

Employee Handbook

The Official Employee Handbook...

This employee handbook is for all employees and offers information on a wide range of subjects related to the Board and your employment of which you may need to be aware or with which you may wish to be familiar.

Issued by *Human Resources*

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Introduction

This employee handbook is for all employees and offers information on a wide range of subjects related to the Board and your employment of which you may need to be aware or with which you may wish to be familiar.

It is designed to help you settle into the organisation by telling you a little about our background, structure, aims and objectives, the facilities and amenities open to employees, the employment policy framework within which we operate, your terms and conditions of employment and the codes of conduct and safety standards required.

We hope that you will read the handbook in its entirety, but the table of contents offers ready reference and will help you quickly locate those subjects in which you are particularly interested.

Although it is designed to answer many of your questions, please feel free to ask your Line Manager about anything that remains unclear.

Space precludes the coverage of every issue in great depth and the handbook is intended as a guide to directing you to where additional detailed information can be found.

The HR department welcome any suggestions that you have to improve the handbook and all suggestions should be sent to: -

Human Resources Department
Northern Lighthouse Board
84 George Street, Edinburgh
EH2 3DA

HRDepartment@nlb.org.uk

About the Northern Lighthouse Board

1. Our Mission Statement

“To provide a reliable, efficient and cost-effective network of Aids to Navigation for the benefit of all Mariners”.

2. Then and Now

The Board was created by an Act of Parliament in 1786, authorising the construction of four lighthouses in Scotland, and the establishment of a Commission for their administration. The Commissioners appointed at the time were the Law Agents of the Crown, Sheriffs of coastal counties, and the Lord Provosts and Provosts of Scottish cities and towns whose mercantile interests were involved.

The Northern Lighthouse Board, together with Trinity House (England, Wales and the Channel Isles) and the Commissioners for Irish Lights (Eire and Northern Ireland) are the General Lighthouse Authorities for the United Kingdom and Ireland. Running costs are met from a “General Lighthouse Fund”, financed by Light Dues paid by ships loading or discharging cargoes at British and Irish ports, and by fishing vessels over 10 metres in length. The fund, although administered by the Department for Transport, is entirely self-financing, and receives no grant aid from the Exchequer.

The current powers and duties of the General Lighthouse Authorities are laid down in the Merchant Shipping Act of 1995. The Commissioners of Northern Lighthouses are a corporate body, known as the Northern Lighthouse Board (the Board), constituted by Section 193 of that Act.

Over the years, the numbers of the Board have varied. Today the Board consists of;

- a) The Lord Advocate and Solicitor General for Scotland
- b) The Sheriffs Principal of Scotland,
- c) The Lords Provost of Edinburgh, Glasgow and Aberdeen and the Chairpersons of Highland and Argyll & Bute Councils
- d) A person nominated by the Lieutenant-General of the Isle of Man and appointed by the Secretary of State
- e) Up to five other persons elected by the Commissioners, who have relevant experience and serve for a term of 3 years, which can be extended.

The Chair, elected by his or her peers, usually serves for a period of two years but with the option of remaining in office for a third year.

From the original four lighthouses at Kinnaird Head, North Ronaldsay, Scalpay and Mull of Kintyre, the Board’s statutory responsibilities now cover the majority of Aids to Navigation around the Scottish and Manx coasts.

The Board has always prided itself on its efficiency and cost-effectiveness. For the future, as in the past, the Board must rely on its people dedicated to the service and safety of the mariner. Their tradition of service is encapsulated in the Board’s motto:

“In Salutem Omnium” - For the Safety of all

3. Our Service and Where we Operate

For the inspection, maintenance and storing of lighthouses, buoy working and the statutory inspection of the navigation aids on oil rigs in the Scottish sector, the Northern Lighthouse Board has two ships, NLV Pharos (3569 tons, commissioned 2007) and NLV Pole Star (1174 tons, commissioned 2000). The ships have large holds and deck spaces for lighthouse stores and buoys, together with additional accommodation for visiting personnel.

Each ship has two crews, to ensure maximum availability on task. NLV Pharos has a helicopter deck for a contract helicopter. Helicopters extend the range of the ship with ability to transport underslung loads and to provide speedy access to remote lights.

In addition to the valuable work that the ships perform in-house they are both available to contract for commercial work; for more information please contact our Business Development Manager at Headquarters (☎ 0131 473 3199).

The Waterfront Support Facility is located in Oban and provides repair and preparation facilities for buoys and to act as a co-ordinating centre for stores and support. It also provides berthing and fuelling facilities for the ships and act as the focal point for helicopter operations in and around the Northern Isles and Hebrides. The Waterfront Support Facility is under the direction of the Marine Operations Manager and a small multi-skilled labour force. Oban is also the base for the Area Maintenance Team (West) and elements of the Marine Operations Department.

