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1 INTRODUCTION




The University of Sheffield Students' Union has a national reputation for providing some of the best services and activities available at any University in this country. Developing this reputation continues year after year, as shown by our growing list of awards and high customer satisfaction ratings from our students. Our staff play a vital role in building that reputation, and are essential to our continuing success.

Casual staff form a very large part of our workforce, and the overwhelming majority deal directly with our customers in the provision of services. The way that you do your job therefore has enormous impact on the image of the Students' Union, and the success of our services. We offer good conditions of employment and provide comprehensive training for which we are recognised as an 'Investor in People'. In return, we expect high standards from our staff.

Our casual staff team brings together students and many people from the city. All staff are treated equally, but student employees have additional conditions of employment to avoid any conflict of interest as members of the Students' Union. This handbook outlines all the general information that you need as a member of the Students' Union's casual staff. It will be supplemented with information provided by your department. If you have any queries, please contact your departmental manager.

I hope that you enjoy your time working for the Students' Union.



Steve Hubbard

General Manager

2. GENERAL INFORMATION

2.1 Mission statement, vision and values

In common with most organisations, the Students' Union has agreed a mission statement, which seeks to sum up our purpose. Our mission statement is:

'To act in the interests of all our members.'

Our vision states where we want to be. Our vision statement is:

'To be the outstanding student-led organisation in the UK.'

Our Value Statements for Staff reflect the ways we have determined our Students' Union will act. We will:

Treat people with trust and respect

- Recognise other people's areas of expertise and the contribution they make
- Make time for other people (i.e. staff and members)
- Value working as part of a team to achieve common goals
- Share problem solving with others
- Listen to other people and contribute to the discussion
- Be open to constructive criticism
- Approach conflict constructively when dealing with difficult people

Choose a positive attitude to work

- Choose a positive attitude to issues
- Discuss ways of overcoming problems
- Choose to have an enthusiastic approach
- Create and maintain a positive and enjoyable atmosphere
- Be decisive within our roles
- Do things without being asked within our roles
- Listen and be positively engaged in meetings.

Use creativity and innovation

- Be open to all suggestions
- Explore multiple solutions
- Think and plan ahead
- Build in thinking time to be creative
- Draw on and contribute to collective inspiration
- Encourage idea generation in others
- Value ideas generated by other staff

Demonstrate professionalism and integrity

- Be on time and prepared
- Present ourselves appropriately
- Enhance the reputation of the Students' Union
- Value the Students' Union's democratic processes
- Co-operate with, and provide support to, others when required
- Be honest and trustworthy
- Be aware of the impact that external economic factors may have on the Students' Union

Consistently practice effective two way communication

- Make time for meaningful consultation
- Say "I don't understand" when required
- Ensure that relevant issues are discussed
- Readily share information with others and solicit their input
- Encourage feedback from others
- Be open and responsive to feedback when provided
- Aim for clarity within all communication

2.2 Addresses and telephone numbers

University of Sheffield Students' Union

Western Bank
Sheffield S10 2TG
Telephone (0114) 222 8500

Fox and Duck

227 Fulwood Road
Sheffield S10 3BA
Telephone (0114) 2631888

Students' Union Nursery

93 Brunswick Street
Sheffield S10 2FL
Telephone: (0114) 273 9361

Coffee Revolution

Western Bank
Sheffield
S10 2TG
Telephone: (0114) 273 7744

2.3 Students' Union Government

The Students' Union is a democratic organisation run by students at the University of Sheffield. Each year eight students are elected as Students' Union Officers. They form Student Executive Committee and take all major decisions on Students' Union services and activities.

The Officers report regularly to Students' Union Council, which consists of members appointed by the Students' Union's Standing and Representative Committees and others elected by students as a whole. Students can also request Referenda (secret ballots of all students) to make decisions on major issues concerning the Students' Union.

Staff have an opportunity to raise matters relating to their employment through the procedures outlined in this handbook, but must not otherwise use their position to influence the democratic decision-making process. This applies to both casual staff who are students and to those who are not, although the rules are a little different in each case. Staff who are not Full Members of the Students' Union shall not participate in, or publicly express their personal views on, decisions of the Students' Union. Staff who are Full Members shall not express their personal views on decisions of the Students' Union when in their place of employment, and shall not serve on certain committees (as outlined in section 4.2 below).

