

TREO EMPLOYEE WORKPLACE HANDBOOK

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Section 1 INTRODUCTION

1.1 Welcome

As a new employee of Treo, you will receive a written Contract of Employment. This document outlines the general Terms and Conditions of Employment and is a confidential document between you and Treo Port Lairge Ltd. (hereinafter called “the company”). Please read it carefully and sign it. This signifies your acceptance of the Terms and Conditions under which you are employed. You will be kept informed and notified in writing of any subsequent changes to your terms of employment.

1.2 Purpose of this Handbook

This Employee Handbook is designed to provide you with information about working conditions, benefits, and policies affecting your employment. The information contained in this handbook applies to all our employees. Following the policies described in this handbook is considered a condition of continued employment. However, nothing in this handbook alters an employee’s status. The contents of this handbook shall not constitute nor be construed as a promise of employment or as a contract between the Company and any of its employees. The handbook is a summary of our policies, which are presented here only as a matter of information. You are responsible for reading, understanding, and complying with the provisions of this Handbook. Our objective is to provide you with a positive and safe work environment that is free from Discrimination and Harassment. The Company may from time to time at its sole discretion amend the contents of the handbook.

1.3 Company Background and Mission Statement.

Company management is committed to the long-term development of the company by meeting the needs of service users through quality interventions. We value all our employees and will endeavor to create a safe and positive working environment where all workers are treated with dignity and respect. Our management style is based on the need for flexibility of operations dictated by rapidly changing needs & lifestyle choices of service users. It is also based on our beliefs that our people are honest and trustworthy and should be treated with respect and confidence. Treo’s mission is to provide a community based programme that addresses the needs of young people who have demonstrated actual offending behaviour and positively challenge the behaviour through the provision of a structured and supportive mentoring and guidance programme.

1.4 Employment Records:

Your Employment Record is very important. It contains all relevant information pertaining to your employment including address, telephone number, emergency contact details, e-mail address, educational attainments etc. It is most important that these records are kept up to date. Please notify the company of any changes to these details.

1.5 Data Protection:

The company will hold and collect data in relation to you in your employment. This is for the purpose of administration and management and also in compliance with applicable laws and regulations. All data will be treated with the utmost confidentiality.

When changes to Data Protection Laws & Regulations occur the Company will notify the Employee of such changes.

Section 2 COMPANY POLICIES AND PROCEDURES

2.1 Disciplinary Procedures

This disciplinary procedure is intended to be used in situations where an employee's work or conduct at work is unsatisfactory or unacceptable. In many instances, disciplinary matters can be dealt with on an informal basis by the supervisor discussing the situation with the employee concerned and agreeing any necessary corrective action. Inevitably, there will be times when disciplinary matters need to be formalised. When such situations arise, it is of the utmost importance that the formal disciplinary procedure is followed.

2.1.1 Purpose of the Procedure

In order to provide for the well-being of staff, the company needs to have in place a number of systems and procedures. A disciplinary procedure is essential to assist the Company to operate effectively and create a fair, efficient and caring working environment. The procedure will apply to all employees whether full-time or part-time, permanent or temporary, with the principle of ensuring fair treatment for all.

2.1.2 Operation of the Procedure

The work rules and standards of conduct at Treo are important, and the Company regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the Company's business. **Please note that any employee who deviates from these rules and standards may be subject to disciplinary action, up to and including dismissal.**

While not intended to list all the forms of behaviour that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, up to termination of employment.

- Stealing from the organization, fellow employee or a service user;
- Working under the influence of alcohol illegal drugs, or prescribed medication or prescribed drugs illegally used.
- Possession, distribution, sale, transfer, or use of alcohol, illegal drugs or prescribed drugs in the workplace.
- In the course of, or any event related to employment, inflicting bodily injury on another person;
- Boisterous or disruptive activity in the workplace;
- Negligence or improper conduct leading to damage of company-owned or customer-owned property;
- Insubordination or other disrespectful conduct towards colleagues or service users;
- Violation of Health & Safety regulations;
- Smoking in the workplace;
- Words, gestures or actions contravening the principles set out in the Equal Opportunities Policy and Bullying and Harassment Policy.
- Excessive absenteeism.
- Failure to meet conditions governing hours of duty.

- Using company equipment for purposes other than business without prior approval by Management.
- Lack of cleanliness which fellow employees might reasonably consider to be offensive;
- Failing to perform duties to an acceptable standard where the duties are normally performed by that person or are known to be in the capacity of that person; and
- Unsatisfactory performance or conduct.
- Breach of confidentiality, including breach of confidence relating to users of the Company's services. (**Please read carefully section 3.7 Confidentiality**)

2.1.3 Informal Procedure:

When a disciplinary matter arises, the supervisor/manager will seek to establish the facts promptly before recollections fade, taking into account the statements of any available witnesses. After establishing the facts, the supervisor/manager may consider that there is no need to resort to the formal procedure and that it is sufficient to talk the matter over informally with the employee. The action by the supervisor/manager may be recorded in the employee's workplace record.

2.1.4 Formal Procedure:

As soon as a complaint or allegation of misconduct has been made against an employee, which the supervisor/manager believes cannot be dealt with using the Informal Procedure, the supervisor/manager will inform the Project Staffing sub-committee who may initiate an investigation into this complaint to form a judgment on the facts of the case. The employee will be informed in writing of the nature of the complaint or allegation (with his/her representative) and any witnesses will be interviewed to gather any information pertaining to this. Following a full investigation, the Project Staffing sub-committee will make a decision as to whether disciplinary action is appropriate.

The result of the investigation and any decision as to commencing disciplinary action will be made known to the Employee.

In the event of a breach of the disciplinary rules constituting gross misconduct, the supervisor/manager will inform the Project Staffing sub-committee which may take the decision to suspend the employee, with or without pay, during the initial period of the investigation. Any such investigation whilst the employee is suspended will be conducted with as much speed as circumstances allow. In the event that the Employee has been suspended pending completion of the investigation, the completion of the investigation shall be followed by the reinstatement of the employee, if it is decided that no disciplinary action is required, or by arrangement of a disciplinary interview to consider the case.

