



# Casual Staff (On Call) Information Pack

2019





# Welcome From The Presidents

Welcome to The Students' Union Team. We have the pleasure of presenting you with this information pack for future reference.

The purpose of this pack is to give you information on aspects of the structure of the Union, the legal requirements the Union has to meet and our own internal measures to ensure that we give our members not only good service, but also a safe and pleasant experience when they use our facilities.

The Students' Union firmly believes students should play a key role in providing services for our members. The principle of "by students, for students" is what makes Students' Unions unique, and I am glad that you are helping us to achieve our mission. In the front line, you will play a vital role in developing and delivering this service and are a valued member of the team.

We are therefore taking continual steps to ensure that the quality of our service matches our members' expectations. Our aim is to ensure that all of our team are operating to the highest standard for the benefit of our student community.

We recognise that our casual work opportunities offer students exposure to the workplace and help the development of transferable skills (interpersonal, team working and soft skills). We believe this element of learning is highly beneficial to students. We will also support casual workers with departmental training to thrive in their roles.

We aim to involve you in the running and organisation of the area in which you work. If you have any ideas about the overall development of your service or the Union, do not hesitate to let your line manager or a Sabbatical Officer know.

We wish your continued success in working for The Students' Union.

Best wishes,

**The Students' Union Presidents**



**President**

Precious  
Onyenekwu  
Tatah



**VP Education**

Jane Ojiako



**VP Community  
and Welfare**

Ubong Joseph  
Ante



**VP Sports and  
Health**

Josh Edje



**VP Societies and  
Communication**

Evan Botwood

# Introduction to The Students' Union

This information pack has been designed to act as a reference source to answer any questions or queries to do with your work. You will probably find that it covers most of the general queries that you will have relating to your casual role here at The Students' Union at UWE. This information pack is intended to be your first point of call when you are unsure about something relating to your work. You can also speak with your line manager for further clarification.

## The Students' Union at UWE

The University of the West of England is a multi-site institution, and The Students' Union operates across four sites: Frenchay, Glenside, City Campus (Bower Ashton, Watershed, Arnolfini and Spike Island) and Gloucester. The Students' Union has the legal persona of a private company limited by guarantee (Company Number 7675253), which is also a registered charity (Charity Number 1143067).

## Our Organisational Purpose

The objectives of The Students' Union are the advancement of education of students at the University of the West of England for the public benefit by:

- Promoting the interests and welfare of students at the University of the West of England during their course of study and representing, supporting and advising students.
- Being the recognised representative channel between students and the University of the West of England and any other external bodies.
- Providing social, cultural, sporting and recreational activities and forums for discussions and debate for the personal development of its students.

## Our Mission

We are here to make a positive impact on the lives of every student at UWE and will facilitate and empower students to



## Our Vision

To be an award winning, nationally recognised Students' Union that our members are proud of

The Students' Union at UWE has approximately 30,000 student members, an annual turnover of over £6 million and employs 90+ permanent staff and 200+ casual Student Staff. As a membership organisation, we operate on model of democratic governance with the CEO (Tim Benford), as the senior member of staff who is accountable to a Board of Trustees composed of elected student officers and appointed student and external trustees.

For more information about The Students' Union, please visit our website - [www.thestudentsunion.co.uk](http://www.thestudentsunion.co.uk)

The core values of The Students' Union at UWE are:

**Student Led**

**Inclusive and Diverse**

**Creative and Fun**

**Open to Change**

**Relentlessly Ambitious**

## **Organisational Behaviours**

**Supportive**

**Integrity**

**Empowering**

**Open and Transparent**

**Positive**

**Approachable**

Please note that if suitable work is available, it may be offered to you, although The Students' Union at UWE is under no obligation to do so and you are under no obligation to accept any offer of work from us. As the need for casual work fluctuates, the dates and times you are offered may be varied without notice although we will endeavour to keep you up to date with shifts available.

In the event that you are offered, and accept work, this will be on the clear understanding that you will be bound by The Students' Union at UWE Code of Conduct.

## What is a Casual Worker?

What is the difference between a worker who is an employee and one who is not?

An employee is a person employed under a contract of employment. A worker who is not an employee is a person who works under a contract whereby he or she 'undertakes to do or perform personally any work or services for another party to the contract whose status is not ... that of a client or customer' (s.230 (3) of the Employment Rights Act 1996). There is a body of case law on what distinguishes a worker from an employee. In general terms, for someone to be an employee, the three principle tests that must be met are:

**Personal Service** - The individual must be required to provide his or her services personally, rather than being able to send a substitute to carry out the work in his or her place.

**Mutuality of Obligation** - The employer must be obliged to provide the individual with work and he or she must be obliged to do that work in return for an agreed wage, and on terms and conditions laid down by the employer. **Control** - The employer must exercise a sufficient degree of control over the manner in which the individual carries out the work, consistent with an employer/employee relationship.

**It follows that workers are not employees if they are free, without penalty, to accept or reject any offer of work made to them.** Although the control element undoubtedly exists when a worker accepts an offer of casual work, the ability to reject such an offer at will, and without penalty, distinguishes such a worker from an employee.

Only employees are entitled to all statutory employment rights. For example, a worker cannot claim unfair dismissal or a statutory redundancy payment. Workers are entitled to some statutory rights, including those in relation to the national living wage, working hours and an all statutory provisions.

## New Starter Documentation

All employers are legally required to obtain and hold on file documentation indicating that each member of staff is entitled to work in the UK. Acceptable documentation includes the following -

- A passport showing the holder.
- A full birth or adoption certificate issued in the UK which includes the name(s) of at least one of the holder's parents or adoptive parents, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.

