



**each**

East Anglia's  
Children's Hospices

East Anglia's Children's Hospices (EACH)

# Employee Handbook



V02

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# Our hospices



## **EACH Milton**

Our hospice in Cambridgeshire



## **The Treehouse**

Our hospice in Suffolk



## **The Nook**

Our hospice in Norfolk

[Click to take a tour of our hospices](#)



# Introduction

We are very pleased to welcome you to EACH.

We place great value on the contribution all our employees make to the success of the organisation and **we want to ensure that you feel valued and supported throughout your time with us.** This Employee Handbook is designed to introduce you to EACH, and provide you with important information and guidance you will need throughout your employment with us, including our values and culture. It also advises on key policies and procedures relating to your duties and responsibilities as one of our employees.

**Please take time to read it, as it is your responsibility to ensure you have understood its contents.**

To help, throughout the handbook there is signposting to further information and policies. However, if you're unable to find what you are looking for, please never hesitate to contact the HR team [hrinbox@each.org.uk](mailto:hrinbox@each.org.uk) who will be happy to help you.

The handbook is updated regularly to comply with legislative and policy changes, and is available on the intranet. In the event of discrepancies between the content of a printed copy of the handbook and the intranet, the intranet version will always apply.

Please note, unless otherwise stipulated, the information contained in this handbook is non-contractual. It forms no part of your statement of conditions and may be amended and varied at any time.

We wish you every success during your employment and hope your experience of working with us will be enjoyable, positive and rewarding.

## Welcome to EACH!





# Our Vision, Mission and Values

## Our Vision

We aspire daily to lead the way in providing world-class care for children with life-threatening conditions. Every child deserves support, alongside their families, whenever and wherever they need it.

## Our Mission

To improve the quality of life and wellbeing of every child and family under our care, by providing individual and comprehensive services at all times.

## Our Values

### Empathy and understanding

Understanding the views and feelings of others is central to our work relationships and how we interact daily.

### Commitment to quality

We consistently employ our best efforts and strive for the highest standards in everything that we do, always looking for ways to improve.

### Open and respectful

We operate in an honest and participative way. Welcoming constructive feedback and different views, we understand the power of words and behaviour, and hold ourselves accountable for maintaining a positive and considerate work environment.

### Make it happen

We are empowered to take responsibility for getting things done.



# Joining EACH

## Induction

EACH recognises the importance of a supportive and relevant induction for all new employees. You will be provided with an induction programme designed to support you, ensure your effective integration into EACH and to make you feel at ease during your first few days and weeks.

The induction programme is structured flexibly to identify your individual learning and development needs for your first few weeks and months of employment with EACH. It will inform you of the organisational aims, values and ethos, its structure and our policies and procedures. You will receive this on your first day from your line manager.

As part of your induction programme you will be invited to a 'Welcome to MEX' meeting where you will have the opportunity to learn more about EACH but also meet the Management Executive Team (MEX), including the Trustees, as well other new employees from across the organisation.

At around 4 months after you started you will also be invited to complete a new starter experience check in survey within cascade, our HR database, Please complete the survey as by providing feedback on your recruitment experience we will be able to improve the process for future employees and candidates.

You will also be required to undergo a programme of mandatory training which will be specific to your job role. Further information regarding our approach to mandatory training and the Mandatory Training Policy E06 [can be found on the intranet](#).

## Probationary periods (contractual term)

All new employees are required to complete a six-month probationary period. This enables both you and EACH to ensure the job is suitable for you. It is a two-way process which provides the opportunity for feedback by both sides to ensure an effective working relationship is established.

You will be notified formally should your probation period be extended.

## Equality and diversity

To ensure we achieve our mission, and underpinning our values, EACH is committed to encouraging equality and diversity among our workforce, supporting a fair and positive work environment where everyone is treated with fairness and equality.

Our principles regarding equality and diversity are equally applied to both employees and external service providers, and anyone we come in to contact with during the course of our work.

Full details of our Equality and Diversity Policy C02 [can be found on the intranet](#).



# Learning and development

EACH is committed to continuing personal and professional development and will provide learning opportunities relevant to individual job roles. Learning may take various formats such as on-the-job coaching, learning from others, buddying, as well as e-learning and in-person learning programmes.

## Professional development

As an employee at EACH, you'll be encouraged to undertake appropriate training, learning and development to support your continuing professional development and help you deliver the requirements of your role. We have an online learning platform where you can access learning resources on a wide variety of topics. Training sessions will be delivered by internal trainers and sometimes external providers where relevant. Further information can be found on the [intranet](#).

## Clinical education

Best practice guidance is provided to EACH clinical employees to ensure skills and knowledge are current, and evidence-based. This is achieved through a training and assessment programme of clinical competencies. Clinical supervision is recognised by EACH as an important part of clinical governance in the interests of maintaining and improving standards of care. EACH expects the Care Directorate and other employees who work directly with children and their families to fully participate with this. Further information about Clinical Education can be found on the [intranet](#).

## Mandatory training requirements

All roles at EACH also have mandatory training requirements which will be outlined at the start of each year. It's essential this learning is completed within the timescales.



## EACH library

EACH has an excellent and extensive library of resources and books. These can supply you with a large amount of information to support you in your role.

The library is in the Education Centre at our hospice in Milton.

