

20. COMPUTERS, E-MAILS AND INTERNET USE

- The Employer operates virus protection software. No software or program or similar may be loaded on the Employer's computer system unless and until it has been checked for viruses.
- You are not permitted to copy the Employer's software, other than when this is necessary in the normal course of your duties.
- On leaving the Employer's employment, and at any other time at the Employer's request, you are required to hand back any of the Employer's information and data held by you in computer-useable format.
- You are required to take any necessary security measures to prevent unauthorised access to, alteration, disclosure and destruction of personal data, and accidental loss and destruction of Employer data.
- You must not access, process, use, or disclose any data or password other than is necessary for the proper performance of your duties.
- Use of internet must be for business purposes only in the course of carrying out your duties. Occasional use of the internet for personal use is permitted at break and lunch times but is subject to compliance with rules laid down by The Association. Unauthorised use of the internet will constitute misconduct.
- You must not download software from the internet onto the Employer's system without prior permission.
- You are not permitted to download any video-based material or content that requires a TV licence.
- You are not permitted to divert any work e-mails to your personal device without prior consent of your Line Manager.

Misuse of the e-mail system by transmission of any material, which is defamatory, offensive or obscene, untrue or malicious, or in breach of copyright will constitute gross misconduct. In particular, the processing (which means storing, sending or downloading) of sexually explicit material will constitute gross misconduct. You must not use your Association's e-mail address for your own personal correspondence.

21. SOCIAL NETWORKING POLICY

A social network service focuses on the building and verifying of online social networks for communities of people who share interests and activities, or who are interested in exploring the interests and activities of others.

Most social network services are primarily web based and provide a collection of various ways for users to interact, such as chat, messaging, email, video, voice chat, file sharing, blogging, discussion groups. Social networks include, but not limited to Facebook, Twitter, LinkedIn, Instagram, Whatsapp, Snapchat, Messenger and personal blogs.

The purpose of a social networking policy

- To help the Association against potential liability;
- To give employees clear guidance on what can and can't occur in relation to the Association or other employees;
- To help employees separate their professional and personal communication;
- To comply with the law on data protection, discrimination and protecting employees.

Standards employees are required to comply with are as follows:

- Employees will not maintain any site that contains personal identifiable information of the Association or clients.
- Employees will not maintain a site that contains photographs of clients.
- Employees will not maintain a site that contains identifiable information of a client or an employee in relation to their performance and character.
- Employees will not maintain a site that contains photographs of another employee taken in the work situation or in their working uniform.
- Employees will not maintain a site that contains defamatory statements about the Association, its current or ex-employee, the Association's services or contractors.
- Employees must not express opinions on the sites that purport to represent their own views on the Association.
- Employees must never post a comment on the sites that purports to represent the views of the Association without first consulting their Line Manager.
- Employees must not breach the Association's confidential information.

As an employee of the Association, the Association has a reasonable and lawful expectation that staff will not bring the organisation into disrepute, this is extended to the home environment as well. Any grievance with the organisation should be processed through procedures and policies already in place and dealt with within the work environment.

If employees become aware of a breach in this policy, they should contact their line manager in the first instance if it is appropriate to do so. It is possible such a matter may be resolved locally. If this is not the case and if staff, are found to have contravened this policy, disciplinary sanctions, up to and including dismissal can occur.

The Association reserves the right to access and monitor all emails and internet activities carried out on Association equipment including the use of any social networking site.

35. GRIEVANCE PROCEDURE

OBJECTIVES

In the great majority of cases, complaints are best dealt with satisfactorily through informal discussions between you and your Line Manager and it is in your interests to talk to your Line Manager about any aspects of work or your working relationship that concerns you. However, where issues cannot be resolved in this way, the Employer has a formal procedure for grievances or complaints. The aim of the grievance procedure is to ensure that such issues are dealt with fairly and speedily before they develop into major problems or disputes. The procedure is designed to maintain good relations within the Association and you are encouraged to make use of it should any problem arise that you are unable to resolve satisfactorily with your Line Manager

RIGHT TO BE ACCOMPANIED

You have the right to be accompanied at all meetings held as part of the Employer's formal grievance procedure. You may nominate a single companion who is either:

- A colleague from within the workplace; or
- A full-time official employed by a trade or a lay trade union official suitably certified by the union as having experience or training in accompanying employees at formal hearings of this nature.

