



Human Fertilisation & Embryology Authority

Staff Handbook

In this handbook:

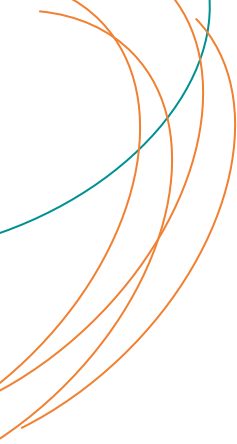
- ▶ 1. Introduction
- ▶ 2. About the HFEA

Section one - Pay & Hours

- ▶ 3. Salary
- ▶ 4. Grading Structure
- ▶ 5. Pensions
- ▶ 6. Hours of Work
- ▶ 7. Overtime
- ▶ 8. Acting up allowances
- ▶ 9. Sickness absence
- ▶ 10. Annual Leave
- ▶ 11. Special Leave

Section two - Personal & Career Development

- ▶ 12. Performance Development
- ▶ 13. Training
- ▶ 14. Independent study
- ▶ 15. Secondments



Section three – Health & Safety

- ▶ 16. Health and Safety
- ▶ 17. Accidents/Incidents at work
- ▶ 18. Eye Tests
- ▶ 19. First Aid
- ▶ 20. Smoking

Section four – Protecting the business

- ▶ 21. Use of business equipment
- ▶ 22. Use of email
- ▶ 23. Use of internet
- ▶ 24. Personal use of the telephone
- ▶ 25. Requests for information

Section five - Policies

- ▶ 26. Policies

Section six – Leaving the HFEA

- ▶ 27. Employer/Employee responsibility

Section seven – Updating the handbook

- ▶ 28. Changes to the handbook



1. Introduction

1.1 The contents of this handbook form part of your terms and conditions of service, as do the HR policies contained on the Intranet as listed in Section 6. All queries and issues of clarification should be referred to your Director or to the HR department.

2. About the HFEA

2.1 The HFEA is the UK's independent regulator of treatment using eggs and sperm, and of treatment and research involving human embryos. We set standards for, and issue licences to centres.

2.2 Our current statutory functions as a regulator under the HFE Acts 1990 and 2008 and other legislation are to:

- license and monitor clinics carrying out in vitro fertilisation (IVF) and donor insemination
- license and monitor establishments undertaking human embryo research
- maintain a register of licences held by clinics, research establishments and storage centres
- regulate storage of gametes (eggs and sperm) and embryos
- implement the requirements of the European Union Tissue and Cells Directive (EUTCD) to relicence IVF clinics and to license Intrauterine Insemination (IUI), Gamete Intrafallopian Transfer (GIFT) and other services.

2.3 The HFEA provides authoritative information for the public, in particular for people seeking treatment, donor-conceived people and donors.

We also determine the policy framework for fertility issues, which are sometimes ethically and clinically complex.

Our responsibilities in providing guidance and advice are to:

- investigate serious adverse incidents and reactions and to keep a register of serious adverse incidents and serious adverse reactions
- produce and maintain a Code of Practice, providing guidelines to clinics and research establishments about the proper conduct of licensed activities
- maintain a formal register of information about donors, licensed treatments and children born as a result of those treatments
- publicise the HFEA's role and provide relevant advice and information to donor-conceived people, donors, clinics, research establishments and patients, including servicing the statutory right of access to register information
- review information about:
 - human embryos and developments in research involving human embryos
 - the provision of treatment services and activities governed by the Human Fertilisation and Embryology (HFE) Acts 1990 and 2008
- advise the Secretary of State for Health on developments in the above fields where appropriate.

2.4 Our Authority Members determine HFEA policies and review treatment and research licence applications. Members have a broad range of expertise, from medicine to law and religion to philosophy.

2.5 To ensure that the HFEA has an objective and independent view, the HFE Act requires the Chair, Deputy Chair and at least half of the HFEA Members are not doctors or scientists involved in human embryo research or fertility treatment

2.6 The Human Fertilisation and Embryology Authority is committed to promoting equality and diversity, both as an employer, and in the carrying out of its public functions to regulate and promote good practice in the wider fertility sector

Section one

Pay & Hours

3. Salary

3.1 Your salary will be paid on the last working day of each month by direct transfer to your bank or building society account. The HFEA reserves the right to recover any overpayment of salary or expenses by deduction from salary but you will be advised in advance of any such deductions being made from your own salary.