For further information, please contact the Library and Information Services Manager on **01223 815103** or visit [each.org.uk/library](http://each.org.uk/library)



# Managing performance (appraisal)

EACH is committed to supporting and developing all employees, enabling them to carry out their work effectively and fulfil their potential. The aim of the appraisal process is to give employees and their line managers the opportunity to:

- Jointly discuss and appraise work performance, record outcomes and capture agreed actions
- Review progress against objectives
- Look forward and agree objectives for the coming year which contribute to EACH's aims and objectives
- Consider development and support needed to achieve planned work
- Discuss work needs and aspirations for future career development and additional training needs.

The appraisal process is held annually, normally around April-time, with a further interim review in October. Additional meetings and one-to-ones may also be arranged throughout the year to further support employees as required.

Your appraisal and objectives are completed in cascade. Guidance notes on the process [can be found on the intranet](#).





# Annual leave

## Annual leave year

Your annual leave year begins on the 1st of the month following the month you were born.

## Annual leave entitlement (contractual term)

Your annual leave entitlement will be recorded in hours in your HR Cascade record and statement of terms and conditions which you received with your offer pack.

Employees working 37.5 hours per week, over 5 days, are entitled to 27 days holiday plus bank holidays (a total of 262.5 hours). Employees working part-time, and/or a different working pattern will receive a pro-rata holiday entitlement.

After five years continuous service, the annual entitlement increases to 29 days plus bank holidays; a total of 277.5 hour pro rata.

After 10 years of continuous service, the annual entitlement increases to 33 days plus bank holidays, a total of 307.5 hours pro rata.

Additional leave will be applied to your entitlement on the anniversary of your continuous service date.

In your first leave year (at the beginning of your employment) and last year (when your employment ends), your leave entitlement will accrue based on the number of complete weeks you have worked.

## Booking annual leave

You should submit all requests for annual leave to your line manager via Cascade for consideration. All requests should be made in advance, providing as much notice as possible of the proposed leave dates. This allows time to ensure we have adequate cover to provide an effective and efficient service is available at all times.

Normally, not more than two working weeks can be taken consecutively.

## Untaken annual leave

EACH encourages employees to use all of their leave entitlement every year, so they have the opportunity to rest and take time away from the work place. However, for exceptional business reasons you may request to carry forward holiday from one year to the next, this can be done only with the prior approval of your line manager. Leave that has been approved to carry forward must be taken as soon as reasonably possible after the start of the new leave year; ideally no later than three months.

In all other instances, any annual leave not taken by the end of the year will be lost.

Upon termination of your employment, you will receive payment in lieu of any accrued entitlement to annual leave that you have not taken. In the event you have taken more annual leave than your accrued entitlement, the amount owed by you to EACH will be deducted from any salary and/or other monies to which you are due.

## Holiday purchase scheme

All employees who have completed their probation period are able to purchase up to the equivalent of one week's working hours additional holiday. This can be purchased every full year thereafter and must be taken within the holiday year.

[Further details can be found on the intranet.](#)

[Click here to direct to Cascade](#)



## Statutory/public holidays

EACH recognises the following eight bank/public holidays:

- New Year's Day
- Good Friday
- Easter Monday
- Normally the first Monday in May
- Normally the last Monday in May
- Normally the last Monday in August
- Christmas Day
- Boxing Day.

In order to provide full cover on bank/public holidays, you are required to work as your rota prescribes. If you are not generally required or rostered to work a bank/public holiday, but agree to do so, you will be entitled to time off in lieu.



## Time off in lieu (TOIL)

EACH encourages a healthy work-life balance for all its employees but recognises that due to the nature of some of our work, it will not always be possible for employees to work only within their contracted hours. TOIL is time that employees can take in lieu (from time-to-time) for hours worked beyond their normal contracted hours due to operational needs.

You must gain your line manager's permission in advance of working additional hours or taking TOIL. Prior to seeking approval from your line manager, you have a duty to:

- Plan your working week to take into account any events you need to attend in the course of your duties.
- Ensure you have explored all the solutions, e.g. is your presence necessary? Can the work be done by a volunteer or another employee? Can you start work later than the normal start time if the requirement for working extends into the evening?

TOIL will be granted for hours equal to the time actually worked on the event or activity outside of normal contracted hours, e.g. if you work for two hours at an event, over your contracted hours, you can claim two hours TOIL. You must keep a record of your working hours and any TOIL accrued on your monthly timesheet (if your role requires you to complete one). Where timesheets are not used this should be agreed with your line manager and in writing.

TOIL should be taken within one calendar month of being accrued. In exceptional circumstances where TOIL has been accrued and operational requirements make it impractical for it to be taken within one calendar month, then a maximum of three months can be allowed for TOIL to be taken subject to prior approval from your line manager.

Reasonable notice should be given to your line manager when TOIL is requested, and you have a responsibility to ensure the proposed time off fits with your work commitments.

Should you leave the employment of EACH no payment will be made for any TOIL hours worked and not taken.



# Absence management

Our Sickness Absence Management Policy ([found on the intranet](#)) has been created to ensure our employees are appropriately supported and treated fairly during periods of sickness and after their return to work. It is designed to promote employee wellbeing, encourage responsibility for one's own health and the creation of a culture of commitment and motivation within the work environment at EACH.