2.4 Students' Union Management

The Student Officers are responsible to the students for the running of the Students' Union. This responsibility is exercised through the Students' Union General Manager. All staff are responsible to the Students' Union General Manager through the Line Management structure. Your letter of appointment will inform you of the line manager to whom you are responsible.

The Students' Union Officers, together with the Students' Union General Manager, form the Staffing Committee. All matters relating to individual staff are dealt with through the Line Management structure and, ultimately, by the Staffing Committee. Staffing matters are considered in the strictest confidence by the Staffing Committee, and cannot be considered by any other committee in the Students' Union.

3. TERMS AND CONDITIONS OF EMPLOYMENT FOR ALL STAFF

3.1 Employer

You are employed jointly by the University of Sheffield Students' Union and SUSU Services Ltd.

3.2 Hours of work

You are employed on a 'zero hours' basis. Your hours of work will be as per your weekly rota. Shifts of over 5 hours

will include a half-hour unpaid break. If for any reason you have to work through your break, you must write this on your timesheet and have it countersigned by the relevant manager or supervisor. Some jobs will involve a regular pattern of hours, but in most cases hours will vary from week to week. Your line manager will advise you of your hours for each week in advance (via the rota) although you may be required to work additional hours at short notice, due to staff illness and other factors. Although we will obviously take account of individual circumstances, it is essential that casual staff are flexible and generally available to accommodate these demands.

You must arrive at your place of work at the time specified by your line manager. You should allow sufficient time to hang up your coat and make any other preparations prior to the start of your work.

Most casual posts are only available during undergraduate semesters, but some involve vacation work. Student employees should particularly note that term-time employment includes duties up to and including the last day of term. If there are special reasons which result in your being unable to work up to the end of term, you should let your Line Manager know at least three weeks in advance. Failure to do so will be deemed to be a serious breach of contract and will normally result in dismissal.

Fridays and Saturdays are the busiest nights of the week for our bars. Consequently, only a limited number of staff may take the night off on a Friday or a Saturday. In order to give all staff the opportunity to take a Friday or Saturday off, requests not to work on a Friday or Saturday will be dealt with on a rota basis. All requests must be handed in to the Outlet Manager by 12 noon on the Wednesday, 10 days prior to the day you wish to take off. Requests will be considered on a rota basis and must be authorised by the Outlet Manager.

3.3 Wages

Wage rates: You will be notified of your wage rate on your contract form.

Payment: All casual employees are paid via the Students' Union payroll, which may be either weekly or monthly paid (depending upon the job you do). Wages are paid weekly or monthly in arrears. Payment is made by direct bank transfer and cannot be made in cash. Weekly paid staff will receive pay for all hours worked from Monday to Sunday on the Friday of the following week. For monthly paid staff, payment is made in the first week of the following month.

Upon commencement you are required to complete an employee's personal details form. You will also need to provide proof of your eligibility to work in the UK (see section 3.9 below).

Tax: A single person is allowed to earn up to £125 per week without having to pay tax (equivalent to £540 per month or £6475 per annum). This applies to students as well as non-students. Your income from the Students' Union will be declared to the tax authorities (HMRC - Her Majesty's Revenue and Customs, formerly the Inland Revenue). If you have a P45 from a previous employer, please bring it with you on your first day; if not, you will be asked to complete a P46 tax form. If you pay tax but you do not earn over £6475 in any one tax year (April to April), you may be able to claim a tax rebate from the tax office.

National Insurance: Contributions (currently 11%) are payable on wages of over £110 per week or £476 per month. These are not reclaimable.

If you have any queries relating to wages, please contact your line manager or Dorothy Banks in the Payroll Department, based in the Finance Office (Tel 0114 222 8653).

If you have problems with your income tax, or you would like help claiming a tax rebate, you should contact Sue Burnes, Payroll and Insurance Manager, in the Finance Office (Tel 0114 222 8575). If you wish to contact the tax authorities personally, then please contact the local tax office, as follows:

HMRC
Sheffield 1 PAYE
Concept House
5 Young Street
Sheffield S1 4LA
Tel: 0845 366 7802

If you contact the tax office for any reason, you will need to quote your National Insurance number, which is printed on your payslip.