The nerve centre of the organisation, reaching from Muckle Flugga in Shetland to Calf of Man, lies behind the Georgian frontage of 84 George Street, Edinburgh, known throughout the Service as “Headquarters”. Employees there work under the Chief Executive and two Directors (Operations and Business Services).

Further and more detailed information on the Northern Lighthouse Board can be obtained from the Communications Officer at Headquarters (☎ 0131 473 3113).

4. The Northern Lighthouse Board and the Community

The Board acknowledges its responsibilities to the community and as an organisation we endeavour to be a “good neighbour” through our commitment to taking all reasonable precautions to ensure that our activities have no adverse effects.

We comply with all legal requirements and seek to exceed minimum standards where possible, protecting the air, land and water from any sort of pollution through the careful control of noise, waste, energy, etc. We rely on the full, co-operation of our employees to maintain and improve our standards in such respects.

5. The Northern Lighthouse Board and Trade Unions (PCS, PROSPECT, NAUTILUS, UNITE)

Good relationships between the Board, its employees and the unions are essential for the maintenance of an efficient service.

The Board regards it as being very much in your own interest to belong to a trade union, which can support you and represent points of view on all kinds of questions affecting welfare and terms and conditions of service. Importance is attached to effective consultation with employees and if you decide to join one of the recognised unions, you are encouraged to play an active part to ensure that your views are represented. The main objectives are:

- To consolidate good relations between the Board and its employees.
- To provide a medium for dealing with any grievances at the earliest opportunity
- To provide a procedure through which the parties may raise and discuss issues of common concern.

The parties recognise the importance of:

- Management and employee relationships based on mutual understanding and respect.
- The avoidance of circumstances, which might give rise to, disputes.
- The settlement of grievances at the earliest opportunity.

The unions recognise the duty of the Board to manage its business.

6. NLB Values

The NLB Values are a list of behaviours that we expect all our colleagues to 'live by'. These values cover important elements in terms of how we manage the NLB but also sets the expectation of how all of our employees should be treated.

The NLB Values are easily remembered by the acronym **SPITFIRE**;

Safety and Health – We will do everything reasonably practicable to protect those we work with and others from harm.

Pride – we will take pride in what we do as individuals and the achievement of the organisation as a whole

Integrity – We will do the right thing for the right reasons

Teamwork – We will support each other to succeed and develop individuals to reach their full potential

Fairness – we will treat everybody fairly

Innovation and Flexibility – We will look beyond the obvious and embrace change and the opportunities it offers

Respect for others – We will treat each other with respect and dignity and embrace diversity

Environment - We will do everything practicable to minimise our impact on our planet by addressing the climate emergency by driving towards making NLB Net Carbon Zero and sustainable.

7. Finding Your Way Around

NLB Addresses, Phone and E-mail contacts

Northern Lighthouse Board
84 George Street
Edinburgh
EH2 3DA
Telephone: 0131 473 3100
E-Mail: enquiries@nlb.org.uk
Website www.nlb.org.uk

NLB Oban
Gallanach Road
Oban
Argyll
PA34 4LS
Telephone: 01631 562146

NLV Pharos
c/o NLB Oban
Gallanach Road
Oban
Argyll
PA34 4LS
Telephone: 07768 818496

NLV Pole Star
c/o NLB Oban
Gallanach Road
Oban
Argyll
PA34 4LS
Telephone: 07836 298129

Orkney Base
Unit 4 A
Quarryfield Road
Hatston
Orkney
KW15 1GD
Telephone: 0131 437 2448

Shetland Base
Unit 3
Marine Business Park
Lerwick
Shetland
ZE1 0TA
Telephone: 0131 473 2444

Inverness Base
21B Dalcross Industrial Estate
Dalcross
Inverness
IV2 7XD
Telephone: 0131 473 2428

Reception (HQ & NLB Oban)

- All visitors must be directed to and collected from reception, and must sign in and sign out.
- All visitors and employees must wear the security pass issued and read the safety instructions provided.

Tenders

- On arrival all visitors must report to the bridge, and must sign in and sign out.
- All visitors must wear the security pass issued and read the safety instructions provided.

For the safety of our employees, the Board use an access control system for entry and exit to the premises at our Headquarters and Waterfront Support facilities. These premises plus the NLB tenders are monitored using CCTV. The information recorded is carefully controlled, and may be used as evidence in the event of an investigation.

A. Employment Policies and Procedures

1. Principles

Our employment policies are designed to produce a framework within which all employees are treated in a fair and consistent manner.

They have been developed to ensure that employees are aware of what is expected of them and what the Board for its part, offers in return.

The objectives are therefore to match the Board's needs with employee satisfaction so far as possible, and also to motivate employees towards the achievement of corporate goals.

To achieve this, a number of principles have been adopted in preparing our employment policies and these are as follows.