Following an initial investigation, it may transpire that due to certain circumstances, disciplinary action against an employee would be inappropriate. In such cases the supervisor/manager & staffing sub-committee may need to provide support and guidance to enable the employee to improve without the need to invoke formal procedures.

2.1.5 Disciplinary Interview:

If it becomes clear that formal disciplinary action is appropriate, a disciplinary Panel will be established - panel members will consist of Staff Sub-committee member(s) and supervisor/manager and an interview will be arranged in line with the following procedure.

1. The employee will receive a formal letter requesting attendance at the disciplinary interview, clearly stating the nature of the complaint against him/her. The employee will be given 5 working days notice of the interview and be offered the opportunity to have representation.
 2. The disciplinary panel conducting the interview shall explain to the employee (and their representative, if appropriate) the procedure for the interview, and that a decision on disciplinary action will be taken once all the facts have been presented.
 3. The nature of the complaint and any supporting evidence will then be outlined to the employee. Any witnesses or other members of staff will be interviewed independently by the disciplinary panel to corroborate this information as appropriate.
 4. The employee concerned will then be allowed to state their case and call in any other members of staff to the interview to substantiate this. The disciplinary panel may ask further questions of the employee or any other participant at the interview in order to arrive at the full facts.
 5. If, during these discussions, new facts emerge, the disciplinary panel may decide that further investigation is required and, if so, adjourn the interview and reconvene when such investigations have been completed.
 6. It is the responsibility of the people hearing the interview to decide the appropriate penalty. In deciding the appropriate action to be taken, the following will be taken into account.
 - The gravity of the offence.
 - The penalty applied in similar cases in the past.
 - The individual's disciplinary record.
 - Any mitigating circumstances
 - Whether the proposed penalty is reasonable in all circumstances.
 7. The disciplinary interview will then be reconvened to:
 - Inform the employee of the decision and disciplinary penalty if any
 - Explain the employees right of appeal
 - In the case of a warning, explain what improvement is expected, how long it will last and what the consequences of failure to improve may be.
 8. This decision will be confirmed in writing. If an improved level of performance or conduct is expected over a particular timescale, the arrangements for monitoring and reviewing this will be made clear to the employee.
- Following a disciplinary interview and consideration of all the relevant facts, the following courses of action will be considered. Depending on the seriousness of the offence, action can be taken at **any** of these stages at an initial disciplinary hearing:

No disciplinary action

The staffing sub committee member(s) & manager/supervisor consider the complaints against the employee are false or unproven or of such a minor nature that no disciplinary action should be taken. All reference to the investigation will be removed from the employees' file. The employee will receive a letter confirming that no action will be taken.

If it should emerge that any complaint has been made maliciously then such action will itself be deemed to be a disciplinary matter subject to this disciplinary process.

Verbal warning

The disciplinary panel considers that, on account of the facts presented during the course of the investigation and disciplinary interview, the complaints against the employee are upheld but the nature of this misconduct is of a sufficiently minor nature that a verbal warning is most appropriate. The employee will receive a plan for improving their work performance and/or conduct. All reference to the warning will

be removed from the employee's file after 6 months, provided the employee's conduct and performance have improved.

Written Warning

A written warning will be given if the employee's performance or conduct remains unsatisfactory during the period set out in the verbal warning, or the misconduct or poor performance of which the employee is guilty is of a more serious nature. Such a warning will be confirmed in writing to the employee and will detail the complaints against the employee, the improvements required and the expected time scale. It will also indicate that further disciplinary action including dismissal will be taken if the employee fails to improve his/her behaviour. The employee will be informed of his/her right of appeal.

Final Written Warning

A final written warning may be given to an employee who persists with conduct or performance for which they have previously been given a written warning or for conduct of a more serious nature regardless of whether previous warnings whether verbal or written have been issued. A final written warning will be confirmed in writing to the employee and will detail the complaint and the improvements in conduct/performance required and if such improvement is not forthcoming, further disciplinary action, including dismissal, may take place.

Dismissal

If the employee's conduct or performance is of a grave nature or if previous warnings do not produce sufficient improvement in an employee's conduct/performance, the decision to dismiss the employee may be taken by the disciplinary panel in consultation with the Board of Management. The employee will be invited to a final interview with the disciplinary panel, at which they will be informed of the decision to dismiss the employee, a letter confirming dismissal and the effective date of the dismissal will also be issued. Employees may receive either notice in accordance with their contract of employment or payment in lieu of notice. Where a disciplinary hearing finds that an employee has committed an act of gross misconduct he/she may be dismissed without notice.

2.2 Grievance/Disputes Procedure:

Grievances will occur in the normal course of interaction in any organisation or workplace. It is the company's intention to settle amicably, at all times, any disagreements between it and groups of employees, or between employees themselves. All grievances will be dealt without undue delay. A senior member of management will ensure that all grievances will be dealt with consistently and fairly.

Stage 1.

You should first raise the matter with your Supervisor/Manager who will make every effort to solve the problem as quickly as possible. The matter may be discussed informally by the employee or employees concerned, with their immediate supervisor and agree any corrective actions.

Stage 2.

If you feel the problem has not been solved within a reasonable time or if you feel the solution is unsatisfactory, the matter may be referred to the Chairperson.

Stage 3.

If you feel the problem has not been solved within a reasonable time or if you feel the solution is unsatisfactory, the matter may be referred to the staffing sub-committee of the Management committee.

Stage 4.

Should the matter remain unresolved, it will be referred to the Labour Relations Commission or for a hearing by a rights commissioner. If still unresolved, it will be referred to the Labour court for investigation. During the period in which the above procedure is being followed, no form of industrial action designed to bring pressure to bear on either party will take place, until all avenues as prescribed have been followed by both parties and at least 14 days have elapsed following the issuing of a Labour Court Recommendation. In the event of any issues arising which cannot immediately be disposed of and which are being processed in accordance with the above disputes procedure, normal working-under protest if necessary will continue, pending a settlement

2.3 Bullying & Harassment Policy and Procedure

Purpose:

The company is committed to providing all of its employees with a work environment free from bullying/harassment and sexual harassment. The aim of this policy is outline what constitutes bullying and harassment and what action the company will take in dealing with an offence of this nature.