3.4 Pension

A Stakeholder Pension scheme is available for casual staff. If you are interested in opening such a pension, please contact the Payroll and Insurance Manager, Sue Burnes, on 0114 222 8575.

3.5 Notice

You should give one week's notice in writing if you wish to terminate your employment. You will be entitled to one week's notice from the Students' Union after one month's service, except in cases of dismissal for gross misconduct.

3.6 Job Location

Your job is usually based at the main Students' Union building, Western Bank, Sheffield, but you may be relocated to carry out your duties at any other premises of the University of Sheffield Students' Union. You are also required to work within any other appropriate area as instructed by your line manager.

Fox & Duck staff will obviously be normally located at The Fox & Duck, 227 Fulwood Road, Sheffield.

3.7 References

This offer is subject to the receipt of 2 references, which you must provide, which satisfy the Students' Union and it is the final decision of the Students' Union to determine if such references meet with our requirements.

3.8 Holidays

You are entitled to paid holiday which is pro rata to the full time equivalent of 5.6 weeks per year. Most casual staff are employed to work during term-time only, and therefore are not usually permitted to take their holiday during the weeks of term. In view of this fact, you will be paid an amount in lieu of holiday entitlement which will be added on to your hourly rate of pay. The exact amount is given on your contract form. You may be offered work during the vacation periods, but you will be expected to spend at least 5 weeks and 3 days away from work this year, in line with the Working Time Regulations.

3.9 Eligibility to work (all employees)

In line with the Immigration, Asylum and Nationality Act 2006, the offer of employment with the Students' Union is subject to confirmation from you of your eligibility to work in the UK. You are required to present valid documentary evidence to your line manager on or before the first day of work.

You must provide **EITHER**:

your UK or EU passport or EU national identity card

OR

Proof of your national insurance number

(suitable documents giving this proof include national insurance card, payslip from a previous employer, P45, P60, official documentation giving your name and NI number eg a letter from a government agency or department)

AND

a full UK birth certificate showing the names of both parents

OR

further documentary evidence (in accordance with the Home Office Approved lists)

Please contact your line manager for assistance.

All of these documents must be original documents, not copies. Staff from countries outside the European Union will need to produce their passport for verification to assess their eligibility to work. Failure to produce satisfactory documentary evidence will result in the withdrawal or postponement of this offer of employment. Staff who have a time limit on their stay in the UK (e.g. those who are on a student visa or residence permit) will be required to produce their passport for an update check at least once every 12 months once they have started work. If this is the case, the Students' Union HR department will write to inform you when the update check is due.

3.10 Illness

Notification: If you are unavailable for work due to illness you should telephone the Students' Union as soon as possible before the start of your shift. You will be informed during training exactly who you should ring. In the absence of this person you should contact another appropriate manager or leave a message on an appropriate Voicemail. In most circumstances we would expect staff to contact a named person at least four hours before the start of their shift so that alternative arrangements can be made.

Payment during sickness absence: There is no entitlement to sickness payments from the Students' Union for casual staff. However, in limited circumstances, it may be possible for the Students' Union to pay you Statutory Sick Pay (SSP). SSP is only payable to people whose average weekly earnings for the previous 8 weeks are more than £97 per week gross. In these circumstances it will be payable if you are absent from work for more than 3 of your working days, and are able to provide the Students' Union with a Employee's Statement of Sickness (Form SC2) or a Doctor's certificate. It is unusual for the Students' Union to be able to pay SSP for casual staff, but if you think that you are eligible, please contact your line manager or Dorothy Banks in the Payroll Department, based in the Finance Office (Tel: 0114 222 8653).

3.11 Grievances

We hope that you will enjoy your time working for the Students' Union, and that you will have no problems during your period of employment. However, we recognise that difficulties may arise from time to time, and we would expect these to be resolved informally through your relationship with your line manager. If this does not prove possible, you may utilise the Students' Union's Disciplinary and Grievance Procedure, which is available at www.sheffieldstudentsunion.com/hr (username: staff; password: sh3ffieldun1on).

3.12 Discipline

We hope that any difficulties that the Students' Union has with members of staff can be resolved informally through your relationship with your line manager. However if this is not possible and your work performance is considered to be unsatisfactory, the Students' Union's Disciplinary and Grievance Procedure, which is available at www.sheffieldstudentsunion.com/hr (username: staff; password: sh3ffieldun1on) will apply.

