

October 2019

Working @ ateb

Helping you get the best
of your time with us...





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Working @ ateb

This document sets out the key things you need to know about how we work at ateb. You will find information on:

- > Our leading and supporting principles on how we do things
- > Our Equality and Diversity overview
- > Your benefits
- > Rates and Allowances
- > Legal stuff
- > The Trust Clock
- > Wellbeing Programme

Need more? Come and ask.

Extra things to look at...

- > Induction Pack
- > Main Terms & Conditions of Employment
- > Role Profile
- > Achieve Framework
- > Our Policies & Procedures
- > Vision and supporting corporate documentation
- > Our team digital channels

This is us



This is really important to us, we mean really important...

We aspire to having a working environment that attracts and retains the right skills and expertise to allow us to improve and grow our services for the people and communities of West Wales.

This means having the right working practices, Terms & Benefits and infrastructure aligned to The Vision with a particular emphasis on our DNA:

#InYouWeTrust

#AccessAllAreas

#GetThingsDone

Our DNA promotes an environment of trust, togetherness and empowerment, to create this we have developed a

Leading Principle that we should always meet.

Leading Principle

"We must always put the customer, business, team and H&S first when planning and delivering our role profile responsibilities and service area outcomes".



Supporting Principles (1 of 3)

Having met our Leading Principle, this is how we do things @ ateb, we...

- > Will continually review and adjust our individual working arrangements to align to the leading principle.
 - > Will always act professionally whilst at work/company events in the way we behave, dress and communicate, whether this is face to face or over the phone or on e-mail/social media.
 - > Work our standard hours working week, or part time hours by arrangement, any overtime must be agreed in advance but we must always be mindful of Working Time Regulations.
 - > Will always let our line manager know if we have additional employment outside of ateb; don't forget to review your Declaration of Interest too!
 - > Will always let our line manager know if we are unable to come into work and record our absence periods according to our People & Communications procedures.
 - > Seek to offer our customers access to as many of our service areas as possible between 8am and 6pm on weekdays and other times and/or days by arrangement, all in addition to our 24hr digital services.
- > Operate a 'trust clock' system where we are all trusted to manage our working weeks on a 'give and take' basis – it's about what we achieve!
 - > Take time out by taking our standard holiday plus any additional days at the discretion of ateb (usually to be taken at Christmas). Check out our Annual Leave & Special Leave Procedure on this.
 - > Each have an office or mobile base available to us but are free to choose our place of work to suit our outcomes by using technology and diaries to ensure our managers and teams are aware of our plans.
 - > Agree any special leave directly with our line managers depending on the circumstances. We do have a procedure on leave which you should check out.
 - > Can take our holiday in hours rather than in full or half days to increase our flexibility to balance work and outside work commitments.
 - > Support learning and development which is prioritised against the needs of our service area and business. We will receive support for professional membership if appropriate.
- > Have systems that fairly remunerate our teams for their efforts and levels of responsibility within the group.
 - > Will consider non-consolidated annual financial rewards where the Board have identified exceptional improvement and growth, subject to personal performance factors and affordability issues.
 - > Can all benefit from wellbeing programmes throughout the year and can access a health cash plan, counselling sessions and free eye tests. See the benefits page for more information.
 - > Want to create a great place to work so we have free parking, in work refreshments, have work/social team events organised through i2i, and have great facilities for our customers and teams alike.
 - > Are all able to access a monthly team meeting and access the right information through great communication channels.
 - > Can call a 121 meeting with our line manager to suit our needs but must have at least 1 per quarter.



Supporting Principles (2 of 3)

Having met our Leading Principle, this is how we do things @ ateb, we...