For all periods of absence, you are required to keep EACH updated and follow the absence management reporting procedure outlined below:

- You should notify your line manager on the first day of your sickness absence and at the earliest possible opportunity, taking into account any local procedures relating to the timing of such notifications.
- Notification should be made personally by telephone, ie not by text message. In exceptional circumstances, such as if you are too ill to do so, a responsible person should call on your behalf.
- The initial notification of sickness absence must include the reason for the absence and how long it is expected to last, if known. You must continue to keep your manager informed of the likely duration of the illness and agree how regular the contact should be. This will vary depending on the reason for the absence.
- Failure to comply with the sickness absence management policy may lead to the absence being deemed unauthorised, resulting in the withholding and/or loss of pay and/or disciplinary action being taken.

## Medical and dental appointments

EACH encourages pro-active management of health concerns. Whilst we encourage appointments to be made during out-of-office hours and on non-working days, where this isn't possible, we will support employees with reasonable paid time off for this purpose. It is expected any such appointments are made as early or as late in the working day as is possible in order to minimise the impact on the organisation. You should discuss any such appointments in advance with your line manager.

## Occupational health

EACH reserves the right to require employees to attend an examination by EACH's appointed Occupational Health Service and (with consent) to request a report from the employees GP/Medical Practitioner.

## Sickness during annual leave

If prior to or during a period of annual leave you become unfit for work, the period of sickness may be converted into sick leave at the discretion of your line manager. In such instances you must contact your line manager to report the sickness as soon as you become unfit for work (not waiting until your return to work) and the period of sickness must be covered by a fit note issued by a GP/Medical Practitioner regardless of the duration of the absence.

If approved, your line manager will advise the HR department who will credit back the appropriate number of days' leave entitlement on Cascade if the decision is to support the request.



# Sick pay

There are two elements to sick pay:

- Statutory Sick Pay (SSP) (paid in accordance with Government SSP regulations)
- Discretionary Company Sick Pay (Contractual Term).

Employees are required to follow the notification and certification procedures as outlined in the Managing Sickness Absence Policy P22 ([found on the intranet](#)) and the **absence management** section of the handbook for all absences. Failure to do so may mean your entitlement to sick pay will be invalidated in part or in full.

Employees in their probationary period will not normally be entitled to company sick pay payments and will be paid SSP (Statutory Sick Pay) only.

All sick pay payments both statutory and company are subject to deductions of tax and national insurance.

# Your pay (contractual term)

Your basic pay is outlined in your letter of appointment/statement of terms and conditions of employment. Any subsequent amendments to your basic pay will be notified to you in writing by the HR Department.

Your salary will be paid monthly in arrears on the 25th of each month by direct credit transfer to your designated bank account. Where the 25th of the month falls on a Saturday, Sunday or a bank holiday you will be paid on the working day prior to the normal pay date.

Appropriate monthly deductions, including Income Tax and National Insurance Contributions (NICs), will be made from your pay, subject to your earnings level and the number of hours you work.

If you have any queries with your pay, or if it looks as if a mistake has been made, speak to your line manager or the HR Department immediately so they can take appropriate action. Unless agreed otherwise, any pay errors will be rectified in the following month's payment.

Salaries are reviewed annually in line with EACH's Pay Policy. Details of how EACH reviews and evaluates salaries are in the Pay Policy P19 [which can be found on the intranet](#).

## Paydashboard

EACH has engaged with Paydashboard to provide an online payslip portal for all employees. It provides instant access to your payslips in your very own secure digital vault. It is accessible 24/7 via desktop, tablet or mobile, at home, at work or on the move.

On or around your first day you will be sent an email from our payroll team on or just before your first pay day with a link to register for your PayDashboard account. [www.paydashboard.com](http://www.paydashboard.com)



# Family-friendly policies

EACH is committed to providing help and support for employees in a range of situations which have been grouped together as family-friendly.

## Family leave

EACH recognises that having a family is an important and exciting time and is committed to providing help and support to all employees in respect of this. We therefore provide a package of both statutory and enhanced pay and leave in respect of the following:

- Maternity Leave • Paternity leave • Adoption leave • Carer's leave
- Shared Parental leave • Parental leave • Parental Bereavement leave.

The Maternity and Family-Friendly Policy P31 [found on the intranet](#) and the Paternity Leave and Pay Policy P30 [found on the intranet](#) outline the provision and the eligibility requirement for each of the above, and ensures that all employees are treated fairly and consistently.

## Family emergencies

You have a statutory entitlement to take unpaid time off work to deal with an emergency, disruption or termination of care arrangements for dependents and to make ongoing provision for those dependents. All requests must be approved in advance by your manager. Further information can be found in Maternity and Family Friendly Policy P31 [via the intranet](#).

## Compassionate leave

You may be granted up to five days (pro-rata for part-time employees) paid compassionate leave, where a member of your immediate family dies, is seriously ill or in severe distress. 'Immediate family' means spouse, civil partner or partner, parent, parent-in-law, brother, sister, grandparent, child or grandchild. Compassionate leave will be granted at the discretion of your line manager.

## Carers leave

You have a statutory right to take up to 5 days unpaid leave in a 12 month period to provide or arrange care for a dependent with long term care needs. This entitlement is a right from day of one of your employment (with notice as below).

All requests must be approved in advance.

\*A dependant of an employee has a long-term care need if:

- They have an illness or injury (whether physical or mental) that requires, or is likely to require, care for more than three months,
- They have a disability for the purposes of the Equality Act 2010 or, they require care for a reason connected with their old age.
- A 'dependent' is classed as a spouse, civil partner, child or parent of the employee, Someone who lives in the same household as the employee other than an employee's boarder, employee, lodger or tenant, or Someone who reasonably rely on the employee to provide or arrange care.