3.13 Bans

If you are banned from the building for any reason, you will not be permitted to work at the Students' Union for the duration of the ban.

3.14 Training

All staff need to complete induction training, designed to enable you to perform your duties properly. Training will obviously vary between departments, and if you feel that you have any particular training needs, please raise the issue with your line manager or departmental manager. You are also required to attend other training, including training on Health and Safety, the Students' Union's approach to equal opportunities and diversity, and possibly to participate in our Performance Management Scheme.

3.15 Maternity leave/adoption scheme and Parental leave

Female members of staff who have at least 12 months' continuous service with the Students' Union by the 'Expected Week of Childbirth', or those adopting children, may be eligible for the Students' Union's Maternity Leave Scheme. Further details are available from the Human Resources Office. Partners may also be eligible to claim statutory paternity pay and paternity leave. Subject to one year's service, parents are also eligible to take limited unpaid parental leave for primary school age children. For more information please ask your line manager.

3.16 Time off for dependants

You are entitled to take a reasonable amount of time off work to deal with certain unexpected or sudden emergencies and to make any longer term arrangements. The emergency must involve a dependant of the employee and the time off is unpaid.

3.17 Uniforms and protective clothing

Uniforms and/or protective clothing will be provided free by the Students' Union where necessary, and must be worn at all times when on duty. This clothing must not be worn when off duty (unless you are travelling to or from work in it) or lent to any other person, and contravention of this rule will normally lead to dismissal. The clothing will remain the property of the Students' Union, but it is your responsibility to ensure that it is clean and pressed.

The arrangements for uniform will vary between departments, and you also may be required to wear appropriate personal clothing (for example, dark trousers or skirts of a specified colour or standard, or particular footwear). Currently the Students' Union uniform requirements include:

Bars: An appropriate shirt provided by the Students' Union, together with either smart black trousers or black skirt and flat black covered shoes (not boots).

Catering: Appropriate clothing provided by the Students' Union, together with either smart black trousers or skirt (if not provided) and flat covered black shoes (not boots) with non-slip soles.

Security: A polo shirt provided by the Students' Union, together with smart black trousers and flat black covered shoes. Occasionally you may be required to wear a white shirt and/or tie, and blue jacket (depending on duties).

Shop: A Students' Union Shop shirt is provided by the Students' Union, to be worn with smart black skirt or trousers and flat black covered shoes.

Cleaning: Appropriate clothing provided by the Students' Union. This is two sets of the following; a shirt and trousers or dress/overall and trousers. These must be worn together with flat covered black shoes with non-slip soles or neutral coloured trainers.

You may also be required to wear promotional clothing (e.g. t-shirts and baseball caps) linked to special events.

If you have any special requirements relating to uniform (e.g. due to religious/cultural grounds) permission will be arranged. For more information, contact your line manager.

3.18 Alcohol and Drugs

You must not drink whilst on duty, or during the day before the start of your shift. You must not attend work under the influence of drugs.

3.19 Transport

Staff are not allowed to use the Women's Minibus, as we are not permitted by equal opportunities legislation to provide any conditions of employment which are only open to one sex. This includes student staff, who may not use the minibus on any evening (i.e. on a shift which finishes after 6pm) that they have been working, even if there has been a gap following the end of their shift.

3.20 Insurance

The Students' Union has insurance cover to protect both employees, visitors, and our furniture and equipment. You should take every step to ensure that the Students' Union's property is secure and not left unattended in unlocked rooms. If you discover any loss or damage to Students' Union property, you should contact your line manager, or the Payroll and Insurance Manager, Sue Burnes, immediately so that a claim can be made and thefts can be reported to the police. Sue is based in the Finance Office and her telephone number is 222 8575.

The Students' Union does not take responsibility for insuring the personal belongings of staff members. Staff are reminded that their personal possessions must be stored in a safe place whilst at work. As the Students' Union building is open to the public, vigilance is needed even in areas where members of the public do not normally enter. If you do not have access to a safe place, such as a lockable desk, locker or cupboard, where you can store your belongings, please contact your line manager. In addition ensure that you lock your work area whenever you leave it unattended, even for a few minutes. If, despite precautions, some of your belongings are stolen you should inform your line manager who will report the theft to the police. In most cases, your own property insurance should cover losses of cash and other personal belongings. Each time you renew your insurance, it is a good idea to check that the property insurance cover is adequate. All enquiries regarding insurance should be directed to the Payroll and Insurance Manager based in the Finance Department (Tel: 0114 222 8575).