- They aim to promote the utilisation of knowledge, skill, experience and inventiveness of all employees, to improve the operational and commercial success of the organisation.
- They reflect a sensitivity to the attitudes and views of employees.
- They offer opportunities for personal development and advancement to all employees with the necessary ability, ambition and integrity, in order to meet the needs of the organisation.
- They provide pay and benefits that are fair and competitive for the job they hold.
- They support the good faith with which all employees and their representatives are dealt.
- They promote high standards of occupational health and safety.

The following summaries identify the main policies, which could affect you and your relationship with the Board. More comprehensive information on each is available from your Line Manager, the HR Department or the HR Manual on the NLB Intranet.

2. Equality and Diversity Policy

The Northern Lighthouse Board is an equal opportunities employer.

In order to promote an environment within which the organisation can call upon the widest possible range of knowledge, skill and experience, as well as ensuring compliance with the relevant legislation and codes of practice, we are committed to achieving and maintaining a workforce which represents the population within our recruitment area in terms of race, colour, nationality, national or ethnic origins, age, sex, sexual orientation marital status and disability.

To this end, we shall regularly review the operation of our recruitment, promotion, and training and development policies to ensure that no applicant for employment or employee is disadvantaged by conditions or requirements that cannot be shown to be justifiable.

If, at any time, employees feel that they have been treated less favourably than others in relation to equal opportunities without reasonable justification, they should raise the matter with their Line Manager or the HR Department.

3. Recruitment and Selection

The recruitment process is governed by the Board's principles of non-discrimination and is designed to achieve the best match between, on the one hand, the individual's knowledge, skills, experience and character and, on the other hand, the requirements of the vacant post, recognising the need for flexibility to respond to changing conditions.

- The Board will, where appropriate, recruit from within through promotion.
- The capability of the individual to perform in the position will be the major selection criterion but the ability to work with others, trainability and potential will also be taken into account.
- All vacancies will be advertised internally.
- All applications will be dealt with courteously and as quickly as possible.
- Appointments will be confirmed on receipt of satisfactory references and medical reports.

4. Training and Development

Effective training and development at all levels within the Board is essential to the efficient running of the organisation and to the personal development of the individual.

The Board aims to ensure that all employees have the knowledge, skills and experience to satisfactorily meet the required standards of job performance. The Board will provide opportunities for personal development and advancement to employees in order to meet the needs of the organisation.

The principles of the Training and Development Policy are as follows.

- To provide an effective induction programme for each individual ensuring an understanding of the organisation, department and the individual's duties and responsibilities and this will include training/instruction on health and safety and any legal requirements associated with his or her job.
- To provide introductory and on-the-job training to enable new employees to reach the required performance standard in the established time.
- To identify the current and future training needs of the individuals and link these to cost effective training programmes.
- To provide ongoing training to ensure improvement in skills, knowledge and values.
- To evaluate the training carried out and assess whether or not it has achieved its goals.
- To develop all employees to meet the future resourcing needs of the organisation.
- To encourage and support employees to undertake further studies in the areas which are of benefit to themselves and their role within the organisation. Requests can be made through completion of the Further Education Application Form.

A training matrix has been prepared for each post in the organisation outlining the training courses that will provide the job holder with the relevant skills to effectively carry out their duties. This can be accessed on the NLB Intranet. Employees will be offered dates to attend the courses identified on their matrix and should discuss the options with their Line Manager.

Performance Management Reviews and Appraisals are conducted annually and as part of this review training and development needs should be discussed, identified and

recorded on employees individual Personal Development Plans. More detailed information regarding the Performance Management System can be found on the NLB Intranet.

Professional Subscriptions

To encourage the professional development of employees, the Northern Lighthouse Board will support active membership of individuals in professional bodies relevant to their jobs.

Arrangements, which may change from time to time, will normally be available for reimbursement of appropriate subscriptions, memberships etc to professional bodies and learned societies on the HMRC approved list to be considered.

A full list of the conditions under which the fees and subscriptions are eligible to be reimbursed and an application form are available on the NLB Intranet.

5. Employee Relations

To create a productive and satisfying employee relations climate, the Board's business objectives and the interests of its employees are recognised. Efforts are continuously directed towards maintaining a constructive relationship and finding mutually acceptable solutions to workplace problems and issues. To this end, the following basic principles apply.

- Achieve high performance standards by encouraging employee commitment and teamwork, and promoting an attitude of trust.
- Maintain a work environment in which the personal dignity of each individual is respected and discrimination and harassment are not tolerated.
- Provide employment conditions that are competitive.
- Communicate regularly with employees about the Board's mission, aims, objectives, performance and significant developments.
- Recognise the right of every employee to present a complaint, to appeal against a decision and to receive a response within a reasonable period of time.