Please also note that you can update your emergency contact or bank details at any time. Please contact the HR Team on [SU.HRteam@uwe.ac.uk](mailto:SU.HRteam@uwe.ac.uk) to inform us of any changes.

# The On-Call Register

## Hours of Work

There are no guaranteed minimum hours. The hours offered are subject to change and are dependent on business levels and resultant staffing requirements. Due to the nature of The Students' Union, you may be offered 'unsociable hours'. The Students' Union is under no obligation to offer work to members of the On-Call Register and members of the register are under no obligation to accept work offered.

## Pay

Your hourly rate of pay is set by The Students' Union's Staff Committee and is detailed in the On-Call Register letter. You will be paid at a fixed rate per hour only for the hours during which you actually work. You will be paid monthly by direct transfer into your bank account. Your line manager can give you details of pay dates.

Before you join the On-Call Register, you must complete a bank details form and HMRC Starter Checklist so that you may be added to the payroll. Failure to submit these forms to your line manager will result in a delay of payment. Timesheets must be completed by yourself at the end of each week (the working week is Sunday to Saturday) and handed to your Line Manager to be authorised **NO LATER THAN 12 NOON ON A MONDAY**. Any timesheets submitted after this time may not get included in that month's payroll, resulting in a delay in payment. **No cash payments will be made.**

## Breaks and Holidays

In accordance with legislation, every worker has the right to one uninterrupted 20-minute rest break during their working day, if they work more than six hours a day. This could be a tea or lunch break. Workers also have the right to 11 hours rest between working days e.g. if you finish work at 20:00, you should not start work again until 07:00 the next day.

Workers also have the right to either:

- An uninterrupted 24 hours without any work each week.
- An uninterrupted 48 hours without any work each fortnight.

It is in your best interest to take a break away from your normal working environment. Please note that all breaks must be clearly marked on timesheets.

You will receive paid holiday in addition to your hours worked, this is rolled up on your hourly rate of pay. This is based on an entitlement of 27 days paid annual pro rata for the hours undertaken. Holiday hours are deemed to be taken at times when you would not otherwise be working. We offer rolled up holiday pay as we recognise that Student Staff will require flexibility in their working times to allow for the prioritisation of academic obligations such as exams. We believe this flexibility is important for a healthy life-work balance whilst at university.

## Dress

Many workers are supplied with a staff shirt by The Students' Union. Where this is not the case the dress code is informal, of a smart/casual style. If your assignment requires anything different you will be informed by the Line Manager upon commencement of duties. Clothing with any wording and/or slogans of whatever nature, which may cause offence to any Students' Union staff member, student or visitor are not permitted.

Where shirts or uniforms are provided by The Students' Union, the clothing will remain the property of The Students' Union. Laundry will be your responsibility, other than where specifically agreed otherwise.

If an identity badge is provided, this must also be worn for the duration of the shift. Also, there are certain roles where, for safety or health reasons, long hair is to be tied back and a minimum of jewellery worn.

Staff must change out of their uniform when not on duty. Workers are not permitted to drink in Union bars whilst wearing their uniform.

## Money Management

Managing your finances is an essential part of student life. We recommend retaining part of your pay to a savings account for when you are not working.

**The Money Advice Team** (UWE Bristol) are also on hand with lots of money saving tips - 0117 32 85678.



# The On-Call Register

## Timekeeping

It is important that you arrive promptly for the start of each shift, ready to start work on time. You should be in the department ready to start work five minutes prior to the commencement of your shift. Failure to do so may disrupt the provision of services to your fellow students and may result in future work not being offered.

## Absence from Work

If you cannot attend work due to sickness, you must notify your supervisor or line manager at the earliest opportunity. If you are unable to undertake previously agreed work at a particular time for any other reason, you must notify your line manager before the weekly rota is issued. Any worker failing to report for an agreed shift without prior notice or very good reason may not be offered work in the future.

## Friends and Relatives

If you have friends or relatives visiting your place of work you should treat them in exactly the same way as you would normal customers. They are not allowed to remain on the premises after closing time and should not be admitted to any non-customer areas or given any preferential treatment. Where possible, you should get a colleague to serve friends and relatives.

## Withdrawing from On-Call Register

If you wish to withdraw from the On-Call Register, you must give notice in writing. The Students' Union may terminate your membership of the register without notice and no further hours will be offered.



## Alcohol, Smoking and Eating

For reasons of health and safety, The Students' Union has to apply regulations which relate to the above issues:

**Alcohol:** Any member of staff arriving for work under the influence of alcohol or non-prescribed drugs will be sent home and may be excluded from being offered further hours of work.

**Smoking:** You are not permitted to smoke on duty - if you wish to smoke during your shift this must be with agreement with your duty Manager or Supervisor and outside customer areas. Time taken will be deducted from working hours.

## Our Expectations

Whilst working as Student Staff, you will be given tasks on a day-to-day basis by your Supervisor or Line Manager. We expect you to undertake these duties and let your Supervisor or Line Manager know if you need support undertaking these responsibilities.

## Regular Working Patterns

Please be aware that if you are working regular hours or work patterns over a 12-month period, you can speak to your Line Manager or HR Team about applying for a contract of employment. Contracts offer fixed weekly hours and other employee benefits.

## Changes to Pension Arrangements - Automatic Pay Deductions

The government has introduced a law designed to help a wider range of people save more for their retirement. It requires all employers to enrol employees and workers into a workplace pension scheme if they meet the following criteria:

1. Are not already in a workplace pension scheme
2. Earn over £10,000 per year or £833 per month
3. Are aged 22 or over
4. Are under State Pension Age

Most casual staff and Student Reps will not earn enough to reach the £833 monthly trigger and if this applies to you, you will not need to take any action unless you wish to voluntarily join the pension scheme. If you do wish to join, please contact the staff identified at the end of this letter for further information.