3.21 Smoke Free Policy

You are required to comply with the terms of the Smoke free Policy, introduced with effect from 1 July 2007 in line with government legislation. This states that smoking is prohibited throughout the entire building with no exceptions, including Students' Union vehicles. This policy applies to all employees, members, other customers, consultants, contractors, or visitors. A copy of the full policy is available on P:\PERSONNEL\PUBLIC\STAFF POLICIES\Smokefree Policy\Smokefree Policy July 2009 or online at www.sheffieldstudentsunion.com/hr (user name: staff; password: sh3ffieldun1on).

The only external areas where staff based at Western Bank may smoke are:

Up to 10 pm

- the area under the bridge on the concourse
- the staff smoking area in the Interval garden (see your Manager for exact location)

After 10 pm

- the area under the bridge on the concourse
- the staff smoking area in the Interval garden (see your Manager for exact location)
- the smoking area on the Fusion terrace
- the smoking area on the Octagon terrace

For staff at the Fox and Duck the designated smoking area is in the Fox and Duck garden.

Staff at the Students' Union Nursery – refer to Children's Services Manager for suitable external location

In addition, smoking is not permitted in any Students' Union vehicle.

Please note that staff must have their uniform and staff badges covered up at all times when smoking in any of the above designated areas.

Any member of staff who does not comply with the policy will be subject to disciplinary action under the Students' Union's Disciplinary and Grievance procedure. Persistent contravention of the smoking rules will be deemed to be gross misconduct.

3.22 Confidential information

No confidential information relating to the Students' Union, its activities or employees should be disclosed to any unauthorised person.

3.23 Departmental rules

Individual departments establish their own staff rules. Any such rules will be issued in writing and are binding on all staff of the department.

3.24 General Conduct

The Students' Union expects high standards of behaviour from its staff whether on or off duty. Unacceptable conduct by an employee whilst on Students' Union premises, whilst attending a Students' Union event or whilst involved in a Students' Union activity, will be considered grounds for disciplinary action, including dismissal, in accordance with the Students' Union's Disciplinary and Grievance Procedure (see paragraph 3.11 above). Student employees should note that this would be in addition to any action taken under the Students' Union's Disciplinary Regulations for its members. Unacceptable behaviour includes, but is not limited to, bullying; swearing; gum chewing, smoking, eating, and/or drinking whilst on duty; and/or arriving for work under the influence of alcohol and/or drugs. The Students' Union will not tolerate sexual, racial and personal harassment or any behaviour whose effect is to undermine the dignity of individuals. Any acts of harassment will be regarded as a serious disciplinary offence.

3.25 Use of CCTV

The Students' Union uses CCTV in its buildings in order to detect crime and to provide protection for staff. Staff should be aware that they may be filmed during the course of their employment. Cameras will only be used in areas where they are not unduly intrusive to staff privacy (e.g. not in changing rooms or rest rooms).

3.26 Use of computers

Staff are required to comply with the terms of the University's IT Regulations and Code of Practice and the Students' Union's policy on e-mail and internet use. They cover various aspects of misuse of IT facilities including unauthorised modification of computers, disclosing your password to others and inappropriate use of email, all of which are prohibited. Inappropriate use of the Internet is also prohibited. The Code of Practice document is on the University's web site (see CICS Regulations & Guidelines page) or speak to the Students' Union IT Manager for further details.

3.27 Theft Policy

The Students' Union has a policy to deal with theft – i.e. unauthorised or fraudulent misuse of cash, goods, or material whether for personal advantage or for the advantage of others, i.e. not charging your friends for goods/drinks, etc.

Any employee who commits theft against the Students' Union will be regarded as having committed an act of gross misconduct and will be dealt with under the Students' Union's Disciplinary and Grievance Policy (Part 1 Discipline, Section 3.1). This usually results in dismissal, combined with a ban from using Students' Union services, including all gigs and venues, for up to 12 weeks.

If the employee is also a member of the University of Sheffield Union of Students, action may also be taken under the Students' Union's Bye Laws (Bye Law 16 Discipline Regulations and Bye Law 21 Staff) which form part of the Constitution.

