duties as laid down in your terms and conditions of employment.
- An act that endangers the safety of others.
- Abuse of alcohol or drugs during the course of work. Being under the influence of an intoxicant at work or in the course of employment; Possession, sale or distribution of a controlled substance in the workplace.

- Failure to disclose the Line Manager of any allegation, current or past, together with details of the status and/or outcome of any Garda investigation this information, after investigation, may be subject to immediate dismissal.
- Conviction of an offence which is inconsistent with your position or renders you unacceptable to other members of staff.
- Falsification of time sheets, expense claims or other relevant documents
- Acceptance of financial or other rewards from any third party without disclosure to or approval from the Society.
- Serious breach of your terms and conditions of employment or serious failure to adhere to an agreed workplace procedure.
- Breach of the Society's Dignity and Respect Policy.
- Serious harassment, sexual harassment, bullying, victimisation or other act of discrimination.
- Serious breaches of health and safety rules or endangerment of another person in the workplace.
- Violent or threatening behaviour.
- Refusal to participate in a workplace investigation or other action.
- Serious failure to adhere to an agreed workplace procedure or other agreed terms of employment.
- Refusal to participate in statutory required training e.g. Health & safety.
- Failure to report a disclosure during a Garda Vetting renewal completion or during the course of employment.

****Employees will not commit any act, including saying or writing anything (including on any social media platforms), that may bring the Society or the Conference into disrepute or diminish the trust and confidence of the public.***

Consistent with their role, employees will take decisions in the best interest of service-users without regard to personal or professional gain or prospects.

Informal Procedure

In the main, prior to the formal disciplinary procedure being invoked, efforts may be made to resolve the matter through informal discussion.

However, the Society reserves the right to bypass this informal stage if the matter at hand so warrants, and progress to the formal procedure at the appropriate stage, as determined by the Society.

Where your performance, attendance, behaviour or conduct is deemed to fall below an acceptable standard, management may initiate an informal counselling meeting with you prior to invoking the formal disciplinary procedure.

The Society reserves the right to use a modified procedure during the probationary period.

The informal discussion will:

- Focus on helping the Employee to understand how their performance/conduct/attendance has fallen short of the acceptable level.
- Suggest possible solutions and time frames for improvement.



After the discussion, brief notes will be taken and held by the manager who led the informal discussion. Provided the employee achieves and sustains the necessary level of improvement, no further action will be taken. If the necessary improvements have not been made within the agreed time frame the formal disciplinary procedure will commence.

Disciplinary Hearing Process

Prior to any formal disciplinary sanction being decided upon and imposed a fair disciplinary hearing will be held with the employee. The purpose of this meeting is to put the complaint to the employee and to hear the reasons behind the issue from the employee's perspective.

An employee will always be treated in a fair manner at a disciplinary hearing. The following principles will apply to a disciplinary hearing:

- Advance notification of the requirement to attend a disciplinary hearing will be provided together with the fact that the outcome of the meeting may be disciplinary action. Throughout the hearing, the employee will be permitted to be accompanied by a fellow colleague or trade union member.

- The employee will be notified of the complaint in advance of the meeting in order to have an opportunity to prepare their responses.
- The employee will be afforded an opportunity to respond to any allegations/evidence at the meeting, and to present any other relevant factors including any mitigating circumstances.
- Further meetings may be held with the employee as necessary.
- Conclusions will only be formed following a fair hearing where the employee is allowed to respond to complaints and these responses are considered in the given circumstances.
- Due consideration will be given to all responses received. In order to ensure that time is given to fully consider the facts, there will always be an adjournment at the end of any disciplinary hearing and to make a fair decision on the next steps.
- The decision on what level of disciplinary sanction, if any, is to be imposed will be taken during the adjournment. A follow up disciplinary meeting will be held with the employee where this decision will be communicated to the employee.
- The employee may be accompanied by a fellow colleague or trade union member present at this meeting. Formal disciplinary action will be confirmed in writing.



Stages

The formal stages of the Disciplinary Procedure are as follows:

1. **Stage 1** Verbal warning.