If your monthly earnings are above £833, that will trigger automatic enrolment in the pension scheme. The scheme that you will be automatically enrolled in is called National Employment Savings Trust (NEST) and a percentage of your pay (**4%**) would be deducted from your pay and placed in this pension. You will stay in this scheme, making monthly contributions even if your pay falls below the £833 per month that triggered your original enrolment.

You can find out more about NEST at [www.nestpensions.org.uk](http://www.nestpensions.org.uk) or about pensions generally at [www.gov.uk/workplace-pensions](http://www.gov.uk/workplace-pensions).

You can opt out of NEST at any time. However, if you do not complete the forms to opt-out and send them to NEST within the one-month time scale, you will not be able to recover the money paid into the scheme. You should also be aware that contributions paid into NEST cannot currently be withdrawn or transferred into another pension scheme, the money will remain in your 'pot' until your Statutory Retirement Age when it will be paid to you as a pension. Please note that this is separate to your State Pension.

If you have any questions relating to this, please speak to your Line Manager, the HR Manager (Mark Walker) or to Payroll (0117 3282583) who will try to assist you further.

### NEST Pension Threshold

Workers earning over **£6,136** a year (**£118 per week**) have the right to ask to be enrolled into the NEST Pension Scheme. For more information, please contact the HR Team on **SU.HRteam@uwe.ac.uk** or **0117 32 86690**.



# The Benefits of Casual Working



We asked our student staff community to tell us about their experiences of working within The Students' Union on a casual basis. Many of our Student Staff told us that they have gained new skills and increased confidence from being in the workplace:

*'The benefits of working for the SU is that it looks good on my CV, I've meet people at different stages in their degrees and developed transferable skills'.* **Adam (Commercial Services Supervisor).**

*'Personally it helped me come out of my shell and has an impact on my confidence'.* **Courtney (Commercial Services Assistant in the Bar).**

*'I've greatly improved my leadership skills and my mass catering experience'.* **Harry (Commercial Assistant in the Kitchen).**



## Transferable Skills

We recognise that our casual work opportunities offer students exposure to the workplace and the development of transferable skills (interpersonal, team working and soft skills). We believe this element of learning is highly beneficial to students. We will also support casual workers with departmental training to thrive in their roles.



Our student staff also told us that flexibility was a big benefit of their work with The Students' Union:

*'The benefits of working for The Students' Union is that they truly have jobs for students which makes it easy to work around university commitments'.* **Aiden (Commercial Assistant in the Shop).**

*'The SU is friendly, offers flexible hours around studies, competitive salary, the workload is manageable and you have the option of having Easter, Summer and Christmas holidays'.* **Karolina (Commercial Assistant in the Shop).**

# The HR and Payroll Team



## HR Team

The HR Team here at The Students' Union acts as a support function who are here to help you at every step of your time with The Students' Union. There are four members of the HR team - **Mark Walker** (HR Manager), **Maisy Berger** (HR and Employment Coordinator), **Tamsyn Barrow** (HR and Payroll Assistant) and **Priyanka Gupta** (HR and Payroll Assistant).

Maisy Berger primarily deals with all recruitment within The Students' Union and the beginning of the employee life cycle, such as paperwork and inductions. Mark Walker oversees the HR, Payroll and JobShop functions including everything that occurs throughout the employee life cycle, such as training, employee relations, engagement activities, pay reviews and complex issues that may arise. Tamsyn Barrow and Priyanka Gupta deal with general HR matters and also oversee the Payroll system.

Any issues you have whether big or small, please come and talk to us either in person. You can find us on the first floor of The Students' Union building at Frenchay campus. Alternatively, please email the team on [SU.HRteam@uwe.ac.uk](mailto:SU.HRteam@uwe.ac.uk)

## Payroll

Tamsyn Barrow and Priyanka Gupta form the Payroll team, who ensure you get paid each month. If you have any questions regarding your pay, please come and talk to them either in person, or email the team on [SU.Payroll@uwe.ac.uk](mailto:SU.Payroll@uwe.ac.uk)

## What is Jobshop?

The JobShop is a service run at The Students' Union at UWE to help students find part-time work on campus and around Bristol. Please direct any students who are looking for part-time work to the JobShop which is based in Union 1 (The Students' Union) Frenchay Campus.

## Payslips

Casual staff are paid on the 2<sup>nd</sup> of each month.

Payslips are emailed to the email address you supplied on your New Starter Bank Details form. Please be aware that payslips are password protected. The password to open your personal payslip will be your date of birth in a 6 number format with forward slashes - **DD/MM/YY** e.g. 11/05/95

# Organisational Policies (GDPR)

The Students' Union recognises that its success will in large part be dependent upon the extent to which its workers identify with its mission, and share a sense of purpose in terms of our aims and values. However, as with all formal relationships, there are a number of duties and obligations on both parties to the working relationship that must be adhered to. These are set out in this information pack and it is important that everyone fully understands how they affect them personally.

This information pack and any appendices are for guidance and clarification only and do not form part of the contract for service except where specifically highlighted. All sections are subject to amendment as required.

## General Data Protection Regulation (GDPR)

The Union has a legal duty to keep certain information about its workers to allow it to monitor and process information relating to issues such as equal opportunities.

Workers must abide by the guidelines laid down by the SU in this regards and any failures to follow the policy can result in the SU withdrawing future work offers via the On-Call Register.