Scope:

This policy is applicable to all employees (temporary and permanent) both in the workplace and at associated events such as meetings, conferences, and Company functions whether on or off site. It also applies to contractors, service users, customers and other business contacts with which employees might reasonably expect to come into contact within the course of their employment.

Policy:

The Company acknowledges the right of all employees to be treated with fairness, dignity and respect and to a work environment free from bullying and harassment. Every employee has an obligation to be aware of the effects their behaviour has on others. Any instances of bullying/harassment will be dealt with in an effective and efficient manner. Cases where the behaviour is proved to be repeated and consistent causing unnecessary stress and anxiety will be considered as gross misconduct and will be subject to disciplinary procedures up to and including dismissal. It is imperative that all employees respect the dignity of every colleague and be conscious of behaviour which may cause offence.

Definition:

Bullying/Harassment are defined as any form of repeated, unwelcome and unacceptable conduct that can be regarded as offensive, humiliating or intimidating. An individual can be harassed on grounds of race, religious belief, national ethnic origin, gender, sexual orientation, age, marital status, disability or membership of the traveller community. The Harassment can include conduct offensive to a reasonable person e.g. oral or written slurs, including those published on social media websites, bulletin boards or blogs, physical contact, gestures, jokes, displaying pictures, flags/emblems, graffiti or other material which state or imply prejudicial attitudes which are offensive to fellow employees.

Sexual Harassment can be defined as conduct including conduct in a single incident towards another person which may be perceived by that person as sexual in nature or has a sexual dimension and is unwelcome to the recipient. Examples of this type of harassment include:

- Sexual Gestures
- Displaying sexually suggestive objects, pictures, calendars or sending suggestive or pornographic correspondence(including e-mail)
- Unwelcome sexual comments or jokes
- Unwelcome physical contact such as pinching, unnecessary touching etc.

The above examples are not exhaustive and only serve as a guideline to employees. Each case will be taken in isolation and dealt with in the appropriate manner.

Complaints Procedure

This policy adopts a two-tiered approach (the informal and formal procedures) to dealing with issues of Bullying and Harassment in the workplace.

Informal Procedure:

It is often preferable for all concerned that complaints of bullying/harassment are dealt with informally whenever possible. This approach is likely to produce solutions, which are speedy, effective and minimise embarrassment and the risk of breaching confidentiality. Thus, in the first instance a person who believes he/she is the subject of harassment/bullying should ask the person responsible to stop the offensive behaviour. The person responsible should also be informed of the Treo's bullying/harassment policy and advised that a further occurrence of this nature will result in a formal complaint. In instance where a person is unsure whether the behaviour constitutes a form of bullying/harassment, he/she should discuss this with a supervisor or manager. It is recognised that it may not always be practical to use the informal procedure particularly where the bullying/harassment is of a serious nature or where the person(s) concerned are at different levels in the company. In such instances, the employee should use the formal procedure.

Formal Procedure:

Where a formal complaint is being made, the employee should contact his/her supervisor/manager as soon as possible. An employee making a complaint will be required to put his/her allegation in writing. In the interests of natural justice, the alleged harasser will be made aware of the nature of the complaint, his or her right to representation and will be given every opportunity to rebut the allegations made. While it is desirable to maintain utmost confidentiality, once an investigation begins it may be necessary to interview other employees. If so, the importance of confidentiality will be stressed to them and any statements taken will be circulated to both the complainant and the alleged harasser for their comments before any conclusion is reached in the investigation. When the investigation has been completed both parties will be informed as to whether or not the complaint has been upheld. All complaints will be treated seriously, confidentially and dealt with as soon as is practicable. Strict confidentiality and proper discretion will be maintained as far as is possible to safeguard both parties from innuendo and harmful gossip. A record of all relevant discussions which take place during the course of the investigation will be retained on file.

Action Post Investigation

Where a complaint is upheld, a disciplinary hearing will take place in line with the company's disciplinary policy. Should a case of bullying/harassment be proven then the company will take appropriate disciplinary action up to and including dismissal. Records of any warnings for bullying/harassment will remain on an employee's file and will be used if any further allegations of a similar nature occur in the future. Regular checks will be made by the person responsible for investigating the complaint to ensure that the bullying/harassment have stopped and that there is no victimisation. Retaliation of any kind against an employee for complaining or taking part in an investigation concerning bullying/harassment is a serious disciplinary offence. In cases where it is established that a person made a false allegation against an employee, then he/she may face serious misconduct charges.

2.4 HEALTH & SAFETY POLICY

General Background

Section 12 of the Safety, Health and Welfare at work act, 1989 requires that every employer shall prepare in writing, a statement, to be known as a Safety Statement. The Safety Statement should specify the manner in which the safety, health and welfare of persons employed by an employer should be secured at work.

The attached Document sets out the Safety Policy of TREO, Probation Project, Waterford. The objective of the policy is to endeavor to provide a safe and healthy working environment for company staff, tutors, volunteers and trainees. The success of the policy will depend on the co-operation of all these people and their co-operation is requested.

This Safety Statement applies to Treo, Port Lairge Ltd..

The Statement will be reviewed in the light of experience and any suggestions from Participants, Board members, Staff, Volunteers and Tutors will be welcomed.