The Northern Lighthouse Board recognises PCS, PROSPECT, NAUTILUS and UNITE as having representational rights for the Board's employees. All parties appreciate that they have a common objective to ensure the effectiveness of the organisation. They have a mutual understanding of each other's responsibilities and of the need for a harmonious relationship.

6. Communications

The Board strongly believes in the effective communication of information to all employees in order to promote a greater understanding of the organisation's position, the issues it faces and the direction it is taking. It also values the comments and

ideas of employees. The methods used for communication are designed to encourage a two-way exchange between management and employees. In order to be truly effective, the full commitment of everyone within the organisation is essential.

Intranet

- The NLB intranet is an essential part of our communications network providing employees with the access to a wealth of information on current issues, support available, departmental manuals, policies, employee contacts plus a limited access to the internet.

Chief Executive's Briefing

- At least once a year, the Chief Executive gives a personal briefing to all employees on the organisation's performance and prospects at which questions are encouraged about the Board's activities and plans.

Staff Council

- The Objective of the Staff Council is to ensure the greatest measure of co-operation between the Northern Lighthouse Board in its capacity as employer and employees in matters affecting their employment, and the wellbeing and safety of all employees.
- The Council is a consultative body made up of a Chairperson, Vice Chairperson, 7 Elected Members, 4 Members from the recognised unions and 5 Ex- Officio Members. More information on the Employees Council and the Minutes of the Meetings are available on the NLB Intranet.

Health, Safety and Environmental Committee

Employees and their Representatives make an important contribution to improving Health, Safety and Environmental Protection and will be encouraged through involvement in the Committee and any relevant working groups. The Committee is made up of a Commissioner, Chief Executive and Directors, NLB Management, recognised Trade Union Safety Representatives and employees who meet to discuss all matters related to health, safety and the environment. Ships safety committees also meet regularly and are made up of the Master, Chief Engineer and representatives from the crews and officers. Minutes of the meetings inform the ISM policy group. For more information on the committees please refer to the HSE Manual.

Notice Boards

- Your attention is drawn to the various notice boards positioned throughout all bases and vessels, which provide information of general interest as well as on specific issues relating to the organisation.

In House Magazine

- The “Journal” is issued free to all employees twice a year and provides coverage on a wide variety of Northern Lighthouse Board matters, sports and social activities and interesting articles from employees. Contributions are always welcome and articles for publication should be sent to the Communications Officer at Headquarters.

Trade Unions

The Board recognises the rights of the representatives of the PCS, PROSPECT, NAUTILUS, and UNITE to participate in the formal negotiating, consultation, grievance and disciplinary procedures.

Informal Communications

Notwithstanding all the more structured communications systems operated within the organisation, effective communications depend ultimately upon mutual trust and respect between the parties on a day to day basis to promote positive relationships and avoid conflict. Your sustained support and co-operation is, of course, encouraged and will produce better relationships and an amicable working environment.

7. Expenses

The Board will refund expenses incurred by employees wholly and exclusively on official business according to the following principles:

- Employees should neither gain nor lose.
- The Board will not be unreasonably restrictive nor will employees be extravagant in their expenditure.
- All entertaining should be cleared with the Chief Executive and relevant Director.
- Reimbursement is to be controlled in accordance with the requirements of the Board's auditors.

Heads of Department/Budget Holders are responsible for the authorisation of expenses reimbursements within their authorisation limits and for ensuring compliance with the appropriate guidelines as to what is reasonable under specific circumstances. Approval must be obtained from the Director of Finance if any deviation from normal practice is expected.

Travel and Subsistence

Once it has been established that the trip is necessary, the most cost effective means of travel should be chosen. In particular, the choice of travel should reflect the overall costs of time, fares and subsistence and advantage taken of any travel and hotel discounts available. Public transport should be used whenever practical.

Road travel is an essential and unavoidable component of the work of the Board; yet it represents a considerable and potentially major hazard to the health and safety of the Board's employees. The Vehicle Policy gives guidance to seek to reduce that hazard to a level as low as is reasonable practical.

Employees who need to use road transport to enable them to carry out their duties should familiarise themselves with the Vehicle Policy which can be found on the NLB Intranet.

Overnight subsistence may be payable for each night an employee is required to be away from home, if no NLB accommodation is provided, and is intended to cover a period of twenty-four hours. The rates payable vary according to the location and the circumstances. Employees experiencing difficulty in securing accommodation within the relevant subsistence allowances, may subject to prior approval and the production of receipts, be reimbursed for actual expenses (excluding alcoholic beverages) reasonably incurred within the claim period.

Day subsistence may be payable covering absences of over five hours or over 10 hours.

Managers who authorise the expenses of employees claimed to be on official business should satisfy themselves that expenses claimed are wholly, exclusively and necessarily incurred on official business.