All requests must be approved in advance by your line manager. Further information can be found in the Maternity and Family Friendly Policy P29 [via the intranet](#)

## Flexible working

EACH recognises the importance of achieving a good work-life balance. As such, and where the role requirements allow, we encourage and support flexible working patterns.

The Flexible Working Request Policy P29 [found on the intranet](#) outlines the process for making a request and includes the form [found on the intranet](#).





# Pensions and life assurance

## Pensions (contractual term)

EACH provides two pension schemes for EACH employees:

### The EACH Aviva Group Personal Pension Scheme

All employees are entitled to join this scheme if they wish to do so. It is also the scheme used to comply with statutory auto enrolment obligations (on appointment or re-enrolment every 3 years for salaries over a threshold), you may subsequently opt out of auto enrolment at your discretion. EACH will match contributions into this scheme up to a maximum of 7% of pensionable salary. This scheme is a group personal pension scheme.

You can join this scheme immediately you commence employment with EACH.

or

### The NHS Pension Scheme

Employees who join EACH from employment within the NHS and/or are a current member of the NHS Pension Scheme, may be eligible to continue to enjoy full membership of the NHS Pension Scheme.

This option will only be available to you, subject to terms and conditions, if your last NHS pensionable employment was within 12 months of joining EACH.

The value of your monthly contributions will depend on your actual annual rate of pay.

If you think you are eligible you must inform HR [hrinbox@each.org.uk](mailto:hrinbox@each.org.uk) of your wish to continue in the scheme within three months of joining EACH.

## Life assurance

If you are a member of the EACH Aviva Group Pension Scheme, you may be entitled to be join the EACH Life Assurance Scheme which provides your beneficiaries a lump sum in the event of your death. The death in service benefit is currently 3 x basic salary.

Further information about the cover provided and your eligibility [can be found on the intranet](#). To ensure that the benefit is given to your intended recipients you should complete an **Expression of Wish form**. This is located on the EACH Aviva Pension screen on Cascade or a paper copy [can be found on the intranet](#).

If you are a member of the NHS pension scheme the death in service benefit is three times your salary. Further information can be found at the NHS pension [Member hub | NHSBSA](#).



# Wellbeing

We all have mental and physical health that needs looking after to ensure we stay well. EACH is committed to protecting the health, safety and welfare of all our employees and providing a healthy and safe working environment. We recognise that wellbeing is essential to achieve effective work performance. Therefore from your first day working at EACH you will have access to a library of tools, resources and training videos on a range of subjects to support you and your team. These resources can be accessed easily and confidentially and 24/7 [on the intranet](#), including:

- Menopause support and resources
- Employee assistance programme
- Financial support and advice
- Mental health awareness resources.

## Employee Assistance Programme (EAP)

EACH's Employee Assistance Programme (EAP) through Health Assured offers information, advice, training and services to help you deal with events and issues in your everyday work and personal life, including:

- An independent, confidential 24/7 telephone support service for stress, anxiety, family and relationship matters, and many more issues, which can offer six sessions of telephone or online counselling per employee, per issue, per year. This support also extends to your dependents (within HMRC guidelines).
- Free information and links to legal guidance on many issues such as debt management, lawsuits, consumer or property disputes.
- Practical information and advice on medical or health-related issues from qualified professionals.

- Access to online fact sheets, webinars, legal guides, links and podcasts, on how to cope with life events such as buying a house, giving up smoking and coping with stress.

The helpline number is **0800 028 0199**, and is free of charge and available 24-hours-a-day, 365-days-a-year. There is also a website that has practical information on how to cope with life events.

To access the website, simply visit [www.healthassuredeap.com](http://www.healthassuredeap.com) using '**Wellbeing**' as your username, and '**LikeHaveDesk20**' as the password.

Health Assured also offers the '**My Healthy Advantage**' app as part of their suite of wellbeing resources.

The app can be downloaded from your app store, and provides proactive wellbeing tools and engaging features to enhance Health Assured's existing services. Each feature has been carefully built with the user's wellbeing in mind and has been designed to improve mental and physical health by utilising personal metrics to set bespoke goals and achievements.

**To access the app use employer code: MHA146355**

The logo for Health Assured, featuring the words "health" and "assured" in a sans-serif font, with a stylized smiley face icon between them. The logo is white and centered on a teal rectangular background.

# EACH benefits

## Eye care scheme

At EACH, we understand the importance of protecting our employees' eyesight which is why we have partnered with Specsavers to offer free eye tests, plus a discount when purchasing glasses specifically for VDU use.

If you are interested in taking up this offer, contact the HR team for more info [hrinbox@each.org.uk](mailto:hrinbox@each.org.uk).



## Cycle-to-work scheme

EACH has set up a cycle-to-work scheme with 'Cyclescheme', which enables employees to get tax-free bikes for work. This is a salary sacrifice scheme that allows you to purchase a bicycle (subject to eligibility conditions) up to a maximum of £1500, paid back over either 12 or 18 months.

For more information and to check eligibility please contact the HR team at [hrinbox@each.org.uk](mailto:hrinbox@each.org.uk) or visit [www.cyclescheme.co.uk/fe6679](http://www.cyclescheme.co.uk/fe6679)



## Charity worker discount scheme

As an employee of EACH, you can register with the Charity Worker Discounts website for access to a huge range of money saving deals and vouchers off your weekly shopping, holidays and restaurants.