2.4.1 Policy on Safety, Health and Welfare

- (i) Treo shall ensure, so far as is reasonably practicable, the safety, health and welfare of its staff and, in achieving that objective, shall comply fully with all relevant legislation, subject only to such exceptions and qualifications as are provided therein. In pursuance of this Policy, the company shall strive to ensure a safe, healthy working environment; to ensure that all equipment is properly maintained in accordance with manufacturers recommendations and that adequate training is provided in the use of equipment where this is appropriate to ensure safe operation.
- (ii) Directors of the company have responsibility for ensuring the safety and health of staff and for ensuring, where they perceive that there are risks or where risks have been brought to their notice, that they eliminate these in so far as this is practicable and within their competence. The Management Committee has been given responsibility for overseeing the implementation of the relative Legislation and will, on its own initiative, ensure that the commitment in paragraph 2.4.1 is honoured in full.
- (iii) It is the duty of every member of staff to co-operate with the Board of Management at all levels in ensuring the safety, health and welfare of

himself/herself and his/her colleagues in the discharge of official duties. In particular, each member of staff is expected to employ a safety conscious attitude to his/her work, to be familiar with and to respect any general or local instructions in this regard and to report any dangers or potential dangers for attention in accordance with the arrangements set out in this statement.

2.4.2 Organisations for carrying out this Policy

- (i) Day to day management of safety, health and welfare matters in the various buildings occupied by company staff will be dealt with by the staff members themselves.
- (ii) As mentioned above, it is the duty of staff to contribute to their own safety. Any matters arising, which might have an adverse bearing on safety at work should be reported to the Project Leader. It will be the responsibility of the Project Leader to bring such matters to the attention of the Board of Management where necessary.

2.4.3 Responsibility of Board of Management

- (i) As indicated in paragraph 2.4.1(ii), The Management Committee has a responsibility in ensuring that the safety policy of Treo is implemented in full. In particular, the Management Committee shall ensure in so far as reasonably practicable:
 - (a) That effective steps are taken in order that all persons employed in the place of work are familiar with the means of escape and their use in case of fire or other emergency evacuation and with the routine to be followed in such connection
 - (b) That those employed in the place of work who are authorized to use chemicals, vehicles and machinery are trained in their handling and use
 - (c) That hazards in the area of their charge (such as damaged/broken fittings and furnishings etc. or spillage which could injure or cause staff or others to slip, trip or fall) are eliminated as quickly as possible after they occur to come to their notice
 - (d) That all accidents are reported to the Project Leader
 - (e) That supervision is in place to ensure;
 - (i) That necessary safety procedures – including the use of protective wear where provided – are followed in respect of the handling and use of such chemicals, vehicles and machinery
 - (ii) That vehicles and machinery are in a fit condition for use and are maintained as recommended by the manufacturers, that any defects are reported for attention and that use is prohibited where this would pose a threat to safety or health pending repair of any defect or appropriate assurances about the safe use of equipment

- (iii) That all appropriate information provided by TREO is brought to the attention of relevant staff, and
- (iv) That training needs are met by on-the-job training where practicable and by other means where the particular circumstances warrant it

2.4.4 Responsibility of Staff

- (i) For this purpose, Project Staff comprises the Project Leader, Project Worker, Outreach/Link worker & the Administrator. Each of the above may nominate a tutor in his/her absence and to assist in emergencies.

While at work all members of staff are required:

- (a) to take reasonable care of their own safety, health and welfare and that of any other person who may be affected by their acts of omission while at work;
 - (b) to co-operate with their employer and any other person to such extent as would enable their employer or the other person to comply with any of the relevant statutory provisions;
 - (c) to use any suitable appliance, protective clothing, convenience, equipment or other means provided for securing their safety, health or welfare;
 - (d) to report to their employer without unreasonable delay, any defects in plant, equipment, place of work or system of work of which they become aware and which might endanger safety, health or welfare.
 - (e) not to intentionally or recklessly interfere with or misuse any appliance, protective clothing, convenience, equipment or other means or thing provided for securing the safety, health or welfare of persons arising out work activities (this requirement is applicable to all persons under the Act)
- (ii) Consultation and safety representative
 - (a) Staff will be consulted on matters relating to safety and health by way of the Management Committee.
 - (b) The Act provides for the selection and appointment, by staff, of a Safety representative in a place of work, who will have the right to represent them and to obtain from Treo any information to ensure the safety and health of staff. The Safety Representative will be able to, inter alia,
 - i. make representatives to Treo Management Committee on safety and health matters,
 - ii. investigate accidents or dangerous occurrences, provided they do not interfere with or obstruct the performance of any statutory obligation.

2.4.5 Arrangements for Health and Safety

(i) Medical Attention

Information in the format indicated in H&S appendix 1 will be displayed by Treo at each workplace

(ii) Premises

The company shall maintain the premises and fittings to a good standard and, so far as is reasonably practicable, shall deal as quickly as possible with any defects that may arise in such connection from a safety, health and welfare point of view. Treo shall, in particular, ensure that the premises meets the requirements of the Office Premises Act, 1958 and any other relevant statutory regulations which may come into force from time to time. Plant and equipment will be maintained and premises regularly cleaned to ensure the safety, health and welfare of staff.

(iii) Building Works

Where building works (refurbishment etc.) take place in Treo, steps will be taken to ensure, so far as reasonably practicable, that the contractor and his workers shall not have access to areas of the building other than those to which the work relates. Treo staff shall also, so far as is reasonably practicable, avoid the area in which the works in question are being carried out. In these circumstances, neither the contractor nor his/her workers shall be afforded use of machinery or equipment of Treo, but shall have and use their own.

(iv) Emergency Exits

The company shall ensure that emergency exits are clearly marked, easy to open and free of Obstruction.

(v) VDUs

TREO will, as far as is reasonably practicable, ensure that VDUs are operated in accordance with the guidelines re-issued by the Health and Safety Authority in July 1990 and will take account of any updating of these guidelines.

(vi) Noise

Where an unacceptable noise level is caused by the operation of any machinery, the company will ensure, insofar as is reasonably practicable, that such machinery is kept away from general work areas and that the operators are provided with protective earmuffs.

(vii) Electrical Equipment

Special care must be taken in the use of all electrical equipment. Only qualified personnel will carry out the installation, repair or replacement of such equipment.

2.4.6 Security

(i) Fire Emergencies/Evacuations

Treo shall ensure that instructions exist for evacuating premises in emergencies and these shall be displayed in all rooms of Treo along the lines set out in Appendix. Staff should carry out the instructions given in these emergency notices.