Authorised requests for travelling advances must be submitted to the Finance Department. It is essential that travel and subsistence claim forms are completed, authorised and passed for processing as soon after the journey as possible.

Further detailed guidance can be found in the NLB Travel and Subsistence Policy and is available on the NLB Intranet. Information and advice is readily available from the Finance Department (finance@nlb.org.uk).

Relocation

The Board will assist employees in circumstances where a change of place of work also involves a housing relocation. The overall intent is that the employee should neither gain nor lose, assuming the move is to accommodation which is broadly of a comparable level to that being vacated.

Assistance is provided in a variety of ways including reimbursement of specified costs, payment of allowances, provision of bridging loans, time off and general advice.

Full details are given to eligible employees for whom relocation has been deemed necessary.

8. Time Off and Absence

In addition to absence due to personal sickness and approved holidays, the Board appreciates that people may be unable to attend work from time to time for other reasons. This section details the types of leave that are statutorily recognised and additional leave the Board have implemented in the Family Friendly and Working Life Policy, available within the HR Manual on the NLB Intranet.

Maternity Leave (Paid)

The Board's New Parent Policy, a copy of which is available within the HR Manual on the NLB Intranet, incorporates and, in certain respects, exceeds the statutory requirements relating to maternity leave provision. The policy covers:

- time off for antenatal care
- maternity pay
- Keeping in touch days
- maternity leave and the right to return to work

If an employee becomes pregnant, the HR Department will supply guidance on the interpretation of the maternity policy in her particular case. In any event, the Line Manager will consult with the HR Department to ensure that the correct procedures are followed relating to the pregnancy and, where appropriate, the engagement of a temporary replacement during the period of maternity leave. More information is available on the NLB Intranet or from the HR department (HRDepartment@nlb.org.uk)

Adoption Leave (Paid)

The Board's Adoption Leave policy in many respects mirrors the Maternity policy. The policy entitles an employee adopting a child paid leave providing they have 26 weeks continuous service when they have been matched with a child and meet certain notification and evidence requirements.

Paternity/Partners Leave (Paid)

Partners of a new-born child, or of newly adopted children are entitled to up to 2 weeks paternity leave with pay. This may be taken either at the time of the birth or during the following weeks.

Shared Parental Leave (Paid)

Shared Parental Leave enables mothers to commit to ending their Maternity Leave and pay at a future date, and to share the untaken balance of leave and pay as Shared Parental Leave and pay with their partner, or to return to work early from Maternity Leave and opt in to Shared Parental Leave and pay at a later date. Details of the leave can be found in the Shared Parental Leave Policy on the NLB Intranet.

Carer/ Dependent Leave (Paid)

This policy relates to all employees who are reasonably relied upon for assistance by others as a carer and require time off work for unexpected and unplanned activities as a result of their carer responsibilities. Such periods of paid leave will be short. Applications require approval by the Department Director.

Medical Appointments (Paid)

Time may be taken during the working day to attend Hospital, Doctors, Dental, health screening or blood donation appointments where an employee is unable to get an appointment out with the working day. Evidence of these appointments (appointments card or letter) should be provided to the Line Manager when requesting the time off.

Compassionate Leave (Paid)

Employees may be granted up to a total of 5 days paid time off for shore employees and 7 days for ship employees following the death of an immediate family member. Travel time is included in the leave allowance and requests should be made to Line Managers.

Time off for an Extended Holiday

An employee with 12 months service may apply to take an extended period of annual leave, up to a maximum of six weeks, subject to the requirements of the service, Applications should be made to Line Managers six months in advance of the intended leave,

Statutory Time Off (Paid)

- Recognised union and accredited safety representatives may take reasonable time off to attend to their duties and undergo training.
- Employees under notice of redundancy, who have at least two years' service, may take reasonable time off to seek work or arrange training.
- Elected Employee representatives to take part in consultation processes.
- Jury Service and Court appearance as witness or defendant
- RNLi/ Coastguard/ Retained Fire Service Duties
- Marriage leave, provided the employee intends to return to work. (Only available to employees who were in post prior to 1 March 1990 and who have not already had a period of marriage leave).
-

Statutory Time Off (Unpaid)

- Members of the recognised Trade Unions may take reasonable time off to take part in external union activities.
- The holders of certain public offices may take reasonable time off to fulfil their duties.

Leave for Service in Non Regular Forces

The Board will grant one weeks paid leave for members of Non regular forces for training purposes.

Unpaid Leave

An employee is entitled to request unpaid leave in situations where they need time away from the work place to deal with a personal or urgent domestic crisis, where they have no annual leave, flexi leave or toil left or this has already been allocated to a particular situations.

Career Break (Unpaid)

Employees may wish to apply for a career break for a variety of reasons, though it should not be for the purpose of commencing other employment. Applications must be made between three months and one year in advance of the intended start of the career break. Employees must have 5 years continuous service to make an application.