Visit [www.charityworkerdiscounts.com](http://www.charityworkerdiscounts.com)

[charityworkerdiscounts](http://www.charityworkerdiscounts.com)

## Blue Light Card

As an employee of EACH, you may be entitled, subject to terms and conditions, to register to become a member of the Blue Light Card giving you access to an extensive range of exclusive online and in-store discounts. To register, simply visit their website [www.bluelightcard.co.uk](http://www.bluelightcard.co.uk) and follow the instructions below:

- Under 'Your Service' – select NHS
- Under 'Your Trust/Division' – select 'Hospice (other)'
- Provide details of your job title and then complete the online form.

The scheme requires you to upload a recent payslip (within 3 months) and a payment of £4.99, which provides registration for 2 years.



## Paid volunteering days

Volunteering can be a great way to meet other colleagues in the organisation; to better understand the key role they play at EACH and also to lend support to other teams, particularly during busy periods. It also allows an opportunity to learn and share new skills between colleagues and teams. EACH offers all employees the chance to volunteer within another part of the organisation for one day each year during their normal working week.

Requests for volunteering will need to be approved by your line manager in the first instance and then arranged between you and the department you wish to volunteer in.

[Further details can be found on the intranet.](#)

## Give as you earn

Each has collaborated with Giveall to provide you with the opportunity to support charities close to your heart through your monthly salary.

Donations are taken before income tax, so you effectively pay less to donate more. For example, if you're a basic rate taxpayer, you donate £10 but pay £8 (HMRC pays the other £2).

We have a special guide [on the intranet](#) for EACH employees that explains how it works and the four simple steps to sign up.

## Employee referral scheme

This scheme gives all employees the opportunity to recommend suitable friends/ex-colleagues/family members to join EACH and be rewarded if they are successful in their application.

The scheme will pay up to £500 (2 payments of £250 subject to tax/NI deductions) over a 6-month period depending on completion of probationary periods and is being used to target key roles. It is not open for all EACH vacancies but those that are eligible will be identified on the vacancy notices you see come through via our Yammer announcements. Further information about the scheme and how to apply [can be found on the intranet.](#)



# Communication and engagement

EACH encourages employees and managers to participate in proactive discussion; to ask questions, seek clarification from each other and positively contribute to improvement opportunities. We also encourage the sharing of best practice, achievements and acknowledging success.

Below is a list of internal sources to help support the above.

## 1. EACH Intranet

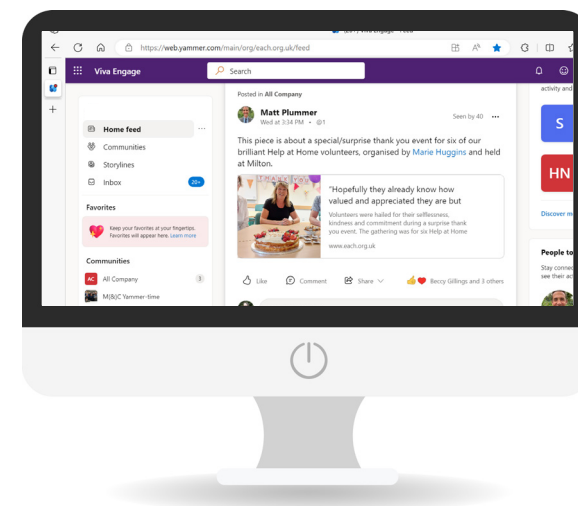
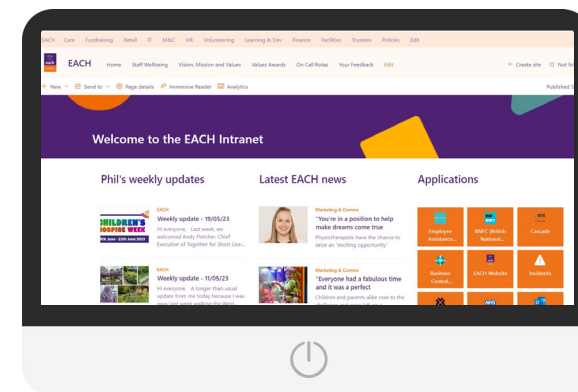
Our EACH staff intranet is an internal website for sharing key news and information, allowing easier communication and access to collaboration tools, operational processes and key websites and apps used within the organisation. The intranet should be your default home page when opening your Microsoft Edge web browser.

Visit EACH Intranet

## 2. Viva Engage

Viva Engage (formerly Yammer) is an internal (only) social media network for all employees. Very similar in its functionality to Facebook, it's designed to encourage employees to post content of interest to colleagues and an easy way to interact with colleagues in different departments. Heavily featured content includes organisational news from our social media platforms and our online media stories. Everyone is free to post content, create groups, and like and comment against posts that interest you. Viva Engage should appear as a page when opening your internet browser. Watch our Viva Engage tutorial film, [available here](#) or by clicking on the link in the Viva Engage 'All Company' page.

Visit Viva Engage





### 3. Employee survey

We are interested in understanding how you feel about working for EACH and undertake regular employee surveys. These are reviewed by the Board of Trustees and Management Executive (MEX), who then ask the Operational Management Team (OMT) to prioritise and address particular areas. Everyone is encouraged to participate in these surveys.

### 4. The EACH shared drive

This is where documents can be kept, worked on and updated.