(ii) Threat to Staff Arising out of or in the Course of their Employment

(a) Threats against staff should be reported to the Project Leader. Such reports are required to assess the extent of the problem and in order to assist Gardaí in any investigations that may arise.

(b) In the event that a staff member is assaulted, the matter should be reported to the Gardaí and to the Personnel Division. In addition an Incident Report form needs to be filled out and signed and given to the Project leader.

(c) Prior consideration should be given to safety by staff when undertaking Outreach work with individuals or work involving access to external organizations. If there is concern over safety, *caution should precede any action* and this should be reported to the Project Leader. **Examples of Safety considerations include;**

(i) Outreach to Traveller Halting Sites will necessitate two staff members. When only one worker is in attendance, contact will be made with the participant so as to meet at the entrance to the halting site.

(ii) For those individuals living alone or where it is known that the participant is alone in their normal place of residence, outreach should involve two staff members. Where only one worker is in attendance, outreach work should take place in a public place.

(iii) During outreach work where staff consider an individual to be under the influence of chemicals, the staff member should remove him/herself immediately from work with that individual.

(iv) During all types of one to one work staff should take care to avoid working where everyone cannot be observed or monitored. Leaving a door ajar, or using a room with visual access, or a room likely to be frequented by other people could satisfy this requirement. Where hostility or special sensitivity is anticipated, it is advisable to have a second staff member present.

(v) During prison visits, meet one person at a time with prison staff immediately available outside door (or in the room) and visible. Any relevant information regarding an individual's perceived state of mind to be divulged prior to visit.

(vi) While driving with a participant, try not to be on your own where possible. Use the project bus when possible. Participants to be in back of car/bus. If in any doubt meet participant at arranged meeting point or venue.

(vii) All One to One work should be recorded in that person's Contact Sheets and MIS system, dated and signed by the participant and the staff member.

2.4.7 Chemicals

(i) Solvents or other inflammable/toxic chemicals will be stored in accordance with the relevant technical data sheet. If protective clothing is recommended when using any chemical, this will be supplied and will be worn by the staff involved.

- (ii) Staff handling chemicals will be advised of any risks and of the procedures to be followed for safety reasons.
- (iii) Staff should not be under the influence of any mood altering chemicals during working hours. This includes overnight work. Please consult *Substance Misuse Policy*.
- (iv) If a staff member believes a participant is under the influence of a mood altering substance(s), that staff member should immediately contact another staff member or tutor. Both should separate the individual from others, reassure him/her, call for medical assistance if it is believed this is needed, and make arrangements to return the individual home. Please consult *Substance Misuse Policy*.

2.4.8 Manual Lifting, Pulling and Pushing

Lifting, pulling and pushing of weights (e.g. stationary etc.) should be in accordance with the instructions provided in the booklet “Back Care” as published by the Health Promotion Unit of the Department of Health, Dublin 2. A copy of this booklet will be supplied to each member of staff whose work involves the handling of weights.

2.4.9 Machinery

Machinery shall be maintained in such condition as not to cause hazard or become a hazard.

2.4.10 Revision, Circulation and Retention of Statement

- (i) This Safety Statement shall be brought to the attention of all members of staff and to the attention of all new staff/volunteers/tutors.
- (ii) A copy of the statement shall be held on the premises for inspection.
- (iii) The operation of the arrangements in this statement shall be subject to ongoing review and in this regard it is important that the requirements indicated therein for reporting accidents or other incidents affecting the safety, health or welfare of staff are complied with in full.
- (iv) This Safety statement will be revised from time to time in the light of experience of where this is warranted by requests processed under the arrangements described therein. Any such revisions will be brought to the attention of all staff.

2.4.11 SPECIFIC AREAS FOR ATTENTION

1. Non-slip mats at all entrances.
2. Electrical switch cupboards not to be used as storage areas.
3. All fire exits to be kept clear at all times.
4. Kitchen / Dining area:

➤ non-slip mats in front of work area

- wet floor signs to be provided and used
 - first aid box to be provided for kitchen
 - knives only to be used under supervision
 - heavy goods to be stored low down
 - food to be stored separately from other goods
5. Stationary stores – heavy items to be stored low down and safety steps to be provided.
6. Workshop:
- Equipment/machinery to be only used by authorized personnel
 - Equipment/machinery to be used and stored in accordance with manufacturers specifications
 - Appropriate personal protective equipment to be used when operating equipment / machinery
 - Separate secure storage area to be provided for toxic / flammable materials

APPENDIX 1 of Health & Safety Statement

Medical Attention

(The following information will also be displayed at each workplace)

1. Please note that **first aid kits** are held in the workplace in: -

Staffroom, Kitchen & Workshop

2. Also note the following details of the nearest available doctor / hospital: -

Doctor: Keogh Practice

Name: Dr. Keogh

Address: Ballybricken

Tel No: (051) 855411

(Note that where an emergency service is required, the emergency telephone number 999 should be used)

APPENDIX 2 of Health & Safety Statement

Directions to Staff in case of Emergency

FIRE

1. Where possible take immediate action to extinguish
2. If in doubt, sound alarm to evacuate the building
3. Inform the Senior Person on duty

POWERCUT

Await the instructions of the Senior Person on duty.

EVACUATION

1. Obey the instructions of the Senior Person on duty and / or deputies.
2. Heads of Sections and/or deputies should ensure that disabled staff are catered for and are evacuated by the designed exit route. It is noted that concerns have been expressed about the special needs of disabled staff.
3. Arrangements will be made in consultation with the Safety Committee for the provision of necessary training for staff, in particular in the area of assisting disabled staff, in the event of evacuation.
4. Leave **SMARTLY** and in an orderly fashion by the designated exit route and meet at the **Assembly Point, by the play area, outside the Main Building.**
5. Do **not** delay by collecting personal items, coats etc.