- > Will not work under the influence of drugs or alcohol as this could lead to dismissal. Drugs/alcohol and work don't mix! But if appropriate we do try to help if you have drug/alcohol issues. We do have a supportive Alcohol & Drugs Procedure, which you should check out.
- > Will not commit fraud or accept bribes as this could lead to dismissal. Take a practical approach to any gifts or hospitality; this usually means refusing any gift over £25. Check out the Anti-Bribery and Fraud procedures.
- > Will not be required to act in a way that is illegal, improper or unethical and if you are aware of anyone behaving in this way then you need to raise your concerns. Check out our Raising Concerns at Work procedure.
- > May check out your criminal record, it depends on your role. However regardless of what you do, if you are convicted of a crime please let us know, we would rather hear it from you first!
- > Appreciate that life can be a roller-coaster at times and you may need some extra support. We have a range of information available and can also refer you for external counselling if this would help.
- > Take data protection seriously and comply with GDPR. What's GDPR? Check out our Data Protection Policy and Data Protection Procedure (Employees) and ask your line manager for more departmental specific information.
- > Encourage open and honest discussion and hope that this will resolve issues informally. When things just can't be resolved you can raise a grievance, check out our procedure.
- > Aim to pay you correctly, but sometimes things may go wrong, if so we will speak to you to agree a plan to rectify things.
- > Don't want people to be ill, but when they are we have a short term illness plan with additional levels of support for more critical, longer term illness.
- > We will speak to you if we are concerned about your sickness absence, we can refer you for additional support, or if appropriate obtain equipment that will make life easier for you e.g. specialist chair.
- > Pay for reasonable expenses incurred during your employment e.g. mileage. Ask a colleague to find out more.
- > Are committed to looking after your health, safety and wellbeing whilst at work and we hope you are too! Risk assessments, safe systems of work... there's lots to understand. It's best if you speak to your line manager and find out what applies to your role/department. Our H&S & Regulation Manager is also happy to help.
- > Don't fight fires! If you hear the alarm leave the building immediately. We test our fire alarms weekly; ask a colleague to find out when.
- > Will ensure that everyone has the right to work in a smoke-free environment and as such smoking is prohibited in all company premises and vehicles. If you smoke or vape check out our Smoke Free Procedure; there is legislation that we have to comply with too!
- > Need to ensure your safety whilst driving for work whether that is in a company vehicle or in your own. There are certain legal requirements we have to meet so we will ask to check your driving licence /insurance on a regular basis. If you have any changes to your medical history you need to update us; some over the counter drugs may impact your driving. Check out our Vehicle Users Procedure.



Supporting Principles (3 of 3)

Having met our Leading Principle, this is how we do things @ ateb, we...

- > Believe in feedback, how can we improve if we don't know where we need to focus. We have a number of ways of feeding back, e.g. i2i and Achieve.
- > Will be inclusive in everything we do and will not tolerate any form of harassment, discrimination, victimisation or intimidation. You have the right to be treated with dignity and respect. Check out our Positive Work Environment Procedure for more information.
- > Can all help to improve things by supporting the i2i team groups and participating fully in the Achieve Framework.
- > Have expected standards of behaviour from you and all of the team. We have mentioned some of these standards already and you will find these detailed in our People & Communications procedures which is why we encourage you to read them. Our Disciplinary Procedure is non-contractual and does not apply during your probationary period. It is really important that you read this and understand the consequences of not meeting these standards.

Working @ ateb Leading Principle

"We must always put the customer, business, team and H&S first when planning and delivering our role profile responsibilities and service area outcomes"



Equality & Diversity is Non-Negotiable ...

"We will be inclusive in everything we do as diversity of background, experiences, skills and views enrich our work and services. We know we will need help, so we will seek out and sustain strong collaborative arrangements with our partners and stakeholders".

- > **Policy** – we are fully committed to the principle of equal opportunities in employment and in the delivery of our services. We will actively oppose unlawful or unfair discrimination or harassment and will not tolerate any form of harassment, discrimination, victimisation or intimidation.
- > **Protected Characteristics** – it is against the law to discriminate against anyone because of one of the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.
- > **Responsibilities** – we are all expected to comply with and actively promote our Equal Opportunities & Diversity Policy and all managers must set an appropriate standard of behaviour and lead by example.

- > **Employment** – we seek to provide equality of opportunity and treatment for all persons in our employment and seeking employment with us.
- > **Training** – we will ensure that our staff and Board Members receive equal opportunities/diversity training, development, guidance and support.
- > **Monitoring** – we will monitor the performance of our policy
- > **Complaints** – if anyone feels they have been discriminated against they are encouraged to raise this through our Grievance Procedure. Allegations will be treated in confidence and investigated in accordance with the relevant procedure.

We do need you to read & fully understand our detailed Equal Opportunities & Diversity Policy

#AccessAllAreas





Benefits of working with us...