In general warnings are progressive, however SVP reserve the right to issue a higher sanction, should the nature of the issue warrant it. A record of the verbal warning will be kept on your personal file for a period of six months, and subject to satisfactory improvement will be deactivated after this time.

An action plan will also be agreed in order to attempt to resolve this issue in the future. A copy of the notes from the meeting, the agreed action plan and a copy of

the verbal warning, along with any other relevant documentation, will be placed on the employee file.

If there is repetition of the concerns or there is no satisfactory improvement then disciplinary action under the next stage of the procedure will be considered.

2. Stage 2 Formal written warning.

If the offence is of a more serious nature or there is a failure to improve performance/conduct/behaviour/attendance after a verbal warning, a first written warning may be given.

Following the meeting a first written warning may be issued by the appropriate Manager. An action plan will also be agreed in order to attempt to resolve this issue in the future. A copy of the notes from the meeting, the agreed action plan will be placed on the employee file.

A record of the written warning will be kept on the employee's personal file for a period of nine months, and subject to satisfactory improvement will be deactivated after this time. If there is repetition of the concerns or there is no satisfactory improvement then disciplinary action under the next stage of the procedure will be considered.

3. Stage 3 Final written warning.

If the offence is of a more serious nature, or there is still a failure to improve work performance/conduct/behaviour/attendance, a final warning may be given.

An action plan will also be agreed in order to attempt to resolve this issue in the future. A copy of the notes from the meeting and the agreed action plan will be placed on the employee file.

A record of the written warning will be kept on the personal file for a period of twelve months, and subject to satisfactory improvement will be deactivated after this time. If there is repetition of the concerns or there is no satisfactory improvement, then disciplinary action under the next stage of the procedure will be considered up to and including dismissal.

4. **Stage 4 Dismissal (or action short of dismissal)**

If, following stage 3 e.g. a final written warning, an employee is guilty of further breaches, the employee may be dismissed, or in exceptional circumstances the Society has the discretion to apply a sanction short of dismissal including but not limited to suspension without pay or demotion.

Action short of dismissal is an optional stage of the procedure, rather than a required stage.

Possible Reversion to Earlier Stage of Procedure:

- (a). Where, having received a warning at any stage, up to and including Stage 4 of this procedure, an individual's record subsequently remains clear for at least one year, that individual will revert to the previous stage of the procedure in the event of any further breach.
- (b). Where, having been suspended in line with Stage 4 of this procedure, an individual's record subsequently remains clear for at least one year that individual will revert to Stage 1 of the procedure in the event of any further breach.

In cases of misconduct warranting summary dismissal, the following procedures apply:

Administrative Leave

In circumstances where your behaviour, performance or conduct is viewed as very serious, or where it is appropriate in order to facilitate further investigation, or for other valid reasons, the Society may decide to place you on administrative leave from work. In the event that the Society feel it necessary to place you on administrative leave, it will in no way imply guilt or any wrong doing.

Appeal against Disciplinary Action

An employee on having received a disciplinary sanction up to and including dismissal, may appeal the decision in writing to the person indicated in the letter within 10 working days. The appeal will be heard by next level of management in the Society.

Employees have the right to be accompanied which should be a fellow colleague or their union official at any stage during the formal disciplinary procedure.

12. GRIEVANCE POLICY



Aim & Objective

The purpose of this Policy is to set out the SVP policy and procedure (informal and formal) in relation to employee grievance handling.

To establish a standard problem solving and grievance procedure in order that:

- Employee problems are adequately investigated and dealt with.
- Employees are provided with a informal and formal means of presenting their problems and of receiving full and fair consideration.

These procedures applies to all staff and aims to ensure consistent and fair treatment for all.

The Society is committed to the development and maintenance of a positive working environment, which encourages open communication between all management and employees. However, it is recognised that from time to time employee grievances will occur and that timely, open discussion can facilitate an early resolution.

It is in the mutual interest of both employer and employee to establish a clear procedure for the resolution of all issues arising between them.

Conflicts will occur in the normal course of interaction in any organisation or workplace. It is accepted that failure to provide a procedure to deal adequately with these complaints/issues, as they arise will inevitably lead to disputes affecting not only the aggrieved party but all those employed in the Society/work place.