You may choose an official from any trade union whether or not the union is recognised by the Employer.

Nominated colleagues or trade union officials are free to choose whether to accede to your request to act as a companion and no pressure should be brought to bear on an individual to do so.

We will provide reasonable paid time off for the nominated companion to attend hearings, consult with you and to become familiar with the details of your case.

The role of the companion is to support you at the hearing. Your companion has a statutory right to ask questions and to participate but not to answer questions on your behalf. Reasonable time will be allowed for you and your companion to confer privately during the course of the hearing.

USING THE GRIEVANCE PROCEDURE

Using the grievance procedure will not prejudice your future employment prospects in any way. Records or written evidence of matters raised under the procedure will not be retained on your personal file after the problem has been resolved.

There is a separate procedure for appeals against action taken under the disciplinary procedure.



**Lancashire FA | Extract From Staff Handbook
Internet, Email and Social Networking | Grievance Procedure | Whistle-Blowing Policy**

There are three stages to the formal grievance procedure and these are as follows:

First stage – raising the grievance

Where the grievance or complaint cannot be resolved informally, you should put your grievance in writing, to your Line Manager. Where the complaint involves your line manager, and the issue should be raised with the CEO or a Board Member.

Second stage – hearing

Once your Line Manager has had time to consider your complaint, you will be invited to attend a hearing in order to discuss it. You will be told of your statutory right to be accompanied as outlined in this procedure. You are obliged to make every effort to attend the hearing. Everything reasonably possible will be done to solve the problem fairly at this stage through open and honest discussion at the hearing.

Your Line Manager will respond to your grievance within five working days of the hearing taking place. If it is not possible to respond within this time, you will be given a written explanation for the delay and told when a response can be expected.

Third stage – the appeal

If the situation is not resolved to your satisfaction at stage two, you may appeal against the decision. You should raise the matter in writing with the person named in your individual statement of main terms of employment.

They will arrange to hear your appeal, whenever possible, within five working days and you will be reminded of your statutory right to be accompanied at the appeal hearing.

Following the appeal hearing, you will be advised of the final decision in writing within ten working days of the hearing. If it is not possible to respond within this time, the employee should be given a written explanation for the delay and told when a response can be expected.

The grievance procedure is exhausted at the end of this stage.

36. RECORDS

Records will be kept by the Employer detailing the nature of the grievances raised and the Employer's response including any action taken and the reasons. All such records will be strictly confidential. If you have raised a grievance, due process as detailed above will be followed and you will be provided with information specific to investigation in the grievance outcome letter.

12. WHISTLE-BLOWING

Employees may, in properly carrying out their duties, have access to, or come into contact with information of a confidential nature. Their terms and conditions provide that except in the proper performance of their duties, employees are forbidden from disclosing or making use of in any form whatsoever such confidential information. However, the law allows employees to make a 'protected disclosure' of certain information. In order to be 'protected' a disclosure must relate to a specific subject matter (listed below) and be made in an appropriate way. The disclosure must also be made in good faith and in the public interest.

If in the course of employment, an employee becomes aware of information which they reasonably believe tends to show one or more of the following, they must use the Employer's disclosure procedure set out below:

- That a criminal offence has been committed, is being committed or is likely to be committed;
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which the individual is subject;
- That a miscarriage of justice has occurred, is occurring, or is likely to occur;
- That the health or safety of any individual has been, is being, or is likely to be, endangered;
- That the environment, has been, is being, or is likely to be, damaged;

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- That information tending to show any of the above is being or is likely to be deliberately concealed.

Disclosure Procedure

Information which an Employee reasonably believes tends to show one or more of the above should promptly be disclosed to their manager so that any appropriate action can be taken.

Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. However, failure to follow this procedure may result in the disclosure of information losing its 'protected status'. For further guidance in relation to this matter or concerning the use of the disclosure procedure generally, employees should speak in confidence to their Line Manager.