3.2 Salaries are reviewed annually with uplifts comprising a combination of cost of living increase and performance related pay. Currently the review date for salary uplifts is 1 August. As PRP relates to the previous year's performance, staff must currently be employed on or before 1 December to be eligible for this aspect. Actual percentage increases are agreed by the Authority on an annual basis. Further information on pay is available from the HR department.

4. Grading structure

4.1 There are five broad pay bands, which encompass distinct levels of job responsibility within HFEA. Each of the integrated pay bands covers a range of posts with broadly similar roles and responsibilities.

4.2 Posts are placed into pay bands on the basis of job weight and responsibility, according to role criteria, which have been assessed through a formal job evaluation process.

4.3 From time to time, the minimum and maximum salaries in each of the pay bands will be re assessed against pay survey data from comparable employee groups.

“Your salary will be paid on the last working day of each month by direct transfer to your bank”

HFEA Pay bands since August 2009

Pay bands:		Salary (£pa) 1.8.09
Band 1	Minimum	£15,020
	Maximum	£24,330
Band 2	Minimum	£19,680
	Maximum	£37,280
Band 3	Minimum	£27,440
	Maximum	£50,730
Band 4	Minimum	£42,970
	Maximum	£71,440
Band 5	Minimum	£71,440
	Maximum	£109,750

5. Pensions

5.1 The HFEA pension scheme introduced at 1 October 2002 is the Principal Civil Service Pension Scheme (PCSPS). All staff are eligible to join upon joining the HFEA. Staff who wish to opt out of any pension scheme will be given the opportunity to do so.

5.2 Two schemes (Nuvos and Partnership) are currently available for new people joining the HFEA and who are not already a member of the PCSP Scheme. There are some slightly different rules for casual staff, so please check your personal eligibility if you fall into this category.

5.3 For staff employed before 1 July 2007, the **Premium** pension scheme is a traditional occupational final-salary pension scheme. This means that your pension is based on your years of service and your salary when you leave. It pays a pension based on 1/60th of your final pensionable pay for each year of reckonable service. You can also choose to exchange some pension for a lump sum. You contribute 3.5% of your salary. The HFEA also contributes on your behalf, an amount determined by the Pension Scheme Actuary. For staff in this scheme, the pension age will remain at 60.

5.4 For staff employed after 1 July 2007, the **Nuvos** scheme is a defined benefit, index linked pension. This means that each year your pension will be credited with an amount of annual pension calculated as a proportion of your pensionable earnings in the year. Every April, the balance of your pension account will be increased in line with price inflation (RPI). You will contribute 3.5% of your salary. For staff in this scheme the pension age will be 65.

5.5 Both pensions provide for you and your dependants in many different circumstances including:

- **Falling ill** benefits should you be away from work or retire due to ill-health.
- **Injury at work** injury benefits if you are injured at work.
- **What if I die?** Benefits for your dependants should you die.
- **Partners** your partner may be eligible for benefits under the scheme.

- **Boosting your pension** you can buy added years and/or additional voluntary contributions

5.6 Any further changes to the Pensions Scheme and associated benefits will be notified to staff as soon as these are known.

5.7 The **Partnership** pension account is a stakeholder pension, which is a type of personal pension. The HFEA will pay contributions into your pension fund, and you can choose whether to contribute. You also choose who you want your pension provider to be. Over the years, your pension fund should grow with investment returns (the money your invested pension earns), and you can use the resulting 'pot' to buy a pension when you retire or to leave to someone when you die.

5.8 Some staff may also have preserved rights under the **Classic** pension scheme.

5.9 For specific queries about the pension scheme and your entitlements you may contact our Pension administrators at:

Xafinity Paymaster
Hesketh House
200 – 220 Broadway
Fleetwood
Lancashire
FY7 8LG
Helpline Number: 01253 879271
martin.greaves@xafinitypaymaster.com

5.10 Further details can also be found at www.civilservice-pensions.gov.uk

6. Hours of work

6.1 Your hours of work will be based on full time hours of 36 (excluding breaks) per week over 5 days, normally worked between the hours of 9am to 5pm with a minimum half hour break for lunch. The Authority recognises that staff may wish to vary such times and may do so with agreement of their manager (see Policy on Flexible Working). Core hours are between 10 – 12am and 2 – 4pm.

“Your hours of work will be based on full time hours of 36....”

6.2 It is recognised that the demands of the post may require flexibility in the performance of duty and for some posts this may be expressed as an average over the year. Flexibility in arrangements for staff will need to be consistent with both the needs of the service and the individual. For those posts where overnight travel or on call arrangements are required, these will be expressed within your personal contract of employment or agreed policies as appropriate.