Any worker, who considers that the policy has not been followed in respect of personal data about themselves, should raise the matter with their Line Manager. If the matter is not resolved, it may then be raised as a formal grievance.

## Responsibilities of Workers

All workers are responsible for:

- Checking that any information that they provide to the SU in connection with their work is accurate and up to date.
- Informing the SU of any changes to information which they have provided i.e. change of address.
- Checking such information as the Union may send out from time to time, giving details of information kept and processed about staff.
- Informing the Union of any changes or errors of which they become aware. The Union may not be held responsible for such errors unless the staff member informs the Union of them.

## Data Storage Policy

**General and Confidential Data:** All your work that can be regarded as not Confidential or Sensitive MUST be saved in the following manner:

- On the Unions shared drive currently labelled '**S:\ Drive**
- In an appropriate department/position folder. (do not use personal names on folders or files)

**Confidential or Sensitive Data:** This must be kept secure; this includes databases with staff/ student records in order to comply with GDPR. Data must be saved to a personal drive H:\ drive or be password protected

### DO NOT

- Do not use external memory devices
- Do not use your PC's C:\ hard drive

Both of these options have significant drawbacks and provide no effective management of information in an organisation.

## Reporting a Breach

Please report GDPR breaches immediately to **Tim Benford** (CEO) who is The Students' Union's Data Protection Officer.

You can contact Tim Benford on **Tim.Benford@uwe.ac.uk** or call 0117 32 82582.

## Notification of Data Held and Processed

All staff, student members, and other users are entitled to:

- Know what information The Students' Union holds and processes about them and why.
- Know how to gain access to it.
- Know how to ensure it is kept up to date.
- Know what The Students' Union is doing to comply with its obligations under the 1998 Act.

Any person who wishes to exercise their right to access information should complete The Students' Union's "Access to Information" form.

The Students' Union aims to comply with requests for access to personal information as quickly as possible, and will ensure that it is provided within 10 working days unless there is, good reason for delay. There may be a small charge if the data request is likely to incur significant time or resource expenditure by The Students' Union.

The Students' Union is not obliged to provide copies of information that is already in the public domain.

## Data Security

Certain staff will be required to collect information about members of The Students' Union or other people as part of their day-to-day role. In such instances, these persons have an additional duty of care to follow the data security requirements set out below:

- Any personal data held is kept securely.
- Personal information is not disclosed either orally or in writing, accidentally or otherwise, to any unauthorised third party.
- Written authorisation from the data subject **MUST** be obtained before **ANY** information is released.

Personal information should be:

- If it is computerised, password protected; stored on a personal network drive or, kept on a disk that is itself kept securely.
- If it is paper based, kept in a locked filing cabinet; or in a locked drawer
- Disposed of according to the Data Protection Act 1998

## Authority and Control

The Students' Union is an unincorporated association with charitable status and the ultimate data controller under the Act, its Trustees are therefore ultimately responsible for implementation of this policy. The Trustees will be represented by the CEO who will deal with day-to-day matters.



## Personal Property & Equipment

The Students' Union cannot accept responsibility for the loss or damage to, personal property or vehicles of workers whilst on The Students' Union premises. It is the responsibility of casual staff to ensure that their property is adequately insured. However, in the event of property being lost, you should report it to your line manager immediately.

The use of personal electrical equipment for the purposes not relating to your work on The Students' Union premises is in general not permitted. If for any reason you need to use personal equipment, prior consent must be received from your line manager.

You must not remove any equipment for private use without the prior permission of your line manager.

## Gambling

Workers are not permitted to gamble during working hours, including during any breaks taken during those working hours. This includes all electronic gaming machines located throughout The Students' Union premises.

## Children at Work

Children should not be brought into the workplace under any circumstances.

## Personal Mail & Telephone Calls

You should not receive personal mail at The Students' Union address nor should you send personal mail using The Union's resources. We appreciate that from time to time you need to receive or make telephone calls of a personal nature, which cannot be received or made outside your working hours. Arrangements for these calls are to be made with your Line Manager.

## Training Policy

The Students' Union wishes to assist and encourage its staff to pursue opportunities to use and develop their skills and abilities to enhance their contribution to the work of The Students' Union and to enhance their personal development.

Upon appointment, your line manager will arrange any necessary training with you. This will include health and safety training.

Your line manager will arrange any training requirements with you as necessary.

## Statement of Intent

The Students' Union at UWE is committed to ensuring and promoting the health, safety and welfare of its staff, and student members whilst engaged in work or Union activities. We will also endeavour to ensure that our premises and undertakings do not endanger visitors or members of the general public.

The Students' Union believes that we all share a responsibility to take reasonable care and precautions in what we do and how we do it. We should follow all appropriate instructions, procedures and regulations. We should ensure that we do not endanger others or ourselves and take action to deal with and report hazards and accidents.

To further these aims, The Students' Union will take all reasonable steps to:

- Provide a safe place of work, safe systems of work, safe equipment and appliances for work, and will promote a safe and healthy environment.
- Provide safe arrangements for the transportation, handling and storage of articles and substances.
- Provide adequate information, instruction, training and supervision, to promote and ensure the health and safety of students and employees.
- Appoint competent personnel to help and secure compliance with statutory duties.
- Assess risks to staff, students and visitors.
- Ensure that staff and students report accidents and near misses, and assessments are made to prevent future occurrences.
- Monitor the health and safety of its staff and students involved in Union activities.

The prime responsibility for ensuring a safe environment and safe systems of work rests with the Board of Trustees which, through the CEO, will ensure that staff are adequately trained and informed of procedures and systems to maintain safety in the workplace. Managers should encourage staff to be involved in the development and review of systems and procedures.