Training Room Safety

It is important that this Training Room is a safe place for people to learn. With this in mind there are several rules which we ask ALL people to observe. These are:

- **The room and the lane leading to it are NO SMOKING areas**
- **No Engine or Machine is to be turned on inside this building**
- **No Lawnmower should be kept overnight in this room.**
- **Clean up any spills when they happen**
- **Eye protection equipment is to be worn while using the angle grinder**
- **Be familiar with the First Aid and Fire Safety equipment**
- **Immediately alert tutor to any injury or incident**
- **Unplug & put away tools and equipment after use**
- **Always keep room clean & tidy**
- **Keep walkway clear in middle of room for tenant behind**

2.5 EQUALITY POLICY

2.5.1 Introduction

Treo is an Equal Opportunities Employer. As such it is committed to Equality of Opportunity for existing and potential employees. The purpose of this Equal Opportunity / Diversity Policy is to create a workplace which provides for Equal Opportunities for all staff and potential staff and where their dignity is protected and respected at all times. All persons regardless of Gender, Marital status, Family status, Race, Religious beliefs, Sexual Orientation, Disability, Age or Member of the Travelling Community will be provided with equality of access to employment and also encouraged and assisted to achieve their full potential. We will continue to foster a genuine culture of Equality.

2.5.2 Objectives

The aim of the policy in terms of employment is to ensure that no job applicant or employee receives less favourable treatment on any grounds which cannot be shown to be justified.

2.5.3 Responsibilities:

The responsibility for ensuring the provision of Equality of Opportunity rests primarily with Treo as an employer. Managers and Supervisors have particular responsibility to engender respect for difference and to accommodate Diversity where appropriate. All staff have an important role to play in ensuring Equality of Opportunity throughout the organisation. It is also recognised that individual employees on behalf of Treo have responsibilities in law and are:

- a) Required to co-operate with any measures introduced by the company to promote Equal Opportunities, &
- b) Must not themselves, either directly or indirectly, discriminate against fellow employees or harass or intimidate them in any way.

2.5.4 Structures

The Company is committed to resourcing an Equality Officer who is responsible for ensuring that appropriate arrangements are in place for effective implementation, monitoring and review of the policy. This policy will be communicated at every level within the organisation in a range of formats through various media. We will undertake an Equality review and prepare an action plan on foot of this and maintain a monitoring system.

2.5.5 Recruitment and Selection

Treo will select those suitable for employment on the basis of merit. Job advertisements, application forms and publicity material will encourage applications from all suitable candidates. The objective is to target the widest possible pool of potential applicants and to ensure that all candidates have Equality of access to all job vacancies. Where possible and practicable efforts will be made to ensure that interview panels come from diverse backgrounds.

2.5.6 Career Development and Training

Opportunities for Career Development and Training will be open to all and will not discriminate on any of the grounds outlined in the 1998 Act. All employees will be provided with the opportunity to acquire the range of training, skills and experience necessary for their career development. Opportunities for training will be based on the requirements of the job and career development will be based on people's abilities and merit. The Company is committed to a relevant training and career development policy for all staff irrespective of background.

2.5.7 Promotion

All categories of staff will be encouraged to prepare, plan and consider themselves for promotion. All eligible employees will be made aware of promotional opportunities and encouraged to compete and make application for such promotion. Conditions governing access to promotion competitions will not discriminate, directly or indirectly, on any of the nine grounds. Promotion and Re-grading will be decided on objective criteria to the requirements of the job.

2.5.8 Complaints and Redress

All complaints from employees in relation to Employment Equality or alleged discrimination will be handled in accordance with grievance procedures. Any person who wishes to raise issues concerning alleged discrimination or unfairness should do so in the first instance by contacting the Equality Officer. We are committed to ensuring that all issues concerning alleged breaches of this policy will be dealt with seriously, promptly and with appropriate regard for confidentiality.

2.5.9 Positive Action

Treo will take practical measures to facilitate the integration of the following categories into employment:

1. Gender.
2. Persons over the Age of 50.
3. Persons with a Disability.
4. Membership of the Travelling Community.

2.5.10 Review and Monitoring

Progress in the areas of Equal Opportunities and Diversity will be gauged through the monitoring of the implementation of the Equal Opportunities/Diversity strategy. The Equality Policy will be monitored and reviewed by the Equality Officer.

2.6 TOBACCO POLICY

Since 29th March, 2004 the Irish government has implemented a ban on smoking in the workplace. This ban was introduced as part of the public health (tobacco) Act, 2002 (Section 47) Regulations 2003. The purpose of this ban is to offer protection to employees and the public who are exposed to the harmful and toxic effects of tobacco smoke in the workplace. Treo is obliged to protect the health of staff, participants and visitors to their premises. Any person found guilty of breaching the ban may be subject to a fine of €3,000. Breaches of the smoking regulations will be dealt with under the company disciplinary procedure. Employees are only entitled to time off for breaks as set down in section 12 of the Organisation of Working Time Act, 1997. The Company does not provide additional time for smoking breaks for employees.

Section 3 TERMS AND CONDITIONS

3.1 Hours of Work

The Company will use appropriate means to record attendance. Employees should be at their place of work, ready to start work at normal starting time. The Company attaches great importance to punctuality. Disciplinary action will be taken against late comers. Hours of work will be subject to the exigencies of the post, but will be not less than 39 hours per week, over a seven-day period.

3.2 Lunch Periods

Employees are entitled to a one-hour lunch break per 8-hour working day.

3.3 Absence

Employees absent from work without prior permission must notify the company within 2 hours of their scheduled starting time. All absences other than certified illness, compassionate, annual or written leave-of-absence approved by management, will be subject to disciplinary action in accordance with the procedures outlined. An employee absent through illness or injury for more than three consecutive working days must provide a doctor's certificate not later than the third day of absence. This certificate must cover the period of illness and contain a declaration as to when the employee will be fit to resume normal duties. In the case of prolonged illness or injury, or a series of intermittent illnesses, the company reserves the right to have the employee examined by a doctor of its choice.

3.4 Hygiene

The highest standards of hygiene must be maintained at all times. All employees must comply with company requirements with regard to hygiene standards.