6.3 The EU Directive on working time applies to all workers. In brief:

- a. The average working week, measured over 17 weeks, must not exceed 48 hours
- b. There must be two days rest each fortnight.
- c. There must be a minimum of 11 hours unbroken rest per day

- d. Anyone working 6 hours or more per day must have a break (20 minutes minimum).

7. Overtime

7.1 In exceptional circumstances, staff may be required to work overtime. This will be authorised in advance by Line Management and Budget Holders. Overtime payment bands are as follows:

- Staff in pay bands 1 and 2 are paid at flat time weekdays and double time at weekends and public holidays
- Members of staff who are in pay bands 3 – 5 are not entitled to overtime, however they may be given time off in lieu. In exceptional circumstances, additional payments may be agreed only with the express agreement of a Director.

7.2 For full details of overtime procedures please refer to the HFEA Policy on Overtime.

8. Acting up allowances/honoraria

8.1 In certain limited circumstances you may be entitled to an additional payment for undertaking work outside the scope of your post, particularly if you are called upon to undertake the full duties of a higher graded post for at least 4 weeks or more. The amount awarded is dependent on the circumstances of each case, which will be considered by HR. Such allowances are not paid where you are covering holiday periods, short-term sickness absence or undertaking normal deputising duties.

8.2 In rare and exceptional circumstances, for staff on a grade above the overtime cut off point, an honoraria may be paid to recognise particularly onerous duties carried out over a significant period of time and outside the scope of the duties of the post, and when time off in lieu cannot be taken. Requests must be discussed with HR.

9. Sickness absence

9.1 For full details of reporting and managing sickness absence please refer to the HFEA Policy on Sickness Absence.

9.2 Full-time staff members other than those on probation (see below) are entitled to receive full pay for a total of six months' sick absence in any period of 12 months (182 days inclusive of Saturdays, Sundays, public holidays and privilege days). Staff who are sick for more than 6 months in any 12 month period will be entitled to receive half-pay for the period off sick which exceeds the six months**. There is a total limit of 12 months' sick absence in any one period of three years for which staff can be paid.

9.3 If individual staff take more than 12 months' sick leave in a four year period, their pay is based upon the pension that they would have received had they retired on health grounds at the end of 12 months' sick leave. This is called sick pay at pension rate (SPPR).

***For example, if staff are off sick for 190 days in a twelve month period, staff will continue to receive full pay for the first 182 days; half-pay will be payable for the remaining 8 days.*

9.4 Part time staff receive payment for sick leave on the same terms as full time staff, but the sick pay is reduced pro-rata to the number of hours / days worked.

9.5 Probationers and temporary staff employed on short fixed term contracts are entitled to receive up to 3 weeks' full pay during the first six months of service, plus any entitlement to statutory sick pay (SSP) they may accrue.

9.6 Staff cannot take annual leave or toil (time of in lieu) in lieu of sick leave.

9.7 If a member of staff becomes sick while on annual leave, they must inform their line manager and produce a self-certificate or medical statement as soon as possible.

10. Annual Leave

10.1 Annual leave is requested and recorded using a HR.Net database. On entry staff are entitled to 25 days per annum (pro rata for part time staff). After 5 years continuous service with the HFEA staff are entitled to 30 days, (pro rata for part time staff). Staff are entitled to all public holidays and to an additional 2.5 days privilege holidays to be taken at times agreed with their line manager. The HFEA reserves the right to require staff to take a privilege day on a certain date, e.g. where the building is closed at Christmas.

10.2 Part-time staff and leavers during a leave year receive pro- rata entitlement. Part time staff will receive their entitlement in hours. To reflect working patterns, part time staff will also receive a pro rata entitlement for public holidays.

10.3 Applications for annual leave must be approved prior to the leave being taken by the relevant line manager, taking account of the HFEA's operational requirements. A minimum of two weeks' notice is usually required for periods of leave lasting more than a week.

10.4 The leave year at the HFEA begins on 1st October. All staff have 12 months in which to take their annual leave entitlement.

10.5 Staff may use in advance up to five days' annual leave from their next leave year, to take in the current leave year, subject to obtaining prior written line management approval.

10.6 In exceptional circumstances, and with Director permission, up to 5 days annual leave may be carried over from one leave year to the next. Ideally, this would need to be taken within the first three months of the new leave year.

10.7 Where staff leave the HFEA before using up their annual leave entitlement they will receive a payment in lieu pro rata to their leave entitlement with their final pay.