The Students' Union through its Health and Safety Committee shall monitor and revise the policy on a regular basis.

**Please review our Health and Safety Policy - S:\SU\General\Health & Safety\H&S Policy & Meeting Notes\H&S Policy**

## Industrial Disease or Accident

Where a worker is absent from work as a result of an industrial disease or accident the following conditions must be complied with:

- Any accident arising out of, and in the course of, work must be reported to a line manager and recorded in accordance with the procedures laid down by The Students' Union. If you are unable to report the circumstances another member of staff should do so.
- Where a worker seeks medical advice about an illness, which is suspected or alleged to result from the nature of his or her work, this must be reported to The Students' Union at the first opportunity.
- Certification of absence due to industrial disease or accident is required.

# Organisation of H&S Responsibilities

## The Board of Trustees

The Board of Trustees is responsible for the direction and implementation of policy within The Students' Union and are legally responsible for ensuring that The Students' Union has a solid health and safety framework.

The Board of Trustees shall ensure that:

- A sabbatical officer is appointed to the Health and Safety Committee.
- Receive reports on health and safety matters.
- Approve The Students' Union health and safety policy.
- Resources are allocated for health and safety matters.

## CEO

The CEO is initially responsible to the Board of Trustees for achieving the objectives of The Students' Union health and safety policy.

The CEO will ensure that:

- All staff comply with health and safety legislation.
- That the health and safety policy is kept under review.
- The Staff Committee is kept informed of The Students' Union safety performance, and new initiatives, legislation and guidance on health and safety matters.
- Managers are aware of their responsibilities regarding health and safety and act according to them.
- Specific health and safety responsibilities are identified and allocated to appropriate and competent members of staff.
- Resources are authorised for health and safety measures.

## Line Managers

Line managers are responsible to the CEO for achieving the objectives of the health and safety policy within the functions which they control

They will ensure that:

- Staff are aware of and accept their responsibilities towards the health and safety of themselves and others.
- The health and safety policy and procedures are understood, communicated and implemented.
- Risk assessments of plant and operations are carried out, maintained and reviewed.
- Accidents and near misses are reported by staff using The Students' Union Incident and Accident form and initial investigations are carried out.
- Information, instruction, training and supervision of staff as necessary to meet health and safety needs of the function and records are kept of staff training and instruction in this area.
- The CEO is advised of any matter found to be in breach of the Union's Health and safety policy which cannot be dealt with at this level.

# Organisation of H&S Responsibilities



## Staff and Students

All members of staff and students have a legal responsibility for the health and safety of themselves and others and to comply with reasonable instructions given to them relating to health and safety matters.

Staff members and students shall ensure that they:

- Co-operate with The Students' Union in the achievement of its health and safety policy and to conform to all safety instructions.
- Take part in training and briefings which are necessary for the safe pursuit of the operation or task they are engaged in.
- Do not interfere with, or misuse any equipment or information provided for health and safety purposes.
- Report all accidents and near misses to their supervisor or line managers.
- Report all activities or operations which are hazardous.
- Act within the limits of their instruction or training and not to engage in unfamiliar activities or tasks for which they have had no training or instruction.



## UWE Bristol Campus Security

**Urgent Assistance:** If you need immediate assistance or to report an urgent security problem please contact the UWE Security Team.

**Tel: +44 (0)117 328 9999 or internal: 9999**

The above numbers will connect you to the emergency line in the East Reception at Frenchay Campus for an immediate response, and you will be given advice on what to do next. If necessary, we can provide assistance in contacting the emergency services.

### Non-Urgent Assistance

Frenchay Campus Security Team

**Tel: +44 (0)117 32 86404**

**Email:** [operationsandsecurity@uwe.ac.uk](mailto:operationsandsecurity@uwe.ac.uk)

Both services operate 24 hours a day, 365

**We advise that you keep these numbers stored in your phone.**



## Smoking Policy Statement

The Students' Union is obliged under the Health and Safety at Work Act 1974 to provide and maintain a safe working environment for employees without risk to health. Under the provisions of the Health Act 2006 it is illegal to smoke in enclosed or substantially enclosed public places and workplaces.

- Any person smoking in a smoke-free place commits an offence and is liable to a fine.
- Any employer or person who is in control of smoke-free premises, who fails to prevent a person from smoking in those premises, will be committing an offence and liable to a fine.

The Students' Union will take all reasonable steps to discharge its duty under the Health Act and in doing so under the duties of Health and Safety at Work Act.

The policy is not concerned with whether anybody smokes but with where they smoke and the effect this has on staff, students and visitors.

Smoking is prohibited in all premises of The Students' Union and University, i.e.

- All buildings used or occupied by The Students' Union or University
- All substantially enclosed sections of the Union or University's premises
- All Union vehicles
- All enclosed temporary structures

"Substantially enclosed" means a space having a ceiling or roof with less than half of the wall area permanently open.

The prohibition of smoking does not apply to the University's grounds and open spaces - *provided that smokers do not permit their smoke to enter a building or enclosed space through windows, doors or openings.*

Staff will be permitted breaks away from work to smoke provided that these are taken in an individual's own time, it is expected that staff will record these on their timesheets by increasing their lunchtime break by the total time taken on smoking breaks each day. Line managers will control and monitor smoking breaks to ensure that they do not interfere with the performance of duties and responsibilities or affect the service delivery.

This policy applies to all staff, students, visitors, clients and contractors, who are expected to comply with the policy whilst on Union or University premises or using official vehicles.