- > **ANNUAL LEAVE** – Our annual leave year runs from 1st January to 31st December with full time entitlement of 30 days per year, pro rata for part time working arrangements. You will be able to take your leave in hours.
- > **ADDITIONAL LEAVE** – leave such as compassionate will be covered under the Special Leave arrangements. N.B. there are some leave entitlements set out in legislation e.g. dependents, parental etc. please refer to the relevant procedure to find out more.
- > Maternity, adoption, parental or paternity leave – please see relevant procedure for details.
- > **VOLUNTEER DAYS** – All to be able to take 2 volunteer days a year to support ateb sponsored charities.
- > **SICKNESS ENTITLEMENT** – 3 months half and 3 months full pay with an additional 3 months half pay if you are off with longer term critical illness as defined by the Association of British Insurers Minimum Standards for Critical Illness Cover.
- > **WELLBEING INITIATIVE** – New programme of wellbeing activities through the year to be agreed by i2i e.g. cholesterol and blood pressure testing and complimentary health remedies.
- See Appendix 2 for example.
- > **FLU VOUCHERS** – Annual flu voucher provided if required.
- > Free Eye Test and Contribution Towards Glasses.
- > **CORPORATE GYM MEMBERSHIP RATES** – arrangements with PCC for discounted rates.
- > **SIMPLY HEALTH SAVINGS SCHEME** – Entry level of benefits paid for by ateb.
- > **LEARNING & DEVELOPMENT SUPPLEMENTS** – Payable depending on qualification and role.*
- > **PIPs** – performance related award paid annually.*
- > **LONG SERVICE AWARD** – £250 (net) after 10 years and £500 (net) after 20 years service.
- > **PROFESSIONAL SUBSCRIPTIONS** – One professional membership fee will be paid per annum where membership is required for your role.*
- > **CAR PARKING** – Free car parking.
- > **BIKE FACILITIES** – Secure bike shed available at Meyler House.
- > **REFRESHMENTS** – Free tea and coffee provided.
- > **STAFF SAVING SCHEME** – Savings scheme directly deducted from your salary.
- > **COUNSELLING SCHEME** – Up to six sessions with external counsellor.
- > **OCCUPATIONAL HEALTH** – Support and advice from external occupational health provider.
- > **CAR ALLOWANCES** – Essential car users allowance or a 10% allowance depending on your role.*
- > **MILEAGE RATES** – Paid at HMRC rates if you are required to travel to undertake your role.*
- > **ANNUAL SUBSIDISED TEAM PARTY** – Our Charity & Events Committee plan this.
- > **PENSIONS** – Defined contributions (DC) pension scheme.

Benefits are not always contractual and are liable to change over time. We will always seek to develop and agree our benefits with i2i ensuring they are in line with our business priorities.

*Will be included in a wider Pay & Remuneration Consultation in 2020/21.



These rates will be included in a wider Pay & Remuneration Consultation in 2020/21.

Rates, Allowances and other things...

These are our current rates as at 2019/20 but as you would expect, are potentially subject to review and change.

Overtime rates

- > Single rate for hours up to 37 per week.
- > x1½ for hours in excess of 37 hours per week.
- > x2 for Sunday and Bank Holiday hours.

Essential Car User

- > £1,337 p/a

Learning & Development Supplement

- > £1,302/£1,906 p/a

On-call Meyler House

- > £591.46 p/a

On-call 'standard week'

- > £85.01

Welsh Translation

- > £591.46

Performance Incentive Partnership Scheme

- > Operates over the period 1 April to 31st March.
- > Board will set the performance target(s) and subject to this being achieved an award will be made.
- > Individual Performance is reviewed each quarter.
- > 40% Performance
- > 40% Attendance
- > 20% Disciplinary
- > Awards will be paid in July and based on the salary paid to the employee in the previous financial year.

Salaries

- > Salaries are currently benchmarked every three years.
- > Spot salaries are set for each role.
- > Cost of living awards are normally paid in April by reference to the Consumer Price Index (CPI) – this is not a contractual commitment but a target that the group will use its best endeavours to meet and will always be subject to affordability.





The small print...

We hate to be boring but, you do need to understand our employment related policies and procedures

- > Employing staff can be a complex issue and there are lots of procedures, best practice guidance and employment legislation that we have to comply with.
- > Some of these include:
 - ACAS Code of Practice on Disciplinary and Grievance Procedures
 - Employment Rights Act 1996
 - Working Time Regulations 1998
 - National Minimum Wage Act 1998
 - Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000
 - Fixed Term Employees (Prevention of Less Favourable Treatment) Regulations 2002
 - Employment Relations Act 1999
 - Protection from Harassment Act 1997
 - Equality Act 2010

This is not an exhaustive list (and there is a much much longer list!), but as we said we hate to be boring!

Check it out

Our policies, procedures and working practices will incorporate/reflect/adhere to this best practice and legislation which is why we have to explicitly make you aware of certain things at your induction and during your employment.

Please see our digital channels

Make the difference...

WeAreAteb

Well that's it!

We hope we have provided you with enough information to help you get the best out of working with us. Remember there is a lot more that you will need to familiarise yourself with so read the documents, policies and procedures we make reference to and just ask if you need to know more.