11. Special Leave

11.1 Special leave enables staff to take time off for specific family, personal, domestic or other reasons. All requests for special leave must be agreed by your line manager. Emergency time off will not be unreasonably refused and will comply with legal rights to Time Off for Dependents, as amended by the Employee Relations Act 1999. A record of all special leave taken must be kept and recorded the same way as annual leave.

11.2 For full details of special leave please refer to the HFEA Policy on Special leave.

Section two

Personal & Career Development

12.1 The HFEA is committed to the continuous development of its staff. The HFEA recognises the important contribution which training makes to the organisation's continuing efficiency and effectiveness. It also recognises the need to support every member of staff's career development.

12.2 The HFEA is keen to support the career development of all staff, where appropriate.

13. Performance and Development Process

13.1 The HFEA has developed a Performance and Development Plan (PDP) to review performance and support training and development. This has a number of key features:

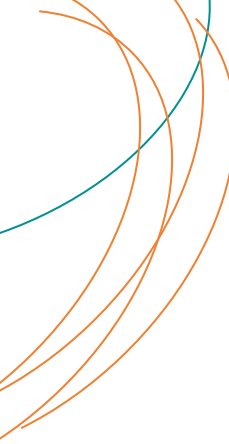
- to provide you with a formal opportunity for structured discussion of work between your line manager and you
- to set clear objectives and competencies for your post and for these to be monitored
- to identify training and development needs

13.2 Staff and managers should meet once a year to agree the overall performance and development plan. This is a living document which should be referred to throughout the year at your 1:1 meetings and reviewed formally at 6 months (mid term review). This gives you an opportunity to raise formally any difficulties you may be having in achieving your objectives due to changes in the environment, resources or priorities within HFEA. It will also give you the opportunity to reschedule your milestones, ask for additional support, resources etc. In addition, as a living document, your PDP will help to ensure that you have as much help, feedback, support and coaching to ensure you achieve your objectives in the future.

“Staff and managers should meet once a year to agree the overall performance and development plan...”

14. Training

14.1 Through the PDP process your training and development needs will be reviewed and monitored regularly. You can ask for training and development that has been identified to be delivered with the support of your line manager, in conjunction with HR and within financial budgets. There may be times when budgets are



constrained and line managers and HR will have to consider different approaches as to how to deliver the identified training need/s.

When looking at training and development, it is necessary to consider this from three different aspects:

1. Is there any specific training you need to ensure that you are able to deliver your objectives/goals this year and meet the competencies required for your post?
2. Is there any specific training the HFEA should be organising to meet requirements of new legislation etc.?
3. Is there a technical skill or competency (behaviour) you need to develop to support your career aspirations?

14. Independent study

14.1 You may want to study for professional exams, e.g. an accountancy qualification. If your line manager and HR agree this is relevant to your work and helpful for your performance, HFEA may grant study leave and contribute to exam fees. Where attendance at a professional course has been agreed and there are examinations at the end, paid leave will be allowed as follows:

1 study day per examination
1 day attendance per examination

14.2 Exam fees, course fees and membership subscriptions for the relevant professional body will normally be paid, or a proportion thereof. Where financial support above the value of £1,500 pa on any course is agreed, the employee will be asked to enter into a Study Sponsorship Contract. This requires the employee to remain in employment for at least one year post completion of the course, or agree to repay some of the monies, on a sliding scale. For full details of support available and conditions see Training and Study Leave Policy.

15. Secondments

15.1 Secondment is the temporary loan of an employee to another organisation, or for work on a completely different task within the organisation. It is a valuable tool for career development as well as bringing positive benefits to the organisation. Benefits can include increasing motivation, developing existing skills, gaining new skills and increasing knowledge.

15.2 Secondments can arise in three ways:

- Internal Secondments – from time to time the HFEA will need to establish project teams with staff who are taken away from their normal day to day job in the organisation and set to work on a different task. This would normally be a full-time task and for a period of time over one month.
- External Secondment – on occasion outside organisations (Civil Service or voluntary organisations, for example) may identify a vacancy they wish to fill by secondment and will advertise secondment opportunities or ask the HFEA to consider supplying a person.

- Career Development – As part of career development it may be agreed by the member of staff and their line manager, in discussion with HR, that a secondment should be sought with an outside organisation in order to develop job skills.

15.3 Good practice in equal opportunities demands that, for internal and external secondments, the opportunities for development are offered to all appropriately qualified staff. Generally, secondments will only be available to staff who have completed their probation.