## Procedure for Eye/Sight Testing of Visual Display (VDU) Users

### Qualifying Criteria

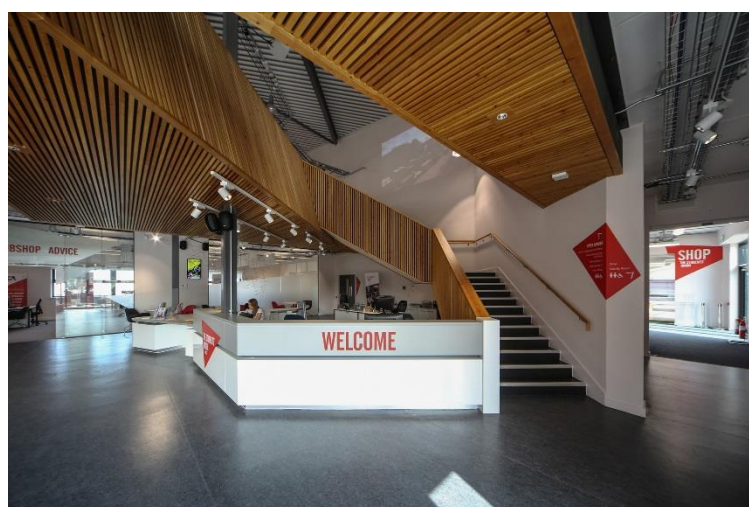
There is always the potential for harm from the use of a VDU but the risk is dependent on many factors. The *Display Screen Regulations* consider that across the spectrum of risk is drawn an imaginary line representing a level above which certain action is to be taken to control and reduce the risk. This action level is set where:

- The VDU is used practically continuously on most days.
- The use is for continuous spells of an hour or more at a time.
- It is used in this way more or less daily.
- The use is intensive i.e. requiring high levels of attention and/or at a high pace.

If the above criteria are satisfied, then that member of staff can be considered to be a USER. This is then a recognition that the USER is at significant risk to his or her health and safety and so action must be taken to control and reduce this risk. The *DSE Regulations* require this to be achieved in three ways:

- Assessing the USER's workstation to ensure it meets minimum standards.
- Providing instruction and training so that the USER may recognise and avoid the risks.
- Offering arrangements for an eye examination and testing to ensure that the USER's vision is correct - and providing corrective appliances (spectacles) where they are needed specifically for VDU work.

This decision will be made by the Line Manager who will use the above risk criteria to conduct assessments and ensure instruction and training is delivered.



# Emergency Procedures

## Discovering a Fire

Should you discover or suspect a fire, operate the nearest fire alarm point. These are small red square boxes with a black dot in the middle. You should be made aware of these within your fire training.

## On Hearing the Fire Alarm

Immediately evacuate the building by the nearest available route and close doors as you leave.

## Marshalls

Marshalls are trained to ensure that everyone evacuated the buildings, and that all areas are checked; they will be wearing yellow fluorescent jackets if there were a fire. Please note: The Students' Union only have fire marshalls at U Block Frenchay and Glenside, as the University are responsible for the sites at Bower Ashton and F Block.

## Evacuation and Assembly Area

Once outside, please go to the assembly point for your campus:

**Frenchay:** If you are based at U block, you will need to assemble on the main path heading towards the main University building (F Block). If you are based at F Block or the nursery, you must collate in the grass area by the buses.

**Glenside:** Located on the grass area to the left of The Students' Union (towards the main reception).

**Bower Ashton:** Located in the car park outside the A Block main entrance, towards the Kennel Lodge Road.

Please familiarise yourself with these locations. If you have any questions, please contact your line manager.

## Disabled Access, Facilities and Provisions

There are refuge areas located at all campuses for if you are unable to use the stairs. Please contact [Donna.prince@uwe.ac.uk](mailto:Donna.prince@uwe.ac.uk) if you would like to know the refuge area for your campus.

## First Aid

There are nominated first aiders at every location of The Students' Union at UWE that are trained to administer you first aid. In the event that medical attention is required at Frenchay campus, please report to The Students' Union at UWE main reception.

A list of first aiders can be found in: **S Drive/SU/General/Health & Safety/First Aid/Training Record.**

## Defibrillators

There are defibrillators located at all locations in cases of emergency. Visit this link:

[http://imp.uwe.ac.uk/imp\\_public/displayentry.asp?URN=10462&rp=listEntry.asp](http://imp.uwe.ac.uk/imp_public/displayentry.asp?URN=10462&rp=listEntry.asp) to confirm the location of these at your campus. Only trained first aiders should use these, so in the event that defibrillators are required, please report to The Students' Union at UWE main reception at Frenchay or see first aiders list at your location.

**Glenside:** First aid kits are located on the wall of the storeroom inside the office and behind the bar. The defibrillator at Glenside is located on the outside wall of C Block, approaching the main entrance/information point.

**Bower Ashton:** First aid kits are located behind the SU bar.

## Cycling

**Frenchay:** There is a locked bike shed at the back of The Students' Union.

**City Campus:** The bike racks are located outside the main UWE Bristol reception.

**Glenside:** The bike racks are located outside the main reception and outside the Library. There are also free bike tools available to use near the main reception.

## Where to Park

**Frenchay:** Frenchay Campus may seem big, but it has very limited car parking provision. All vehicles, except motorbikes, parked on Frenchay Campus between the hours of 07:00 and 17:00 (Monday to Friday) must display a parking permit in their vehicle. Vehicles must be parked in a designated parking bay.

If you drive to Frenchay Campus, you'll need to make sure you always have two things:

- A valid car parking permit displayed (plus daily payment if necessary).
- Your UWE Bristol ID card so you can swipe through the barriers on the car park. **If you don't have your ID card with you, you won't be able to access the car park.** Only students who have successfully applied for a car parking permit will be able to swipe into the car park.