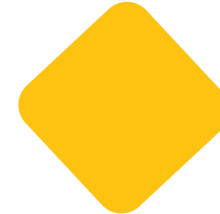
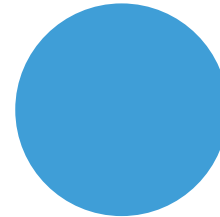
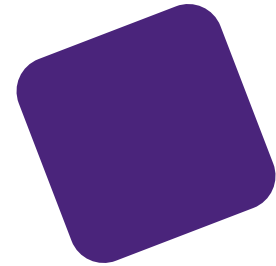
### 5. Team and departmental meetings

Managers hold regular team meetings to ensure you are kept up-to-date with developments within EACH, on subjects that affect you. Team meetings are also an important opportunity for you to input your ideas, ask questions and provide feedback.

### 6. Annual Report and Accounts

EACH produces a report and accounts document every year, which is available on the intranet and the EACH website, see link below, or by asking Finance or Marketing and Communications teams for a printed copy. It includes a very palatable summary of all the organisation's key activities for the year gone and our aims and objectives for the future. It also includes all our financial statements and tables - if you're into that!

[Click here to view the Annual Report and Accounts](#)



# Safety and security

## 1. Parking

All vehicles parked on EACH premises are done so at the owner's risk. They must be parked so as not to obstruct access. It is your responsibility to ensure your vehicle is parked in a safe area.

No parking spaces are allocated to individual employees and are available on a first-come-first-served basis.

## 2. Personal property

No liability is accepted for any loss of, or damage to personal property brought onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight. Personal property must be stored in allocated lockers where these are provided.

## 3. Personal mail

Personal mail addressed c/o EACH to any of our hospices and offices is not permitted, however deliveries of small parcels and packets is permissible if no other arrangements can be made.

## 4. Name/ID badges/photos

You will be issued with an EACH name badge, normally by your first day of employment. If you lose your badge, please contact HR.

You may also be asked when joining and during the course of your employment to have your photograph taken for internal marketing / PR campaigns. You should raise any concerns regarding this with your line manager or the HR team.

## 5. Personal data

You should be aware that relevant details, letters and notes relating to your employment with us, and other related matters, are retained in a confidential electronic personal folder.

In line with GDPR, the contents of your folder will only be used for necessary business purposes and will not be disclosed to third parties (except for those to whom we have a statutory duty to disclose) without your permission.

## 6. Rights of search

EACH has the right to carry out random checks on the identity, persons and property (including vehicles) of employees at any time whilst they are on EACH premises or business. Such searches will only take place where there are reasonable grounds to do so.

Wherever practical, you will be accompanied by a third party who is on the premises at the time a search is taking place, or at the time any further questioning takes place. You may be asked to remove the contents of your pockets, bags and vehicles. We reserve the right to call in the police at any stage.

## 7. Raising concerns (whistleblowing)

Employees may have concerns about what is happening at work and usually these are easily resolved. However, when they are about malpractice, unlawful conduct, or dangers to the public or environment, it can be difficult to know what to do.

The Raising Concerns - Whistleblowing Policy (P11) [can be found on the intranet](#) and has been designed to facilitate and promote a route for you to raise concerns about poor working practices in a safe and supportive environment, whilst ensuring the appropriate steps and action are taken to deal with your concerns.

To ensure your data is always up to date you must inform Human Resources of any changes to your personal circumstances, e.g. name, address, next of kin etc. by emailing [hrinbox@each.org.uk](mailto:hrinbox@each.org.uk).



# Code of conduct

The following code of conduct should be carefully read and **understood**. A breach of any of these rules or any of EACH's policies and procedures could render you liable to disciplinary action. The code of conduct should be used as a general guidance but should not be considered an exhaustive list of what is/not acceptable.

## 1. Working safely

You should make yourself familiar with and abide by our Health and Safety Policy [found on the intranet](#) and your individual health and safety duties and responsibilities that are specified separately. No action is to be taken by you which could threaten the health and safety of yourself, other employees or other persons.

## 2. Working hours and attendance

You must attend for work punctually and at the required times. If required, you must complete an accurate record of your working hours and times on a monthly timesheet which must be authorised by your line manager.

## 3. Working with children, young people and families

You must always make yourself aware of and comply with the requirements of EACH's policies and procedures relating to the care of children, young people and families, in accordance with the organisation's values.

You must maintain a professional approach to families, colleagues and volunteers in accordance with the Maintaining Professional Relationships Policy C09 which [can be found on the intranet](#).

Any complaints from children, young people or their families must be reported in-line with EACH's complaints procedure as soon as possible - [see our policy on the intranet](#).

## 4. Professional membership

Employees with a professional qualification and or registration must always comply with the requirements, codes and membership standards of their professional body **and you must keep up-to-date with any changes**. You must notify your line manager immediately of any changes to your membership status. EACH does not reimburse personal professional memberships or registration subscriptions unless you are required by the charity to join more than one.

## 5. Behaviour at work

All employees always have a responsibility to behave in a way that is courteous, respectful and reasonable towards colleagues, children, families, volunteers, donors and other visitors in accordance with our organisation's values.

You should promote EACH's interests and shall, during your normal working hours, devote the whole of your time, attention and abilities to EACH activities.

You should not have any involvement in activities which could be construed as being in conflict with EACH and its values, or which are likely to cause embarrassment to EACH and any of its employees, families or donors.

You must carry out any reasonable instruction your line manager gives you.