3.5 Alcohol & Drugs

The Company is committed to providing a safe and productive workplace for its employees and service users. In keeping with this commitment, the following rules regarding alcohol and drugs of abuse have been established for all staff members, regardless of rank or position. The rules apply to all employees of the Company while they are on Company premises or elsewhere on Company business.

- The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on Company property is prohibited.
- Being under the influence of illegal drugs, alcohol, or substances of abuse on Company property is prohibited.
- Working while under the influence of prescription drugs that impair performance is prohibited.

3.6 E-Mail and Internet Use

Electronic mail enables the company to communicate promptly and efficiently with customers and suppliers. While e-mail brings many benefits to the Company in terms of its communications, it also brings risks to the company. For this reason, it is necessary for the company to set down specific rules for the use of e-mail and internet within the company. Every employee has a responsibility to maintain the Company's image, to use electronic resources in a productive manner and to avoid placing the company at risk of legal liability based on their use.

E-mail is not to be used for private purposes and should not be used for any purpose other than Company business. The Company has access to the internet which enables staff to obtain information specific to their role within the company. Employees requiring access to the internet will need the approval of management. Internet connections are intended to support Company business or the professional development of employees. General internet access will only be provided with the permission of management.

3.7 Confidentiality

No staff member shall, at any time in the course of their employment or at any time thereafter, make public or disclose to any person or organization, use or attempt to use,

regarding the Company, work colleagues, learners, directors or other associated persons, which has been acquired in the course of or resulting from employment.

Confidential information includes but is not limited to any non public information regarding a current or former employee, service user or board member or financial or other information regarding the centre.

All documents, files, information, confidential papers of any description, associated with the employment must be returned to the Company on termination of employment, irrespective of the circumstances. Management reserves the right to take appropriate action in instances of non-compliance.

Accessing company files including but not limited to personnel files, accounts or any files not relevant to the conduct of normal duties without appropriate authorization is strictly prohibited and may result in disciplinary action up to and including dismissal.

Staff should be conscious of their responsibilities to ensure that personal, identifying or sensitive information is used only for intended purposes and kept in a secure location, in accordance with data protection requirements. Use of any information associated with the Company for purposes other than the normal course of your work (including for academic research) is subject to prior management approval.

3.8 Resignation and Termination

An employee may terminate his/her employment by giving notice as per the terms and conditions outlined in the contract of employment. The company reserves the right to pay the appropriate payment in lieu of notice and may require the employee not to work the notice period. The minimum period of notice to be given to an employee depends on the length of the employee's computable service. Notice to an employee will be in accordance with the minimum notice and terms of employment acts 1973 to 2001 as follows.

Length of Service Notice

13 Weeks To Less Than 2 Years 1 Week

2 Years To Less Than 5 Years 2 Weeks

5 Years To Less Than 10 Years 4 Weeks

10 Years To Less than 15 Years 6 Weeks

More Than 15 Years 8 Weeks

3.9 Lay-Off/Short-Time

While it is the Company's intention to provide continuity of employment, there may be circumstances outside the company's control which necessitates short time working or lay-off. Should the need arise to put staff on short time or lay them off, the company will give as much notice as is reasonable in the circumstances. Employees will only be paid for actual hours worked during such periods.

3.10 Redundancy

It is recognised that circumstances may arise which leave the Company with no alternative but to declare redundancies. Where employees are made redundant, the prime consideration will be to protect the employment of as many people as possible, consistent with maintaining a fully efficient operation. Therefore, selection will be on retaining key employees required to maintain an efficient operation. The Company does not operate a last-in first-out policy. Should the need for redundancy arise, appropriate consultation with employees will take place.

Section 4 LEAVE AND BENEFITS

4.1 Annual Leave:

Annual leave will be as per the Organisation of Working Time Act 1997. The Company has the discretion to nominate up to 5 working days in each calendar year, upon which employees will be required to take a day's holiday. Generally these nominated days fall during the Christmas shut down period. The company also has the discretion to nominate operational shut down periods during which you may be required to take annual leave. Employees will be given reasonable notice of any shut down periods. The nominated days are normally set by the company at the beginning of the calendar year.

Holidays must be taken in the calendar year in which they are due. At management's discretion, an employee may be allowed to carry over 5 days into the following calendar year. Employees are also entitled to nine public holidays per year. These days are as follows:

1. New Years Day
2. St Patrick's Day
3. Easter Monday
4. May Bank Holiday
5. June Bank Holiday
6. August Bank Holiday
7. October Bank Holiday
8. Christmas Day
9. St. Stephens Day

Scheduled holidays are agreed between management and employee, subject to the business needs of the company.

4.1.1 Compassionate Leave

Compassionate leave days are at the discretion of the company. In all cases of personal tragedy, please inform management who will help arrange your absence from work. You are allowed up to five days to attend to personal affairs following the death of an immediate family member. An immediate family member is defined as Mother, Father, Brother, Sister, Spouse or Child.

4.1.2 Maternity Leave

Arrangements for maternity leave will be in accordance with the provisions of the Maternity Protection Acts 1994 & 2004. As a pregnant employee you are entitled to 26 weeks maternity leave around the time of birth of the child and an additional unpaid leave period up to a maximum of 16 weeks, following consultation with you and management. It is important that, of the 26 weeks, at least 2 weeks should be taken before the end of the week in which the baby is due, and 4 weeks after that date. The remaining 20 weeks may be taken before or after the birth. You must give the company at least 4 weeks notice in writing of your intention to take maternity leave combined with a medical certificate confirming the expected week of the birth of the baby.

If you wish to take additional maternity leave, this must be confirmed in writing 4 weeks before the end of the maternity leave period. When returning to work you should give 4 weeks notice of your intended return to work date. You are entitled to paid time off for medical or related ante-natal and postnatal care. Please give management 2 weeks notice of such appointments. Medical evidence of these appointments may be requested.