**City Campus:** City Campus has very limited car parking provision and is only available at Bower Ashton. There is no UWE Bristol car parking at Arnolfini or Spike Island – you'll need to use public car parks. All vehicles, except motorbikes, parked at Bower Ashton (including the Cricket Club) between the core hours of 09:00 and 17:00 Monday to Friday must display a parking permit in their vehicle. Vehicles must be parked in a designated parking bay.

**Glenside:** All vehicles, except motorbikes, parked at Glenside Campus between the core hours of 09:00 and 17:00 Monday to Friday **must** display a parking permit in their vehicle. Vehicles must be parked in a designated parking bay.

More information on:

[www.uwe.ac.uk/about/visitus/campusmapsandinformation/carparking/carparkingpolicy/guidanceforstudents.aspx](http://www.uwe.ac.uk/about/visitus/campusmapsandinformation/carparking/carparkingpolicy/guidanceforstudents.aspx)

## Public Transport

### Bus Stops

There are several buses that travel to and from all UWE Bristol campuses. Please refer to your campus map for the location of the bus stops at your campus.



## Walking to Work

### Walking to Work

Walking into work is a great option to save money on transportation costs and avoid congestion on your commute. All campuses are served well by footpaths.

### Lunchtime walks

#### Frenchay

Stoke Park and the Community Garden.

#### City Campus

Ashton Estate and the River Avon footpath.

#### Glenside grounds

Oldbury Court and Snuff Mills.



# The Students' Union Buildings

## Office Opening Hours

### Frenchay Campus

The Reception is manned from **09:00 - 17:00** every weekday. This reflects Union 1's (the office building) standard office hours. If required, swipe access can be used to access the building before or after our standard working hours.

Union 2 (The Students' Union bar) opens from 08:00 until late.

All employees can access the U Block building 5 days a week (Monday - Friday) with the exception of Bank Holidays, Easter Close Down and Christmas Close Down.

### City Campus and Glenside

The Students' Union office hours at Glenside and Bower Ashton are 10:00 until 15:00, but the rest of the campuses and bars open until later. Please note that the Students' Union bars and shops will closer earlier outside of term time.

Outside of core hours, you will need to swipe your staff card for access to the buildings.

## Student and Staff Activities

Keep an eye out for our staff social activities. These are free to attend and a great way to get to know colleagues outside of your normal working teams. Events include our payday events which are hosted by a different department each month.

## Wellbeing & Student Support

### Wellbeing Space - First Floor at SU Building One

All staff members are encouraged to use this room whenever they need some time alone or space to reflect. We have a range of available resources including mindfulness books, relaxing music and information on local support groups and charities. You can find the Wellbeing room on the first floor at The Students' Union Building on Frenchay Campus.



### UWE Student Support

**Wellbeing Service** - 0117 32 86268

The UWE Bristol Wellbeing Service offers counselling, mental health and specialist mentoring support. Register here - [www1.uwe.ac.uk/students/healthandwellbeing/wellbeing-service.aspx](http://www1.uwe.ac.uk/students/healthandwellbeing/wellbeing-service.aspx)

**Off The Record** - [www.otrbristol.org.uk/](http://www.otrbristol.org.uk/)

Provide free and confidential mental health support, including counselling and information to young people aged between 11-25 in Bristol.

**Advice Team** - 0117 32 82676

Free service for students (Open 09:00 - 16:00) offering friendly, non-judgmental and confidential advice. Advice on housing, academic issues and financial queries. Located in the SU.

**SU.Wellbeing@uwe.ac.uk** - You are also welcome to email our SU Wellbeing Committee with any ideas you may have to encourage workplace wellbeing.

## Students' Union Addresses

### Frenchay

The Students' Union at UWE  
Frenchay Campus  
Coldharbour Lane  
Bristol  
BS16 1QY

### Glenside

The Students' Union at UWE  
Glenside Campus  
Blackberry Hill  
Stapleton  
Bristol

### City Campus

The Students' Union at UWE  
Bower Ashton Campus  
Kennel Lodge Road  
Bower Ashton  
BS3 2JT

# The Students' Union Spaces

## The Students' Union Bars

The Students' Union have bars at Bower Ashton, Frenchay and Glenside, which serve hot drinks/ hot food and alcohol at reasonable prices. As a staff member, you get **25% off** all food and hot drinks here.



## The Students' Union Shops

The Students' Union has shops at Bower Ashton, Frenchay and Glenside that sell all the everyday food and drink items you could need. They also have a fresh bakery section with items such as sausage baguettes in the morning and pastries throughout the day. Several of the shops extend to additional items such as cards, makeup and stationary.

## Staff Rooms

**Frenchay:** At Frenchay campus, the staff room is located in the back office, which you can use to prepare drinks and food and eat your lunch. There is tea, coffee and milk available free of charge, so help yourself to anything that is on the top shelf.

**Glenside:** The Students' Union at Glenside has a small fridge, microwave and tea and coffee making facilities are available in the office. Student Union staff are also welcome to use the UWE staff room which is located in H block, just opposite The Hub.

**City Campus:** The Students' Union at Bower Ashton has a small fridge, microwave and tea and coffee making facilities are available in the office.



# Equal Opportunities

## Legal Framework

The Students' Union, as an employer, is required by law to adhere to practices and procedures aimed at providing for greater equality of treatment. The majority of these requirements are found in the Equality Act 2010. To help staff to understand The Students' Union's position, the policy statement shown below has been adopted.