15.4 For a secondment to be most successful there should be prior planning for the general terms and conditions and objectives of the secondments. There should also be arrangements for monitoring and review. For external secondments a member of staff will be classed as an employee of the HFEA. This means that were there to be disciplinary issues in the host organisation these would need to be dealt with in conjunction with the HFEA as employer. The host organisation cannot terminate an employee's contract but can terminate the secondment and return the staff member. A secondment agreement will be agreed with the host organisation and the employee.

15.5 For an internal secondment there will be no formal secondment agreement though there will be a letter to the employee which sets out the general terms as above. It would generally be expected that an internal secondment would be on the same terms and conditions as already applied to the individual member of staff. However, where the secondment is a different work location, the arrangements for travel, subsistence and other expenses should be clarified. The letters to employees and to external organisations will be drawn up by HR.

Section three

Health & Safety

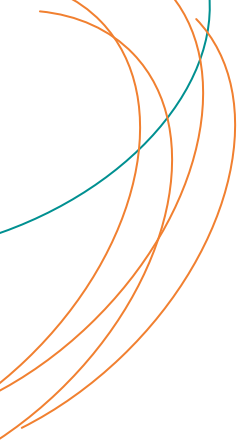
16.1 It is the policy of the HFEA to do all that is reasonably practicable to provide a safe and healthy environment for all its staff, sub-contractors, visitors, customers and members of the public, by provision of sound procedures, well designed plant and equipment, and a high standard of training and supervision.

16.2 To this end, the HFEA will endeavour to keep up to date with current professional expertise on health, safety and environmental matters and ensure that staff are adequately trained to meet these responsibilities.

16.3 The HFEA recognises its duties to people other than its staff. It is therefore policy to ensure, so far as is reasonably practicable, that the health and safety of such persons is not put at risk by their operations.

16.4 It is the duty of each and every employee whilst at work to take reasonable care for their own health and safety and that of other people who may be affected by their acts or omissions at work. Each employee has the duty to cooperate with the HFEA as far as is necessary, to enable safe and healthy conditions at work to prevail.

"It is the duty of each and every employee whilst at work to take reasonable care for their own health and safety..."



16.5 The specific responsibilities for health and safety matters are no less than any other function within the HFEA; therefore all staff will be expected to familiarise themselves with those aspects of the policy and procedures which relate to their own work and to attach at least as much importance to them as they attach to the carrying out of any other duties which they may have.

16.6 The HFEA Chief Executive has overall responsibility for all health, safety and welfare matters within the organisation and will ensure that all levels of management are made aware of the requirement of the Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1992 and any related legislation and Approved Codes of Practice.

16.7 The HFEA will support staff with debilitating diseases or disabilities to take up or remain in employment by making reasonable adjustments to duties or environment, including the provision of aids or, as a final option, redeployment, in line with the requirements of the Disability Discrimination (Equality) Act. For further information or support please discuss with the HR department.

16.8 For full details of Health & Safety please refer to the HFEA Policy on Health & Safety.

17 Accidents/incidents at work

17.1 The Head of Facilities is responsible for keeping the HFEA accident/incident Book. Staff who suffer an accident/incident, however minor, during the course of their official duties (including duties away from HFEA premises) must report it to their line manager and then enter all the relevant details and circumstances into the Accident/Incident Book.

17.2 Under RIDDOR regulations we are required to report to the Health and Safety Executive:

- workplace Deaths
- major injuries
- accidents resulting in 3 or more days off work
- diseases
- dangerous occurrences

17.3 All such occurrences must be reported to HR for follow up action.

18 Eye tests

18.1 Under the Health and Safety (Display Screen Equipment) Regulations 1992, staff who are, or about to become, regular users of display screen equipment (DSE) are entitled to free eye tests at regular intervals and the free provision of basic frames and lenses where tests show the user requires glasses specifically for DSE work.

18.2 The HFEA has a contract with Optical Express Opticians to provide eye tests or glasses in these circumstances. Further details are available from the Facilities department or see the Eye Tests Policy on the intranet.



19. First Aid

19.1 To satisfy Health and Safety regulations the HFEA must have at least two members of staff trained in First Aid. Those trained in First Aid are responsible for ensuring that the First Aid stocks and equipment are kept at adequate levels for dealing with emergencies.

19.2 Cases of sudden illness or injury in the office should be reported to the nearest First Aider. Staff should not hesitate to call an ambulance. The lists of first aiders and the first aid boxes are located outside the hub and outside the small kitchen area.