Further information can be found in the Leave Policy in the HR Manual on the NLB intranet

Unauthorised Absence

Absence from work without leave or adequate explanation is a breach of discipline and may lead to disciplinary action.

Monitoring and Review of Absence

- Levels of absence need to be contained at a minimum level because everybody's work is important.
- Absence is monitored and reviewed on a regular basis by Line Managers and the HR Department.
- Any employee whose frequency or length of absence is at an unacceptable level (whether certified or not) will be interviewed by their Line Manager.
- Such an interview, where the record warrants it, may result in a further review over a given period over which a substantial improvement will be sought.
- Failure to attain and sustain the standard required could result in disciplinary action being taken in accordance with the Board's disciplinary procedures.
- Employees with health problems may be referred to the Board's occupational advisor who will advise on their current state of health and make the necessary recommendations regarding it.
- The Board's occupational advisor may also offer advice to the employee and will, if necessary, liaise with the employee's own doctor.
- Arrangements may be made to visit an employee when the absence has given cause for concern or when the employee has been admitted to hospital. Earlier home visits may be requested if the circumstances warrant it.
- The full circumstances of the employee's situation will be taken into account. Those with a serious illness or who are suffering from a disability as defined under the Equality Act 2010, will continue to be treated sympathetically in accordance with the Board's policies.

9. Health and Safety Policies

Your attention is also drawn to a number of policies concerned with your health and safety. Although essentially related to the work environment, some of these policies seek to promote general good health practices.

Each one of us has to play a part in helping create and maintain a positive health and safety culture within the organisation.

It is the Northern Lighthouse Board's policy to comply with the provisions of the onshore and maritime Health and Safety Law and ensure, so far as is reasonably practicable, the health, safety and welfare of employees while at work. To this end the Board will maintain the following:

- safe systems of work;
- safe plant, machinery and equipment;
- safe means of access and exit;

- safe methods of use, transportation, handling and storage for goods and materials;
- a safe and healthy working environment;
- adequate information, instruction, training and supervision;
- consultation with employees on health and safety related issues.

The Board's health and safety policy is endorsed by the Chief Executive. The successful implementation of the policy can only be achieved with the full co-operation and commitment of all employees. There are no exceptions or exemptions from compliance with this policy. Contained within the policy are your duties and responsibilities as regards health and safety at work, which include the following:

- to co-operate with your employer in the implementation of the health and safety policy;
- not to interfere with or misuse anything provided in connection with health and safety at work;
- to take reasonable care for the health, safety and welfare of yourself and of other persons who may be affected by your actions or omissions at work;
- to report to your Line Manager any accident or hazard within the workplace.

Details regarding implementation of the Board's health and safety policy are communicated to those concerned by means of universal, local or personal sets of instructions, guidelines or procedures where it is deemed necessary or appropriate. This information is communicated using the various media at the Board's disposal. Further information and advice can be obtained from the Health Safety and Environmental team.

Golden Rules

By emphasising the basic principles of Health and Safety in an easily understandable and graphic manner, the Golden rules have been adopted to encourage employees to accept Health and Safety as second nature. Thinking about your Health and Safety should become as natural to you as any regularly work performed activity.

There are nine golden rules;

- People
- Control of Work
- Driving
- Place of Work
- Lifting Operations
- Working at Height
- Working on, over or near water
- Isolation of Energy Sources
- Helicopter Operations

More Information can be found on the Intranet or from the Health, Safety and Environment Department.

10. Whistleblowing

Malpractice is taken very seriously and NLB is committed to the highest possible standards of openness, probity and accountability. In line with that commitment, NLB employees who have serious concerns about any aspect of the Board's work are encouraged and expected to come forward and voice those concerns, and may do so without fear of victimisation, subsequent discrimination or disadvantage.

If you have a concern you should not approach or accuse individuals directly or attempt to investigate the matter yourself. You should raise concerns with your Line Manager or HR as a first step. If you consider the issue so serious that you cannot tell your Line Manager or HR then you may contact:

Internally
Director of Business Services
Head of Internal Audit
0131 473 3101

Chair of Audit and Risk Committee
Elaine Wilkinson
eiwilk@btinternet.com

Head of GIAA Audit
James.baldwin@giaa.gov.uk
020 7798 7999

Externally
National Audit Office
020 7798 7999 (Whistleblowers Hotline)
www.nao.org.uk

Further information please refer to the Whistleblowing Policy in the HR Manual on the NLB intranet

11. Data Protection

We need to handle personal information about you so that we can provide services for you and administer NLB effectively. When we ask you for personal information we undertake:

- To make sure you know why we need it;
- To only ask for what we need, and not to collect too much or irrelevant information;
- To protect it and make sure nobody has access to it who shouldn't;
- To let you know if we share it with other organisations to give you better services – and if you can say no;
- To make sure we don't keep it longer than necessary; and
- Not to make your personal information available for commercial use without your permission.