You must always make yourself aware of and comply with the requirements of EACH's policies and procedures.

At all times, you must be fit and ready to carry out your work and responsibilities. You should not carry out your role whilst under the influence of alcohol, drugs or other illegal substances.

Alcohol must not be consumed during the working day, nor may it be brought onto the premises except with written permission.

You must always remain awake and alert whilst on duty.



## 6. Behaviour outside working hours

Because our business demands employees of the highest integrity, we expect employees to take no action that brings EACH into disrepute either in or outside of your working hours.

## 7. Employing and working with relatives

EACH recognises there may be occasions when the organisation wishes to employ a relative of an existing employee. To avoid any conflict of interest or allegations of favouritism, nepotism or unfair practice, you must declare if a member of your family already works or volunteers at EACH during your recruitment process.

In such circumstances, line management and any decision-making responsibilities in relation to recruitment, appraisals, grievances, performance, disciplinary cases, training and development, promotion or decisions involving pay for all employees or potential employees of relatives, should be avoided and alternative arrangements put in place.

## 8. Property

You must not use EACH property, or property on our premises, for any purpose other than normally defined duties.

Property/equipment allocated to you for the purpose of your employment remains the property of EACH and we reserve the right to request the return of this at any time.

Property of any type is not to be taken away from the premises unless with prior approval.

You must immediately notify the appropriate manager of any damage to property or premises that comes to your attention.

## 9. Smoking

EACH is committed to providing a safe, healthy environment for employees and visitors, therefore a Smoke Free Policy P18 ([found on the intranet](#)) has been adopted this. Smoking is not permitted anywhere on EACH premises, grounds or vehicles other than in designated smoking areas provided in the grounds at each hospice or other EACH locations.

Whilst supporting an EACH event, employees are encouraged to keep any smoking to a minimum and do so away from the event site. Care employees must not smoke when supervising children and families on an outing.

These rules extend to the use of alternative devices, such as e-cigarettes and vapes.

## 10. Travelling on EACH business

When travelling on EACH business, you must comply with EACH's Driving at Work Policy, [found on the intranet](#).

EACH will reimburse you for fair and reasonable necessary business expenditure, whilst on authorised EACH business travel and in accordance with the Expenses Policy and Procedure AD11.

## 11. Computers, telephones and mobile phones

In compliance with EACH's Computer Use Policy IG05 which [can be found on the intranet](#), any misuse of the internet, email and EACH computer systems will be viewed as a serious disciplinary matter that may lead to dismissal for gross misconduct.

You should be aware that we reserve the right to carry out random recording or monitoring of communications transmitted over our system for a variety of purposes, including:

- establishing the existence of facts
- preventing or detecting crime



- ascertaining or demonstrating standards which are achieved or ought to be achieved by persons using the system
- investigating or detecting unauthorised use of the telecommunications or computer system
- ensuring the effective operation of the system.

Our telecommunications system is for communications on matters directly concerned with EACH. However, EACH email and internet can be used for reasonable appropriate personal use. Such personal use must be legal, decent and not excessive. Passing jokes, chain letters or other emails which amount to harassment, and the downloading and circulating of offensive or defamatory material may render you liable to disciplinary procedures.

Telephones, including mobiles phones, are provided for essential aspects of our business and must not be used for other purposes, except in emergency or when prior permission has been obtained from management. You will be expected to pay for any personal calls.

Personal mobile phones must not be taken into the care areas unless express permission has been given in exceptional circumstances. In all other areas, incoming calls on personal mobile phones should be kept to a minimum.

## 12. Use of social networking sites

EACH systems must not be used for social networking, except when required for the purposes of your job. Whilst some personal internet access is allowed during breaks this does not extend to using EACH systems or connections for social networking. If you wish to do this, you should use your own equipment and your own internet connections.

You must not place any material on a website, blog or social networking site that is offensive, obscene, defamatory, criminal or that is likely to cause embarrassment to EACH and/or any of its employees families or donors. This applies at work and outside of working hours.

You must not accept **current** or **former** EACH family members as friends or contact them on any social networking site. If a family member invites you as a friend, you must decline politely by informing them that it would be in breach of your professional working boundaries. You must also inform your line manager and record the details.

If you register on the EACH social platforms, you must ensure you restrict access to your page/personal details to be viewed by approved friends/contacts only.

## 13. Confidentiality

In compliance with EACH's Confidentiality Code of Conduct IG04 ([found on the intranet](#)), both during and after termination of your employment with us, you must not divulge to any outside body any confidential information concerning our business, including any details of clients/families, their medical records, and details of any donor database or fundraising strategy.

You must not remove any documentation of any description nor take copies of such documentation for your personal use or the use of a competitor or third party either during or after termination of your employment.

## 14. Data protection

EACH is committed to protecting any personal information that you share with us or information that is provided to us by other organisations. Our Privacy Policy, which [can be found on the website](#), gives you a clear explanation of what personal information we collect and how we collect, use and protect your personal information.

In compliance with EACH's Confidentiality Code of Conduct IG04 ([found on the intranet](#)) if as part of your work you have authorised access to personal data, you should not use or disclose information in any manner that is incompatible with the purpose for which it is being held.





## 15. Other employment

If you wish to take additional employment outside EACH, you should declare this before doing so by speaking to your line manager. It is necessary for us to understand any impact of secondary employment in relation to the Working Time Regulations and any conflict of interest.