The policy is not appropriate for dealing with issues of harassment, sexual harassment or bullying, which should be addressed through the appropriate procedures set out by the Society.

Management are responsible for listening and responding to all employee concerns raised through this procedure. In all cases, matters will be dealt with in as confidential a manner as possible. Employees may utilise the procedure whenever they feel it is required. An employee will not be treated adversely for raising a grievance.

During the formal stages of the procedure the employee has the right to be accompanied by a work colleague, or trade union representative at any meeting under the formal grievance procedure.

Procedure

Informal Procedure

Employees are encouraged to approach their manager in the first instance to discuss issues and attempt to resolve them informally. Should the employee feel uncomfortable approaching their manager regarding a particular issue, they may approach another manager to raise the issue.

At this stage the manager will consider the grievance carefully and respond to the employee within a reasonable and agreed time frame. If the employee is not satisfied with the response provided, the issue may be escalated through the formal grievance procedure.

See SVP Informal Grievance Procedure on Sharepoint or can be requested via your line manager or Human Resources

Formal Procedure

Stage 1

- *Where the informal procedure fails to resolve a situation to the Employee's satisfaction, or where it is deemed inappropriate, you should raise the matter initially with your line manager who will arrange a meeting with you as soon as possible and in any event, where reasonably practicable, within 10 working days of receipt of notification of your grievance.*
 - *You will be required to put any such grievance in writing.*
 - *Your line manager will meet to discuss it with you and will then notify you of his/her decision.*
 - *If your grievance relates to your line manager, you should refer the matter to your Human Resources Department who will appoint another manager to hear your grievance.*

Stage 2

- *If you are dissatisfied with the decision of your line manager (or whomever heard your grievance), you may refer the matter in writing to the next level of management and/or third party who will arrange a meeting with you as soon as possible.*
 - *Having met with you and your line manager or whoever heard your grievance to discuss your grievance, the next highest level of management and/or third party will notify you of his/her decision within 10 working days.*

Stage 3

- *If you are dissatisfied with the decision at stage 2, you may refer the matter in writing to your Human Resources department.*
 - *The Human Resources Department will appoint another manager and/or third party to hear your grievance who will arrange a meeting with you as soon as possible. Having met with you to discuss your grievance, the nominated manager and/or third party will then notify you of his/her decision within 10 working days.*

Staying within Procedure

No strikes or other forms of industrial action will be initiated or threatened until all stages of the grievance procedure including third party referrals have been fully exhausted.

During the period in which the above procedure is being followed no strike, lock out, walk out, sit in, go slow or any other form of industrial action designed to bring pressure on either party will take place, until all avenues as prescribed have been followed and at least 14 days have elapsed following the issue of a Workplace Relations Commission Recommendation or a determination of the Labour Court. Any industrial action will require that two weeks' notice be served by either party.

In the event of any issues arising which cannot immediately be addressed and which are being processed in accordance with the disputes/grievance procedure, normal working – under protest if necessary - will continue pending an outcome in accordance with established procedures.

See SVP Policy & Procedure on Sharepoint or a copy can be obtained from your line manager or a member of the Human Resources team



13. PROTECTED DISCLOSURE

What is Whistle blowing/ Protected Disclosure?

Whistle blowing occurs when a worker raises a concern or discloses information which relates to wrongdoing, illegal practices or unethical conduct which has come to their attention through work. Our whistle blowing policy is intended to encourage and enable workers to raise concerns within our workplace rather than overlooking a problem or “blowing the whistle” externally. Under this policy a worker is entitled to raise concerns or disclose information without fear of penalisation or threat of less favourable treatment, discrimination or disadvantage.



Our Commitment

The Society of St Vincent de Paul (SVP) is committed to maintaining an open culture with the highest standards of honesty and accountability where our workers can report any concerns in confidence. We have engaged with an independent, external organisation to operate our protected disclosure help centre.

Who does the policy apply to?

This policy applies to all of our workers including our employees at all levels. The term ‘worker’ also includes contractors (whether the contract is express or implied), agency workers, CE Participants, interns and those on training schemes/placement.