It is important that our records are correct, as inaccurate or out of date information may cause difficulties in situations where contact is required for emergencies. You must notify your Line Manager and HR immediately of all changes in the following personal information:

- Name, Address, telephone number
- Emergency contact details
- Driving licence
- Bank Account Details
- Examinations and Qualifications

Further information is available from the Compliance Officer (☎ 0131 473 2413)

12. ICT Policy

The Board provides information and communication systems for business purposes and the use of these systems at all times is subject to the Northern Lighthouse Board Information Security Policy. Breach of this policy in your use of the Board's information and communication systems will be considered a disciplinary issues. A limited amount of personal use of the Board's systems is permitted, subject to adherence with the policy.

If any equipment issued to you is lost or stolen you must report the incident to the police immediately, and notify the ICT helpdesk as soon as possible. The incident will be fully investigated and may be treated as a disciplinary issue if you have failed to safeguard the security of equipment in your possession.

The Information, Digital Media and Security Policy can be found on the NLB intranet in the ICT Manual.

13. Receipt of Gifts and Hospitality

The Commissioners of Northern Lighthouses fully support and comply with “the seven principles of public life”. The Commissioners therefore do not advocate that giving and receiving gifts and hospitality is appropriate to the efficient conduct of their or the Board's business. There are, however, limited exceptions to this policy that if applied, must be carefully considered against these principles together with the Board's Anti- Bribery Policy that complies with The Bribery Act 2010. Extreme caution is necessary as gifts and hospitality may carry a risk of being used as a subterfuge for bribery and corruption. In giving or receiving gifts or hospitality this Policy and the requirements of the Board's Anti-Bribery Policy must be followed.

As with gifts, the receipt of modest hospitality is an accepted courtesy of a business relationship. However, recipients should not allow themselves to be influenced or be perceived by others to have been influenced in making a business decision as a consequence of accepting hospitality. The frequency and scale of hospitality accepted should be managed openly and with care and should not be greater than the Board is able to reciprocate. You may not be aware of what is happening within other areas of the Board and your actions may impact on these, therefore extreme caution must be exercised.

The policy can be found in the Commissioners Handbook on the NLB intranet.

14. Working Time Regulations

The working time regulations came into force in October 1998. The regulations set out basic rights for shore based employees including limiting the number of hours that can be worked by employees to 48 hours over a 17 week rolling period and entitlements to daily, weekly and fortnightly rest breaks. All shore based employees are required to comply with the regulations and the requirement to record working time. The regulations are not applicable to Tender employees. Guidance notes are available on the NLB

intranet which details the responsibilities of Employees, Managers and HR in this area, all the basic rights under the directive and includes scenarios about working away from home, travelling, on call and leave to demonstrate how the rules apply in certain situations.

15. Anti- Bribery Policy

The Northern Lighthouse Board has a zero-tolerance to bribery and corruption. The Board's Anti-Bribery policy extends to all the Board's business dealings and transactions and these both have a wide interpretation across all functions. The Board's Anti-Bribery policy must be complied with, without exception.

The Anti –Bribery Policy can be found in the Guide to Governance document on the NLB Intranet.

B. Terms and Conditions

The following should be read in conjunction with your contract of employment.

1. Pay

You will be paid $\frac{1}{12}$ of your basic annual salary each calendar month plus, if eligible, allowances and overtime payments, normally on the 26th day of each month by credit transfer to your bank/building society account. On or around the same date, you will be issued with an itemised pay statement showing how the gross payment is made up and how the net payment is computed.

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

If any queries arise with regard to your pay contact the Payroll section at payroll@nlb.org.uk

2. Hours

For the majority of full-time employees, pay is related to a specified number of hours (in most cases 42 hours gross) of attendance per week, known as “conditioned hours”. The number of hours can vary between posts and may be expressed as a gross figure including meal breaks or a net figure excluding meal breaks. On health grounds, a meal break must be taken and should be not less than half an hour.

Your normal hours of work are specified in your letter of appointment.

Part-time employees are required to work the number of hours specified in their appointment letters.

The Board reserves the right to change your basic work pattern, if this is required to meet organisational needs. Any such change will not be made unreasonably or before either collective or individual consultation.

3. Flexible Working Hours (FWH)

Basic Principles

The main purpose of FWH is to provide a more flexible system of attendance for employees. The number of hours which people work on FWH is the same in total as the time worked by their non-FWH colleagues. The difference lies in the choice which individuals on FWH have to vary their start and finish times, to vary the length and timing of their lunch break and to take time off if they work extra hours. There is, however, an overriding principle that this flexibility should be achieved without adverse effect on the overall efficiency of departments or on the service provided.