A copy of the policy will be provided during your induction training.

3.28 Environmental Policy

Staff are required to comply with the terms of the Environmental Policy agreed by the Students' Union. The policy can be found at P:\PERSONNEL\PUBLIC\STAFF POLICIES\ ENVIRONMENTAL POLICY AND CODE OF PRACTICE.DOC, on the Students' Union website (www.sheffieldstudentsunion.com/hr user name: staff; password: sh3ffieldun1on), or ask for a copy from your line manager.

Please help by remembering to switch off lights and equipment when not required and to dispose of rubbish by recycling where possible.

4. ADDITIONAL CONDITIONS OF EMPLOYMENT FOR STUDENTS

4.1 Introduction

Students of the University who take jobs within the Students' Union are subject to the following conditions of employment, which seek to reconcile their particular position as both members and employees of the Students' Union. Staff who register for part-time courses at the University are not entitled to hold any office within the Students' Union.

4.2 Involvement in Students' Union Government

Student employees are in a unique position, as members of the Students' Union with access to the decision-making process. To avoid any conflict of interest, and to ensure that all staff are treated equally, we have drawn a line between the democratic and management structures. Therefore, during their period of employment student staff shall not:

- serve as a member of the Students' Union Council or as a member of the Committee responsible for your area of employment (e.g. bar staff shall not be members of Commercial Services Committee, Minibus drivers shall not be members of Women's Committee, etc.);
- raise any complaint regarding your conditions of employment, or service delivery, through any channel other than the staff Grievance Procedure (e.g. you shall not raise it with a Committee or Council member, write to Steel Press, etc.).

Any contravention of these conditions will result in immediate termination of employment. Although these conditions may seem harsh, they are important to the democratic integrity of the Students' Union and are similar to arrangements within Local Government and the Civil Service.

4.3 Hours of work

We believe that we have a special responsibility to ensure that your employment with the Students' Union cannot be seen to interfere with your studies and will therefore not offer more than 16 hours' work each week during term-time. This applies to full-time students studying at the University of Sheffield.

5 EQUAL OPPORTUNITIES

5.1 Policy Statement

The Students' Union is committed to ensuring equal opportunities for all, treating **all** people with dignity and respect

and aims to eliminate unfair and discriminatory practices. All employees and job applicants will be treated in the same way** regardless of, amongst others, gender, colour, nationality, including citizenship, ethnic or national origin, age, socio-economic status, marital/parental status, family circumstances/commitments, sexual orientation, physical or mental disability, political or religious beliefs, spent or irrelevant convictions, or TU membership.

The aim of the policy is to ensure that no job applicant or employee receives less favourable treatment on any grounds which are not relevant to good employment practice.

The Students' Union recruits staff purely on their relevant merit and ability, by ensuring fair recruitment and selection procedures. We give equal access to training and development opportunities and therefore aim to provide a developmental environment free from unfair discrimination.

The Students' Union embraces the principles contained in the Race Relations Amendment Act (2000) in relation to our staff, in that it is committed to tackling race discrimination, promoting equality of opportunity and good race relations between people of all racial groups in all aspects of recruitment and selection, training/development and the implementation of our staff policies.

** Positive Action may also be taken to help redress any imbalances which may occur in the Students' Union or specific departments, from time to time actively assisting groups that experience disadvantage in education and employment to benefit from working for the Students' Union.

5.2 Recruitment and Selection

The Students' Union will endeavour to ensure equal treatment for all applicants; appointment is based solely on ability to do the job. Any person who feels that unfair discrimination has occurred during the selection process should report the matter immediately to their line manager or the HR Manager.

5.3 Training

An equal opportunities policy has two roles to play in training. One is to ensure that there is no discrimination in access to training and development programmes. The second lies in the content of training programmes: the long-term aim is to ensure that all the Students' Union staff are trained so as to enable them to act more effectively in accordance with our Equal Opportunities Policy/Code of Practice, i.e. aware of their entitlements and responsibilities.

5.4 Dignity at Work

The Students' Union has a Dignity at Work policy, which gives information and guidance on issues relating to bullying, harassment, victimisation and discrimination. This can be obtained from line managers or the Human Resources Office.