## 16. Statements to the media

Contact with all forms of the media should be conducted through Marketing and Communications (M&C) team only. You must not speak with the media or offer interviews on any occasion, unless you have been asked to do so by a member of M&C, or are a Fundraiser involved in proactive EACH-led stories we are aware of.

All enquiries from the media, whether by phone, in writing or in person, must be passed to:

1. Simon Hemsall, Head of M&C: 07738 820655 (**inc. out of hours**); [simon.hemsall@each.org.uk](mailto:simon.hemsall@each.org.uk) or
2. Matt Plummer, Media and PR Manager: 07738 328058; [matt.plummer@each.org.uk](mailto:matt.plummer@each.org.uk)

This must always be the case, even if you know the answer or have knowledge of what the journalist is enquiring about. If you take a call, please take the journalist's contact details, including name, telephone number, email address and the media organisation they are from. Please then pass these details to Simon or Matt immediately. If the journalist is persistent, don't be drawn into saying **"no comment"**, just say: **"I will pass your details onto our Press Office, who will get back to you as soon as they can."**

## 17. Dress code

As an employee of EACH you are representing the charity in the community, so you are responsible for ensuring you always present a positive image. You should therefore ensure that you are dressed appropriately for your role and the work you are undertaking.

You must always be easily identifiable as an employee of EACH by wearing your name badge whilst you are in work or on EACH business.

**The following applies to clinical employees, including nursing and supportive care roles providing direct care to children and young people only:**

- When working in care areas your shoes must be non-slip and enclose the foot.
- When providing direct care, you must wear short sleeves. This is because there is clear evidence indicating that cuffs may become contaminated. You must remove any long-sleeved garments prior to any intervention with a child or young person.
- All clothing should be appropriately laundered.
- Ties and scarves must not be worn in care areas.
- Jewellery must be minimal and comply with the following:
  - All jewellery, apart from one plain ring must be removed
  - A small stud in each ear is acceptable but several studs or large earrings are not
  - Visible body piercing jewellery must be removed.
- Watches must be removed.
- Hair longer than collar length must be tied back.
- Nails must be kept short and clean. False nails, nail varnish and nail art must not be worn.



## 18. Working within the law

You must notify your line manager in writing if you are convicted of a criminal offence unless it is 'spent' under the terms of the rehabilitation of offenders Act 1978. 'Spent' convictions must be declared if your job allows you regular contact with children and families.

You must notify your line manager if you are charged with a crime which (if convicted) may impact on your job.

If you are required to drive at work, you must inform your line manager if you are charged with a driving offence and/or are awarded points on your driving licence.

## 19. Acceptance of gifts and donations

EACH receives gifts of different kinds from different donors with different intentions. There are legal requirements for EACH to ensure gifts are used appropriately to benefit the charity and to comply with donor wishes. Therefore all gifts and donations should be receipted and handled in line with EACH's policy on Gift Acceptance AD27 [found on the intranet](#) and Conflict of Interest Policy AD40 which [can be found on the intranet](#).

## 20. Purchasing goods and donations

Employees wishing to purchase a donated item at a hospice or office location must do so for personal use only. Items must never be bought with the intention to resell to make a profit. Every purchase, irrespective of whether the item was already on sale or prior to resale, must be logged in the purchase logbook at the retail location where the purchase is made. The purchase should be logged by the person authorised to give approval.

# Employee relations

To ensure that fair, effective and consistent arrangements exist for dealing with disciplinary, grievance and performance matters and that common standards in line with our values are maintained, EACH has approved the following policies that employees should read and familiarise themselves with:

[P24 Disciplinary policy](#)

[P25 Grievance policy](#)

[P20 Performance Management policy](#)

[P12 Anti-Bullying and Harassment policy](#)



# Leaving EACH

## 1. Termination of employment

If you wish to end your employment with EACH, you must give your contractual period of notice quoted in your contract statement and work it, unless mutually agreed otherwise.

## 2. Return of EACH property

All EACH property, including any ID badges, documentation, equipment and keys, must be handed back to your line manager on your last day.

## 3. Leaver feedback

We would like to know what your experience of working at EACH was like so before you leave you will be invited to have a chat with a member of the HR team, so you can share your experiences and for us to understand if there is anything we could improve on as an employer.



# Useful addresses and telephone numbers



## The Treehouse

St Augustine's Gardens, Ipswich, IP3 8NS

Tel: 01473 271334

## EACH Milton

Church Lane, Milton, CB24 6AB

Tel: 01223 815115

## The Nook

Pigot Lane, Framingham Earl, Norwich, NR14 7PX

Tel: 01603 967596

## Manor Farm Barns

Manor Farm Barns, Unit 18, First Floor, Framingham Pigot, Norwich, NR14 7PZ

Tel: 01223 800 800 (option 2)

## Fundraising

Tel: 01223 800 800, select:

- Option 2 for Norfolk
- Option 3 for Cambs and West Essex
- Option 4 for Suffolk and East Essex.

## Retail Distribution Centre (RDC)

Unit 13-15, Brunel Business Court, Thetford, Norfolk IP24 1HP

Tel: 01842 821620

## Retail shops

You can find a list of all EACH shops and their details on our website [www.each.org.uk/retail](http://www.each.org.uk/retail)

## EACH registered office

Church Lane, Milton, Cambridge, CB24 6DF

Company No.: 3550187

Registered Charity No.: 1069284

Royal Patron: HRH The Princess of Wales

[www.each.org.uk](http://www.each.org.uk)

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