We've included a few appendices which we think will help:

1/ Trust Clock

2/ Wellbeing Initiative – example

Make the difference...

#WeAreAteb

Always refer to our DNA...

...as part of the ateb team we have a collective responsibility to live our DNA

#InYouWeTrust

#AccessAllAreas

#GetThingsDone

better living solutions

ateb *better living solutions*

The Trust Clock

- > We must always respect the @ateb leading principle.
- > We must all be accountable for the standard hours we are required to work each week.
- > We will seek to offer services within our operating parameters of 8-6 with agreed exceptions and 24hr digital support.
- > Our standard full time working hours will be 37 hours per week with 'normal operating hours' for reception and telephones 9:00-5:00pm Mon–Thu. 9.00-4.30pm Fri.

How will this work in practise?

- > Working arrangements mustn't breach employment law. How will this work in practice?

- 1/ CUSTOMER** – Teams need to review their service area responsibilities, identify their customers and be clear what their customers demand of them across the operating hours.
- 2/ STANDARD HOURS PER WEEK** – Having established their service area and customer requirements, the team should be able to set the start and finish time for each team member across the week to show how their standard hours will be met.
- 3/ FLEXIBILITY** – Everyone works their hours, but we recognise that sometimes there needs to be flexibility from either ateb or the team member.

Examples could be:

ateb:

- > A visit to a customer out of hours
- > A meeting runs on
- > A early or late customer visit

Team Member:

- > I fancy a longer lunch
- > I want to get away early
- > I need to take my child to the doctor
- > I fancy going home early

Assuming we are not breaking the leading principle!

The above flexibility will happen on a 'give and take' basis, i.e. if I take an extra hour's lunch – I will make it up over the next few days, if I am asked to complete a report that takes an extra hour – I will take it back over the next couple of days.

CHECK: The leading principle must not be broken.

The Trust Clock is not a mechanism for 'building up additional holiday', ateb will provide a competitive annual leave allowance that the teams will be able to use flexibly for planned time off.

- 4/ MONITORING THE TRUST CLOCK** – You will not be required to clock in and out to record your hours, however you will need to let us know where you are working from so that we know where you are and that you are safe. We will invest in technology that will allow us to do this. Managers will manage outcomes. If team members or managers become concerned that the trust clock is being abused, then this will be

raised by the manager as an action that needs addressing on their achievement log and monitored.

5/ WHAT ABOUT SICKNESS AND MEDICAL APPOINTMENTS?

– If you are sick, you will need to let us know and the sickness policy will apply. If you have a routine medical appointment, you should try and arrange it at a convenient time that meets the leading principle, you will not be required to make the time up.

6/ HOW ABOUT HOLIDAY?

– ateb will provide a competitive annual leave allowance which we will encourage you to take. You will be able to take your holiday in hours and you will be able to carry over 5 days leave from one year to the next. We will not buy back annual leave, we want you to take time out! If there is a need to take more leave than the allowance you have, your manager will discuss the options available. **CHECK: The leading principle must not be broken.**

7/ WHAT ABOUT SPECIAL LEAVE?

– ateb will support you where there are times you may need to take 'Special Leave' e.g. bereavements, other personally stressful situations or activities you may undertake to develop yourself and the profile of ateb. Where this happens, we will agree a special leave of absence particular to your circumstances.

8/ HOW WILL I RECORD HOLIDAY SICKNESS AND SPECIAL LEAVE?

– We will invest in technology to allow team members to plan their holiday and record their sickness and special leave.



Wellbeing Initiative

We are committed to supporting your wellbeing to enable you to realise your potential. We recognise that one size does not fit all when it comes to wellbeing which is why we would like your input into what we should be offering. We do think however that any plan should offer a range of wellbeing opportunities to enable you to pick and mix the ones that will help your wellbeing.

We would like i2i to develop this in liaison with our teams, but here is an example of what it could look like...

Wellbeing Day

Comprising selection of stands promoting stop smoking, first aid from a range of external organisations, e.g.

- > Healthy buffet and smoothies with recipes and tips on healthy eating and nutritional advice.
- > Blood pressure testing and weight monitoring.
- > Health screening tests to include cholesterol, diabetes, osteoporosis etc.

Workplace massage/ physio sessions

Seated back, shoulder and neck massage and physio advice in relation to workstations and seating positions.

Activity groups

Self-managed by staff e.g. football, walking, running, book clubs.

Taster sessions

In a variety of wellbeing activities e.g.

- > Tai Chi
- > Yoga
- > Mindfulness

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The wellbeing initiative will be under constant review to ensure it is meeting our wellbeing outcomes.