5.5 Definition of Harassment

Harassment occurs when a person subjects another person to unwanted attention/behaviour on the grounds of their gender, colour, nationality, ethnic or national origin, age, socio-economic status, marital/parental status, family circumstances/commitments, sexual orientation, physical or mental disability, political or religious beliefs, spent or irrelevant convictions, or TU membership, that has the purpose of violating their dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

5.6 Definition of Discrimination

Discrimination consists of treating a person less favourably than others on any of the above grounds.

5.7 Disciplinary and Grievance Procedures

Harassment, bullying, victimisation, acts of discrimination and breaches of the spirit of the equal opportunities policy are regarded as serious disciplinary offences. Employees who feel that they have been subjected to any of these are encouraged to use the established grievance procedure or the procedure outlined in the Dignity at Work policy. Such complaints are treated extremely seriously. Where an offence is not sufficiently serious to warrant dismissal but it is felt that it would be difficult for the employees concerned to work together, then the offender rather than the victim should be relocated, unless the victim requests otherwise.

6. Staff Development and Communication

The Mission Statement for the Students' Union is "to act in the interests of all our members". The Students' Union believes that by having a well-trained and motivated staff, the services and activities provided for members will be enhanced, and the Mission Statement will be closer to being achieved. The Students' Union has also been awarded the Investors in People Award, demonstrating the high priority it places on staff development.

The Students' Union believes that good management is an ongoing process, the success of which depends on regular communication between managers, departments and individuals. Day-to-day issues should be discussed on a regular basis to keep things running smoothly and efficiently.

To help the communication process there is a regular e mail bulletin. In addition bi-annual staff briefings are also held for all staff, which casual staff are welcome to attend, as well as other briefings which your manager may arrange from time to time to keep you up-to-date with departmental issues.

7. Health & Safety

HEALTH AND SAFETY – MAINTAINING A SAFE WORK PLACE

The Students' Union is committed to keeping all staff safe at work and we take our obligation, to provide a safe working environment, seriously. **However, you also have a duty to take reasonable care of your own safety, and not to put others at risk by what you do, or fail to do.**

The Students' Union depends on you to help keep everyone safe. If you notice a health and safety risk where you work, such as a broken chair or a hole in a carpet which could cause an accident, please report it to your line manager or to the Assistant Facilities Manager on 2228564. Also, any other building problems, such as broken windows, blocked sinks or faulty plugs. **Don't wait for someone to have an accident before you report it.** If you spill liquid on the floor, or find a spillage, deal with it immediately or ensure that a free standing warning notice is placed over the hazardous area and/or arrange for it to be cleaned up immediately.

A detailed Health and Safety Policy booklet is in your Welcome Pack, or is available from the Human Resources Office. You will receive safety training during your induction. Staff working at The Fox & Duck must adhere to the specific health and safety regulations for their location - these will be provided by the line manager upon commencement.

Please establish as soon as possible which is:

- the approved fire exit nearest your normal place of work (indicated by green signs)
- the locations of First Aid boxes
- who are first-aid trained personnel.

It is an offence to misuse or interfere with safety equipment.

7.1 Emergency arrangements

In every emergency, the best way to get help is to **dial 4444** (which will get you through to the University Emergency Control Centre) on any Students' Union telephone, dial 0114 2224444 from a mobile telephone/a public telephone line, contact Students' Union Reception on 2228500 or during the evening contact Students' Union Security on 2228507.

Tell the Emergency Control Centre the exact location of the incident. Do not ring off until they tell you to do so, or it is unsafe to remain where you are.

7.2 What to do in case of fire

On discovering a fire

1. Raise the alarm by breaking the glass at a red fire alarm call point OR shouting "Fire".
2. If it is safe to do so, call the Fire Services (via the University Control Centre) by:
 - Dialling 4444 on any office telephone and reporting the exact location of the fire (i.e. Students' Union, level and office or area);
 - Inform them of any special hazards (e.g. paint store, bar, cellar);
 - Inform them of any casualties or persons unable to escape.
3. **Only if it is safe to do so**, tackle the fire with the appropriate extinguisher/other equipment. Human safety must come first, so never attempt to tackle a fire if you are alone or if this would endanger you or your colleagues.

If the fire is to be left, close doors and windows to prevent it spreading.