20. Smoking

20.1 The HFEA operates a no smoking policy.

Section four

21 Protecting the Business

21.1 The HFEA encourages its employees to use e-mail and the internet at work where this can save time and expense. However, it requires that employees follow the rules set out in the IT Security Policy. It is a term of each employee's contract that he/she complies with these rules, and any serious breach could lead to dismissal.

21.2 Any employee who is unsure about whether something he/she proposes to do might breach this e-mail and internet policy should seek advice from his/her manager.

21.3 Although the HFEA encourages the use of e-mail and the internet where appropriate, their use entails some risks. For example, employees must take care not to introduce viruses on to the system and must take proper account of security advice. Employees must also ensure that they do not send libellous statements in e-mails as the HFEA could be liable for damages.

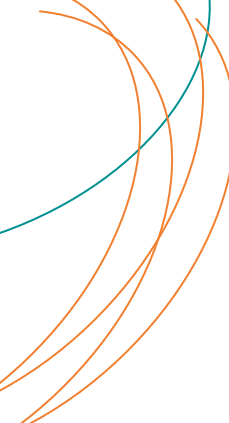
21.4 These rules are designed to minimise the legal risks to the HFEA when its employees use e-mail at work and access the internet. Where something is not specifically covered in this policy, employees should seek advice from their manager.

22 Use of email

22.1 E-mails that employees intend to send should be checked carefully. E-mail should be treated like any other form of written communication and, as such, what is normally regarded as unacceptable in a letter is equally unacceptable in an e-mail communication.

22.2 The use of e-mail to send or forward messages which are defamatory, obscene or otherwise inappropriate will be treated as misconduct under the appropriate

“It is the duty of each and every employee whilst at work to take reasonable care for their own health and safety...”



disciplinary procedure. In serious cases this could be regarded as gross misconduct and lead to dismissal.

22.3 Equally, if an employee receives an obscene or defamatory e-mail, whether unwittingly or otherwise and from whatever source, he/she should not forward it to any other address.

22.4 Employees should exercise care not to copy e-mails automatically to all those copied in to the original message to which they are replying. Doing so may result in disclosure of confidential information to the wrong person.

22.5 Employees should not attach any files that may contain a virus to e-mails, as the Organisation could be liable to the recipient for loss suffered. The HFEA has virus-checking in place but, if in doubt, employees should check with the IT department.

22.6 Employees should exercise extreme care when receiving e-mails with attachments from third parties, particularly unidentified third parties, as these may contain viruses.

22.7 Although the e-mail system is primarily for business use, the HFEA understands that employees may on occasion need to send or receive personal e-mails using their work address. When sending personal e-mails, employees should show the same care as when sending work-related e-mails.

22.8 The HFEA reserves the right to monitor employees' e-mails.

23. Use of internet

23.1 Where an employee has been provided with a computer with internet access at his/her desk, he/she may use the internet at work.

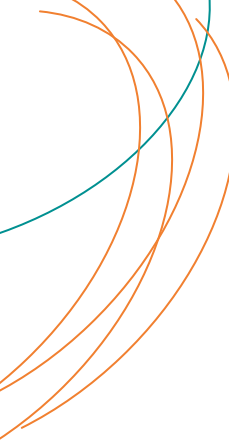
23.2 Where employees are allowed access to the internet at work they are expected to use it sensibly and in such a manner that it does not interfere with the efficient running of the Organisation. For example, where it would be quicker to make a telephone call than to engage in an internet search for the required information, then the telephone call should be made.

23.3 Employees may be called upon to justify the amount of time they have spent on the internet or the sites that they have visited.

23.4 The HFEA encourages employees to become familiar with the internet and does not currently impose any time limitation on work-related internet use. It trusts employees not to abuse the latitude given to them, but if this trust is abused it reserves the right to alter the policy in this respect.

23.5 The Organisation reserves the right to deny internet access to any employee at work, although in such a case it will endeavour to give reasons for doing so.

23.6 Although the e-mail system is primarily for business use, the Organisation understands that employees may on occasion need to use the internet for personal



purposes. Employees may access the internet at work for personal purposes provided that:

- the internet is not used to access offensive or illegal material;
- they do not enter into any contracts or commitments in the name of or on behalf of the HFEA;
- they do not order goods in the HFEA name, and keep deliveries to the HFEA offices to a minimum.