During maternity leave, your rights such as annual leave are preserved and continue to accrue as if you were not absent from work. While on maternity leave an Employee will normally be entitled to Maternity pay from the department of Social and Family Affairs for the 26 weeks maternity leave, depending on meeting certain PRSI eligibility criteria. Social welfare benefits are not payable during the optional additional 16 weeks maternity leave. You should apply at least 10 weeks prior to the expected birth of the child. An employee, who is pregnant, has recently given birth or who is breastfeeding, will not be placed in any job that is a risk to her Health & Safety or that of her child. If such a risk exists the company will remove the risk, re-assign the employee or place her on Health & Safety leave.

There are two Breastfeeding Arrangements in place. Option 1 allows an Employee who is breastfeeding to reduce her hours by 1 hour per day for the purposes of breastfeeding other than in the workplace. Option 2 allows an Employee who is breastfeeding, to work breaks equivalent to 1 hour per day for the purposes of breastfeeding in the workplace. The Company reserves the right to refuse payment for time-off to Employees where there is an abuse of this procedure, and any such abuses will be dealt with under the Disciplinary Procedure.

4.1.3 Paternity Leave

Fathers of newborn children are entitled to 3 days paid leave to be taken within 30 days of the birth.

4.1.4 Parental Leave

Parental Leave provides for unpaid leave from work for parents to look after their young children to a maximum age of 8 years. All employees who have completed one year's continuous service on the date the parental leave is due to commence are entitled to 14 weeks unpaid Parental Leave. An employee must give written notice to the Company of their intention to take Parental Leave, not later than 6 weeks before the commencement of the leave. Employees may be required to provide evidence of his or her entitlement to parental leave. Once notification of the intention to take Parental Leave has been made, a confirmation document must be prepared which must include:

- The date on which the leave will commence
- The duration of the leave
- The manner in which the leave will be taken
- The signatures of employer and employee.

Management may decide to postpone the parental leave, for up to 6 months, if satisfied that granting the leave would have a substantial adverse effect on the operation of the business. Parental Leave may be terminated if there are reasonable grounds to believe that it is being used for a purpose other than taking care of the child concerned.

4.1.5 Force Majeure Leave

Employees may avail of Force Majeure Leave with pay for unplanned, extreme and urgent family reasons, where an immediate family member suffers an illness or injury and the employee's immediate presence with the injured party is absolutely indispensable. Force Majeure Leave is to a maximum of 3 days in a consecutive 12-month period and a maximum of 5 days in a 36-month period. Absence for part of a day is counted as one day of Force Majeure Leave. Family members are defined as:

1. Child/Adoptive Child
2. Spouse or Partner (only where partner is living with employee)
3. Brother/Sister
4. Parent/Grandparent.

Force Majeure Leave will only apply in cases where the employee's personal presence is indispensable. If an alternative person (other family member, friend, babysitter) can be found to deal with the situation then this will not apply.

4.1.6 Carer's Leave

Carer's leave will be granted in accordance with the terms and provisions of the Carer's Leave Act 2001.

Relevant Person:

A care recipient will be considered a "Relevant person" if they need continual supervision and frequent assistance throughout the day in connection with normal bodily functions or need continual supervision in order to avoid danger to themselves or others.

Employees will be considered eligible to apply for Carer's leave if:

- 1) They have completed 12 months continuous employment with the company.
- 2) The person they wish to look after is considered a "Relevant Person"
- 3) The Employee will be providing full time care to the relevant person.
- 4) The Employee has provided the company with a decision from a deciding officer from the department of Social, Community and Family Affairs. The department of Social, Community and Family Affairs will be responsible for ascertaining the validity of applications to avail of Carer's Leave. Leave will be taken in either one continuous period of 104 weeks, or one or more periods, the total of which amounts to no more than 104 weeks. An Employee who proposes to avail of Carer's Leave must give written notice that they will be taking leave not later than six weeks before the date they are due to leave.

This notice must include:

- The proposal to take Carer's leave.
 - The date when Leave will commence.
 - The manner in which it is intended to take the leave.
 - Confirmation that an application has been made to the department of Social, Community and Family Affairs that the person to be cared for is a "Relevant Person".
- An Employee while on Carer's Leave will be regarded as still being in Employment and none of their rights relating to employment will be affected.

4.1.7 Adoptive Leave:

The Company is committed to providing employees with the necessary support and leave to adoptive employees. Unpaid Adoptive Leave of 24 weeks is available to adoptive mothers and sole male adopters. The Social Welfare provides the payment of an adoptive leave allowance for employees taking statutory adoptive leave. In addition to the minimum period of adoptive leave, an employee may elect to take up to 16 weeks additional adoptive leave. During this period there is no entitlement to social welfare adoptive leave benefit. An adopting mother or sole male adopter must notify the company in writing of their intention to take Adoptive leave no later than 4 weeks of the expected date of placement, if you feel you can offer the date sooner, please do so. If you wish to take the additional adoptive leave of 16 weeks, you must inform the company no later than 4 weeks before your expected return to work date. During Adoptive Leave, your rights such as annual leave are preserved and continue to accrue as if you were not absent from work.

4.1.8 Jury Duty:

In circumstances where an employee serves on a jury, the company will grant leave in accordance with the Jury's Act 1976. Employees are required to attend work before and after each court session and submit written evidence to the company of involvement in Jury duty.

4.2 Pension Policy and Plans

The Company operates a Pension Scheme for all employees. It is a condition of employment that all employees over the age of 21, with more than 12 months' service can become members of this scheme.

4.3 Training and Professional Development

Training and Development is a management responsibility and is an ongoing process aimed at fulfilling organisational needs and individual growth. The company intends to ensure that all employees appointed to a job are correctly selected, inducted and trained. Employees are obliged to co-operate fully with company training programmes. Company Policy endeavours to provide career opportunities for employees whenever possible and to encourage employees who wish to progress. Promotion will be at the discretion of management and will be based on suitability for the position to be filled. Where possible the company will make every effort to facilitate any employee who wishes to participate in further education and training opportunities to enhance their skills, career development and occupational mobility.

4.4 Time in Lieu

Time in Lieu can be availed of in consultation with the Project Leader

I _____ have read and understand the terms and conditions detailed in this employee handbook and I agree to be bound by them.

Signed: _____ Staff Member

Signed: _____ Chairman