

## Proposed changes to Employee Handbook

### *Explanatory note on front page*

Following feedback that the language can be off-putting to new staff, rather than welcoming. Proposed new text:

*Please note this handbook is part of our contract with Mentor (our Human Resources support) for our HR resources, and the policies contained within it are written to comply with latest HR legislation. It is regularly updated by Mentor and reviewed by our Board.*

*It should be read in conjunction with our Code of Conduct and Inclusion statements which explain the “whys” and “hows” of Healthwatch Cornwall core values and operational style.*

### *Changes from Mentor*

Policy	Change	Reason
Conduct and Standards	New section on ‘Meetings’ added	To set out the standards expected and include permission required for recording meetings
Conduct and Standards	Smoking (Care)	To combine e-cigarettes, vaping and other devices
Conduct and Standards	Smoking (General)	To combine e-cigarettes, vaping and other devices
Data Protection	New and revised categories including digital meetings	To reflect the increase in virtual meetings and other society changes
Disciplinary Policy	Clarification that recording of meetings must be with permission	Increase of virtual meetings resulting in requests to record meetings
Equality, Diversity and Inclusion	Updated previous Equal Opportunities and Diversity Policy	To recognise inclusivity and changes of terms ( <i>Please also see the optional section below if you wish to add further to the policy</i> )

Grievance Procedure	Clarification that recording meetings must be with permission	Increase of virtual meetings resulting in requests to record meetings
Harassment & Bullying	Clarification to include virtual settings	Increase in virtual meetings and use of social media
Monitoring Policy	Addition of 'digital meetings' to the monitoring list	Increase of virtual meetings

### ***Changes by Healthwatch Cornwall***

#### **Supervision Policy**

Clause added to Procedure section to explain that personal reviews/supervision are referred to by Healthwatch Cornwall as 1-2-1s

#### **Social media policy**

Proposed removal of wording:

*“Details of business contacts made during the course of your employment are regarded as Organisation confidential information, and are the property of the Organisation. This includes information contained in databases such as address lists contained in Outlook, or business and contacts lists created and held on any electronic or social media format, including but not limited to LinkedIn and Facebook.*

*On termination of employment you must provide the Organisation with a copy of all such information, surrender or delete all such information from your personal social networking accounts, and destroy any further copies of such information that you may have.*

*Updating your LinkedIn profile to refer to your new employer and setting up your account to ensure that your contacts receive notification of this will be regarded as an act of unlawful solicitation and/or an unlawful attempt to deal with customers, employees, and business contacts of the Organisation and may result in civil proceedings being brought against you.”*

However, it was felt this was unnecessary and inappropriate for an organisation of our kind. We sought guidance from Mentor who advised that removal would not *“invalidate any other policies or sections of the Handbook. As you say the only impact on removing the clause is that you would lose the right to take disciplinary action on this matter. Having said that this is something that happens just prior to an employee leaving the business therefore you probably wouldn't bother with formal disciplinary action at that stage anyway.*

*The general Confidentiality clause would remain included and this should suffice.*

***Other options available from Mentor:***

- **Meetings Policy** – with the increase in virtual meetings, conduct at meetings including in a digital environment has been thrown into focus and this policy provides guidance and options to suit your business.
- **Menopause Policy** – providing guidance on the support to offer in what can be a difficult time for both staff and management.
- **Equality, Diversity and Inclusion** – if your organisation wishes to follow best practice in this area we can talk you through the additional options available.

*Please note that there is a small additional charge for additional policies & sections.*