It is important to note that should you have a concern in relation to your own employment or personal circumstances in the workplace it should be dealt with by way of our Employee Grievance Policy. Likewise concerns arising in regard to

13. PROTECTED DISCLOSURE

workplace relationships should generally be dealt with through our Dignity and Respect at Work policy.

It is also important to note that this policy does not replace any legal reporting or disclosure requirements. Where statutory reporting requirements and procedures exist these must be complied with fully.

Aims of the Policy

- To encourage workers to feel confident and safe in raising concerns and disclosing information;
- To provide avenues for workers to raise concerns in confidence and receive feedback on any action taken;
- To ensure that workers receive a response where possible to their concerns and information disclosed;
- To reassure workers that they will be protected from penalisation or any threat of penalisation.

What types of concerns can be raised?

A concern or disclosure should relate to a relevant wrongdoing such as possible fraud, crime, danger or failure to comply with any legal obligation which has come to a workers attention in connection with their employment and about which they have a reasonable belief of wrongdoing.

What types of concerns should not be raised under this Procedure?

A personal concern, for example a grievance around an employee's own contract of employment would not be regarded as a whistle blowing concern and would be more appropriately processed through our grievance procedure.

Safeguards and Penalisation

A worker who makes a disclosure and has a reasonable belief of wrongdoing will not be penalised by this organisation, even if the concerns or disclosure turn out

to be unfounded. Penalisation includes suspension/dismissal, disciplinary action, demotion, discrimination, threats or other unfavourable treatment arising from raising a concern or making a disclosure on the basis of reasonable belief for doing so. If a worker believes that they are being subjected to penalisation as a result of making a disclosure under this procedure, they should inform your manager/senior manager immediately. Workers who penalise or retaliate against those who have raised concerns under this policy will be subject to disciplinary action. Workers are not expected to prove the truth of an allegation.

However they must have a reasonable belief that there are grounds for their concern. It should be noted that appropriate disciplinary action may be taken against any worker who is found to have raised a concern or raised a disclosure with malicious intent.

Confidentiality

SVP is committed to protecting the identity of the worker raising a concern and ensures that relevant disclosures are treated in confidence. The focus will be on the wrongdoing rather than the person making the disclosure.

However there are circumstances, as outlined in the Act, where confidentiality cannot be maintained particularly in a situation where the worker is participating in an investigation into the matter being disclosed. Should such a situation arise, we will inform the worker that their identity may be disclosed.

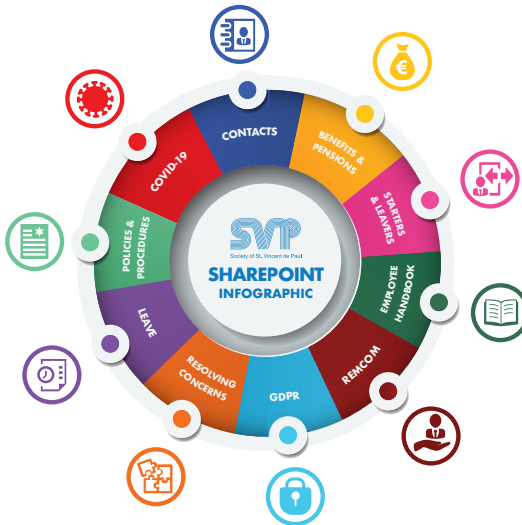
See SVP Policy & Procedure.



14.

DETAILED POLICIES, PROCEDURES, GUIDE AND HANDBOOKS

For all up to date policies, procedures, guides and booklets, please visit The Human Resources Share Point Site.



A. ACKNOWLEDGEMENT SLIP

I have received a copy of 'Recognising Your Contribution'. I have read and accept the employee handbook,

Name (print): _____

Signature: _____

Job Title: _____

Work Location: _____

Date: _____

Please return this to your line manager or Human Resources for your file.



Society of St.Vincent de Paul

For help or information:

*Contact your direct line manager
or relevant HR Team.*

Graphic Project developed by:

SVP Communication Team

Credits:

Pixabay.com, freepik.com

Version:

1.0 Date: September 2022