## The Students' Union Equal Opportunities Statement

The Student's Union will continue to work towards a fairer society through ensuring greater equality of opportunity for its members and employees:

The Student's Union will take positive action to promote fair employment practices and to eliminate discrimination against individuals or groups of people on the basis of any of the following: gender (including gender reassignment), disability, sexual orientation, race, nationality, religious belief, age, caring responsibilities, marital status.

The Students' Union believes that any form of discrimination of the above groups and related behaviour or language is unacceptable and will result in disciplinary action. This statement is a basis for action and is not intended to act as a definitive list of possible areas of discrimination under the policy.

## Responsibilities

The Students' Union has a responsibility for providing equal opportunities as an employer. However, Casual Workers also have responsibilities:

- You must not discriminate unfairly in the way you provide services on behalf of The Students' Union
- If you are involved in supervising other casual staff members, you must not discriminate unfairly
- You must not, in any way, encourage or condone other members of staff to practice unfair discrimination
- Harassment is a form of discrimination, and you must not take part in any such harassment of fellow staff or of users of The Students' Union's services. You also have a duty to report such behaviour to an appropriate Manager
- You must not victimise any person who has complained of discrimination/ harassment, or has given information to support such a complaint from someone else



## Introduction

Extending from our commitment to Equal Opportunities are the provisions of The Students' Union Dignity at Work Policy. The Students' Union believes that it is important that all staff have a clear understanding of the expectations placed on them by the organisation in relation to standards of acceptable behaviour at work. This includes when on work premises but not on duty and may extend to other areas of life where behaviour affects The Students' Union or its staff. The policy also seeks to outline responsibilities for addressing problems which arise and different courses of action which may be adopted. Anyone who has questions relating to this policy or issues surrounding it should discuss them with their line manager or the HR Manager. This policy complements The Students' Union Equal Opportunities Policy and should be read in conjunction with it.

## Policy

- The Students' Union supports the right of all people to be treated with dignity and respect at work and seeks to promote a working environment which is free from all forms of inappropriate behaviour.
- Unacceptable behaviour will not be tolerated and a number of informal or formal routes may be used to address instances which are brought to the attention of management. We reserve the right to follow our disciplinary procedures.
- Managers are responsible for ensuring that their areas of operation are free from unacceptable behaviours and practices, and should ensure that incidences are dealt with promptly and fairly.
- All staff have a responsibility to conduct themselves professionally in the workplace, regardless of role or status and inappropriate behaviour will not be tolerated by anyone.

## Definition

It is not possible to define all instances where behaviour may be deemed to be inappropriate and subject to this policy. Therefore, each case will be dealt with in accordance with the particular circumstances presented. However, a broad definition would be "behaviour that intentionally or unintentionally breaches the generally recognised norms of socially acceptable conduct at work, or which contravenes The Students' Union policy."

Some forms of behaviour will always be considered to be unacceptable. These include:

- Physical assault or the threat of physical assault
- Unfairly discriminating against a person, giving them unfair criticism or victimising them in some other way
- Other bullying behaviour such as withholding work by refusing to delegate appropriately, removing responsibilities without good reason, exclusion from team events or opportunities, unreasonably limiting access to training or facilities and treating people in an unprofessional manner
- Harassing someone because of their gender, ethnic origin, disability or other identifying characteristic
- Bringing a vindictive allegation, complaint or grievance
- Use of inappropriate language, tone or volume of speech

Other forms of behaviour may also be unacceptable, depending on the circumstances in which they occur. These may include:

- Undermining a person in front of colleagues
- A pattern of behaviour where individual incidents are not sufficient in isolation to contravene the policy, but may do so when aggregated
- Inappropriate use of social media and internet

## Dignity at Work and the Law

Staff should be aware that some forms of unacceptable behaviour are also unlawful. You are personally liable for your actions in respect of the above. The Students' Union will not be liable for the payment of damages etc. awarded against an individual found guilty of an offence, even when committed in the workplace, as discriminatory or bullying behaviour is not deemed to be part of an individual's role.

### Taking Action

A member of staff who wishes to raise an issue of inappropriate behaviour formally, may do so under The Students' Union Grievance Procedure.

There are some circumstances where the behaviour will constitute a disciplinary offence and in such circumstances, The Students' Union Disciplinary Procedure will be invoked.

It may also be appropriate in some circumstances to follow The Students' Union Managing Performance Procedure. This decision will rest with the line manager or senior manager of the individual whose behaviour is in question.

### Sources of Advice & Guidance

The Students' Union recognises that there can be difficulties in raising the issue of unacceptable behaviour, particularly in more extreme cases. However, it is important that potential difficulties are overcome so that such behaviour is not allowed to continue. Staff should therefore be reassured that they can raise concerns with any member of the Management Team or the HR Team who will endeavour to provide advice and guidance in respect of seeking to reach either a solution.

Where an issue has been raised, appropriate confidentiality will be maintained at each level of any procedure and only those persons who are required to be informed will be privy to the details of the issue.

In a small number of cases, it may be decided that additional outside assistance is required in order to resolve a difficulty. In these cases, The Students' Union will endeavour to identify an appropriate source of such assistance.



Our grievances procedure is designed to assist you in voicing any employment issues with which you are not totally comfortable.

If you have a grievance, relating to any aspect of your employment, you should raise the matter verbally with your line manager. Your line manager will consider your grievance and reply in writing as soon as is practical. If your issue is with your line manager, you should raise your query with their line manager.

## Thank You

Thank you for supporting our student community. I hope that you enjoy your time with us and we enhance your career opportunities and university experience.

We greatly value your opinions and welcome any ideas that positively contribute to our service provision.

I wish you every success.

Tim Benford (CEO)

**Email:** [Tim.Benford@uwe.ac.uk](mailto:Tim.Benford@uwe.ac.uk)