23.7 The HFEA reserves the right to monitor employees' internet usage.

24. Personal use of the Telephone

24.1 The HFEA provides its employees with access to the telephone for work-related purposes. However, because it is accepted that employees may sometimes need to attend to personal matters during working hours, limited personal use is permitted, provided that this does not interfere with employees' work, nor take up an unreasonable amount of time.

24.2 It is important to note that employees may not at any time use Organisation telephones to:

- carry out freelance work, or work for another employer;
- contact recruitment agencies or other employers with a view to seeking alternative employment;
- buy or sell goods, other than when authorised to do so in the course of their job;
- gamble;
- communicate information that is confidential to the Organisation, unless authorised to do so in the course of their job;
- chat for lengthy periods of time to friends or relatives;
- make overseas telephone calls;
- waste working time using the telephone for purposes not associated with their job or the HFEA's business.

24.3 The HFEA carries out monitoring of employees' use of the Organisation's telephones for security reasons and to deter/detect unauthorised use.

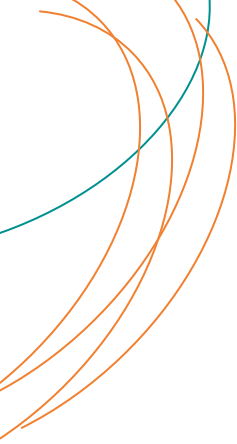
25. Requests for Information

25.1 Requests for Information (RFIs) are queries from members of the public for information held by the HFEA. There are three types of RFI:

- Freedom of Information (FOI) requests
- Data Protection Act (DPA) requests
- Environmental Information Regulations (EIR) requests.

These three types of requests cover:

- HFEA licensing (FOI)
- Decisions by the HFEA Licence committee (FOI)
- HFEA statistics or data (FOI)

- 
- Information about the operation of the HFEA (FOI)
 - Personal information – usually relating to the applicant (DPA)
 - Environmental issues (EIR)

25.2 DPA and FOI requests can come in the form of emails, letters or faxes. If you receive a verbal request, you should ask the applicant to write in to the HFEA. EIR requests can be submitted either verbally or in writing.

As public sector employees all HFEA staff have responsibilities under the Freedom of Information Act.

Section five

Policies

26.1 The following HR policies are all available on the Intranet under departments/HR/HR policies and procedures. Advice on the application of all procedures is available from HR.

26.2 Sickness Absence

The aim of this policy is to clearly state the entitlements and obligations of staff employed by HFEA in regard to sickness or for other reasons and to ensure that sickness or absence are effectively managed. The aim is to ensure that all staff are treated in a fair way when they are unwell and that sickness absence problems are dealt with as early and informally as possible, taking into account the interests of both the HFEA and its employees.

26.3 Dignity at work

This policy provides guidelines on what is regarded as bullying or harassment and HFEA's stance regarding any cases of this behaviour. The aim of this policy is to ensure all HFEA employees are aware of the Authority's zero tolerance attitude to bullying and to outline the course of redress.

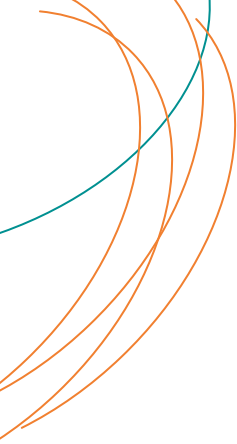
26.4 Discipline

The policy on discipline ensures that both staff and management mutually understand guidelines to ensure that the standards of conduct and performance are adhered to and to provide a fair method of dealing with instances where employee behaviour falls short of these standards.

26.5 Equal opportunities

The aim of this policy is to ensure that all staff are aware that any form of discrimination against individuals according to their gender, marital status, race, age, sexual orientation, religion, disability, part time working or fixed term working is prohibited within the HFEA and to ensure that the Authority abides by the statutory regulations regarding discrimination.

26.6 Flexible working



This policy provides guidelines on how HFEA approaches flexible working practices and advises staff on their rights and obligations regarding flexible working.

26.7 Grievance

The policy on grievance provides staff and management with mutually understood guidelines for the management of issues relating to staff grievances to ensure they are dealt with fairly and without delay.

26.8 Homeworking

This policy outlines the basis on which homeworking, on either a fulltime or split proportion of the week, may be agreed. This covers posts, as well as employees, suitable for homeworking and the terms and conditions which apply, including equipment, IT, confidentiality, records management, facilities and health and safety matters.

26.9 Induction & Probation

This policy highlights different aspects of induction; Starter session (day one), central induction and local induction.

26.10 Maternity & Paternity

The purpose of this policy is to provide guidance on the legislation governing the rights and obligations of employees wishing to access these rights and of HFEA's procedures and requirements.