On hearing the alarm

1. Shut down equipment if safe to do so. Close doors and windows, but do not lock them unless the room contains a safe/till, stock or other valuable equipment.
2. Leave the building by the nearest available exit.
3. Assemble under the lowest part dual carriageway on the concourse (so the fire tenders can gain access).

All staff should

- Commit the emergency procedures to memory.
- Locate the Fire break glass or telephone nearest to their work area (for summoning assistance).
- Locate the nearest fire extinguisher or equipment appropriate to the activity being undertaken.
- Know their nearest escape route – follow the green signs. REMEMBER lifts should not be used after the alarm is sounded.

All new staff must attend a Fire Training session as soon as possible after appointment, followed by an annual refresher session. For your refresher, you can attend in person or complete the University Safety Services web-based course which can be found at <http://www.sheffieldfiretraining.co.uk>. The log in name is 'sheffieldun' and the password is 'fire'. Sessions are held periodically; please see the University website for dates.

Fire doors must be kept shut at all times and never wedged open.

7.3 What to do if someone is hurt or ill

If a qualified First Aider or an Appointed Person is available, send for them quickly. A list of first-aid trained personnel is in your Welcome Pack. You can also find the name of the nearest First Aider by looking inside the lid of a First Aid box. Students' Union Reception also keeps a list of all current First Aiders. There are First Aid boxes at Reception and in all main trading outlets. Our evening security supervisors are all trained in basic first aid.

Call an ambulance if you think one is needed by ringing 4444 or by informing the Students' Union duty officer via Reception on 2228500.

The Students' Union is keen to have as many trained First-Aiders as possible. A wide range of courses are available throughout the year. If you are interested in completing a course, please contact the Assistant Facilities Manager on 2228564.

7.4 Reporting accidents

If you or someone with you has an accident at work or near miss, however slight, it must be reported to Reception immediately, preferably in person, and an accident report form must be completed.

7.5 Electrical equipment

Inspect any electrical equipment before use. If you find any worn cables, loose or broken plugs, or anything else which seems to be wrong, do not use the equipment. Report it to your line manager or the Technical Manager on 2228558. Make sure that you switch off the equipment and the power sockets before disconnecting. Do not drag on flexes and, as far as possible, avoid trailing leads across areas where people walk. Use lead covers where this is unavoidable. Also remember that water and electrical equipment can be a lethal combination.

7.6 Lifting and carrying

All staff who lift regularly as part of their job should receive training in Manual Handling. Please contact your line manager for details of courses.

If you need to lift or carry as part of your job, it is important to do so correctly to avoid injury. Never attempt to lift something which is too heavy or awkward. Always get help if you think that you need it. In normal lifting, remember to keep a straight back and use your leg muscles to do the work. Avoid trying to hurry, twisting or over-reaching.

7.7 Working above floor level

Please never stand on chairs, stools, tables or boxes and be careful not to over-reach on steps or ladders. Ladders must always be lashed or "footed", and not used at too steep an angle. Make sure that they are in good condition and on a firm, stable surface. You should not use a ladder unless you have been trained in its correct use.

7.8 Use of display screens (VDUs)

If you are a PC user, you should request a workstation assessment from our IT Department at your earliest convenience. Please note that **you are required to have an eye-test at a minimum of two year intervals if you use a VDU for at least an hour, or in a significant part of your normal work** (Health and Safety (Display Screen Regulations) 1992).

For further information about IT/workstation assessments, please contact the IT Department on 2228509 or 2228510. For further information about eye tests, please contact the HR Department on 2228577.

7.9 Noise Exposure

The Students' Union adheres to the Control of Noise at Work Regulations 2005. Staff working in designated areas, including Bars and Venues, will be required to wear personal hearing protection. Any staff members affected will be notified of the requirements before starting work. Failure to conform to the regulations may result in disciplinary action being taken. For further information, please contact the Technical Manager on 2228558.

7.10 General behaviour

Running, throwing and similar 'fooling around' are strictly prohibited. Even in an emergency, it is important to walk quickly rather than run.

7.11 Other employment

Under the Working Time Regulations 1998 the Students' Union is required to take all reasonable steps to ensure that workers do not exceed an average of 48 hours' weekly working time. We therefore request you to notify us if you are currently employed elsewhere or should you gain additional employment in the future.

7.12 Further information on safety matters

If you have any doubts or queries, please consult your line manager or the Facilities Manager on 2228551.