26.11 Overtime

The aim of this policy is to clarify the circumstances in which the reimbursement of extra time work is applicable

26.12 PDP & Performance Management

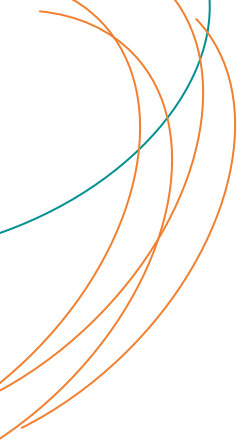
The purpose of this policy is to give clear guidelines on Performance management. Including the appraisal of previous year's performance against set objectives and competencies. This policy also gives guidance on the criteria for performance related pay (PRP) awards.

26.13 Recruitment & Selection

The policy outlines procedures for advertising, handling applications, shortlisting and interviewing.

26.14 Registering staff interests & gifts

The aim of this policy is to enable the HFEA to demonstrate to the public that its



processes and decisions are objective and consistent and to protect staff from unfair accusations of concealed interests.

26.15 Retirement

This policy outlines the HFEA's normal retirement age and processes for staff to follow if they wish to work beyond normal retirement age.

26.16 Training & Study Leave

The policy on Training and Study Leave is designed to ensure that all employees are aware of the procedures for applying for training, ensuring statutory CPD requirements are met and that all employees have equal access to training and development opportunities

26.17 Flexible Working

The policy covers part-time working, compressed hours and job sharing.

26.18 Special Leave

This policy covers leave of absence such as career breaks, adoption leave, parental leave, domestic emergencies and compassionate leave.

26.19 Capability

The purpose of this policy is to assist managers with managing poor performance and the process for it, if needs be.

26.20 Lone Workers

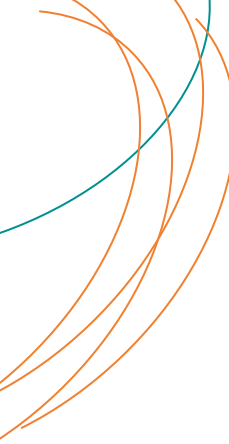
The purpose of this guidance is to protect staff, so far as is reasonably practicable, from the risks of lone working.

26.21 Public Interest Disclosure

The policy on Public Interest Disclosure outlines what constitutes a public interest disclosure and provides procedures in the HFEA to deal with such disclosure. The policy is intended to give employees a clear and fair procedure to make disclosures which they feel are in the public interest and will enable the HFEA to investigate these disclosures promptly and correctly.

Section six

Leaving the HFEA



27.1 The HR Department is responsible for advising our payroll provider of leaving date and forwarding addresses, for investigating whether there are season ticket loans or other HFEA monies owed, so that these can be recovered, and any final severance documentation prepared.

27.2 The line manager is responsible for ensuring that outstanding work is completed before a member of staff departs, with a proper handover achieved wherever possible. If the person leaving is themselves a line manager, they are responsible for ensuring up to date PDPs have been completed for their direct reports and passed to HR for safekeeping. In conjunction with the Facilities Manager, the line manager must ensure that security passes, office keys, portable equipment, papers or other HFEA property is returned, with a reminder given to the departing member of staff about their continuing duty of confidentiality. The line manager is also responsible for ensuring the individual has transferred all electronic and paper documents in his / her possession to ensure smooth transfer and continued access to HFEA business information. The individual member of staff should be reminded to delete all personal e-mails and documents from the electronic system before departure.

27.3 All formal HFEA references requested for staff will be issued in writing from the HR Department. Verbal references should be avoided.

27.4 Where managers agree to give a reference for an individual this should be given as a personal reference and not as a formal HFEA reference. Advice on writing references can be sought from HR.

Section seven

Updating the handbook

28.1 Staff are advised that changes to this handbook will be made on a regular basis. The latest version of the document will be available on the HFEA intranet. Updates will be made on the following basis:

- When a fundamental rule has changed, e.g. due to changes in employment law, updates will be immediate.
- Other updates will be reviewed on an annual basis
- All staff will be notified whenever changes have been made.

Doc Name and Reference number:	HR021 Staff Handbook
TRIM number:	2011/018342
Latest Version No:	1
Release date:	29 th June 2011
Author:	Julie Hegarty
Approved by:	Rachel Hopkins
Next review due:	1 st June 2012
Total pages:*	20

Version/revision control

Version	Changes	Updated by	Approved by	Release date