Since, over a period, employees on FWH work the same number of hours for their grade and location as non-FWH employees, their pay is not affected by the FWH arrangements. Similarly, as to other conditions of service, employees on FWH are in no more or less favourable position than other employees.

Carry Over

An employee may carry over a maximum excess of 7 hours and 24 minutes above standard hours and a deficit of not more than 7 hours and 24 minutes below standard hours at the end of each 4 week accounting period. This is pro-rated for Part time employees.

Credit Leave

Credit leave is time taken off in lieu of excess hours previously worked or in anticipation of hours to be made up later (provided that the carry over at the end of the current accounting period is within the stated limits). Credit leave may be allowed up to a limit of 1 day (7 hours 24 minutes) or, 2 x half days (each 3 hours 42 minutes) in any 1 accounting period and may be taken as half or full days. Credit leave of a half or full day's duration, must be authorised in the same way as annual leave.

Limitations

Employees are expected to accept reasonable restrictions to ensure that offices are adequately resourced during normal office hours. Apart from this general requirement, it may be necessary, because of particular work processes or patterns, to have certain personnel present at particular times. If work is found to be suffering as a result of FWH, it may be necessary to modify or suspend the scheme, and, failing agreement with employees and the trade unions, management will give at least 48 hours notice of the changes found necessary.

Abuse

Abuse of the FWH scheme is a disciplinary offence, and offenders may have their participation in the scheme suspended temporarily or indefinitely, and while under suspension from the scheme will be required to work normal fixed hours. Serious abuse may lead to the imposition of any of the punishments available for disciplinary offences. Line Managers are responsible for FWH discipline and any abuse of the system should be reported immediately to an HR Advisor.

Information on the Scheme

A copy of the Flexible Working Hours Arrangements and a guide on how to use the Time and Attendance system is available on the NLB Intranet or contact the HR Department (HRDepartment@nlb.org.uk)

4. Overtime Entitlement

Overtime may only be worked with the prior approval of your Line Manager.

Employees in Pay Bands A to F may be entitled to receive payment for authorised travelling time and for hours necessarily worked in excess of their conditioned hours. Eligibility and entitlement will vary according to your grade and the days for which the excess hours are being claimed.

Employees in Pay Bands SM1 and SM2 may be entitled to time off in lieu of weekends and official holidays worked.

Details of entitlement are contained on the overtime claim sheet and further information is available on the NLB Intranet or the Finance Department (finance@nlb.org.uk)

5. Holidays

Public Holidays (HQ & Workshop)

You are entitled to the following public holidays:

- *New Year's Day
- *2nd January
- Good Friday
- Easter Monday
- May Day
- Victoria Day
- Spring Bank Holiday
- Summer Bank Holiday
- Local Holiday
- *Christmas Day
- *Boxing Day
- Hogmanay Holiday (½ Day only)

*When New Year's Day, 2nd January, Christmas Eve, Christmas Day or Boxing Day falls on a Saturday or Sunday, an alternative date will be designated as holiday.

Annual Leave (Shore Based Employees)

The leave year is 1 April to 31 March.

You are entitled to 25 days' (30 after 10 years service) annual leave to be taken between 1 April and 31 March provided that you are employed by the Board on 1 April.

Employees starting during the leave year will have their leave calculated on a pro rata basis. Annual leave will also be calculated on a pro rata basis for those employees leaving before the 31 March.

Annual leave must only be taken at times agreed with your Line Manager.

Up to 5 days annual leave may be carried forward from one annual leave year to the next. The maximum leave to be taken at any one time will be three weeks, unless exceptional circumstances apply and approval has been obtained from your Line Manager.

On commencement, you will be informed of an annual leave allowance. All requests for annual leave must be approved by your Line Manager, prior to any annual leave being taken.

6. Sickness and Sick Pay

Subject to the conditions set out below, you will be entitled to receive sick pay in line with your contract of employment.

Notification of Sick Absence

If you are unable to report for duty due to sickness you must ensure that your Line Manager is informed by telephone, no later than 10.00 am, on the first day of your absence. Employees must inform their manager of the general nature of their illness or injury and of the likely duration of the absence. Employees based on NLB Tenders should report their absence to the Marine Operations Manager or the Director or Operations or failing that the Master on duty.

If you begin to feel ill during the working day and need to go home, you should advise your Line Manager/ Master of the Ship accordingly. An absence that occurs within 2 hours of your normal starting time will be treated as sick absence and will require the appropriate certification.

Should your illness continue for longer than previously expected or advised, your Line Manager should again be notified. If you do not follow this procedure, you will be considered to be absent without permission, which may result in disciplinary action being taken.

Sick Pay Entitlement

In the event of illness or injury you may, be allowed sick leave on full pay for up to 6 months in all during any period of 12 months; this may be extended if the illness or injury is due to an injury on duty, and, thereafter, sick leave on half pay, subject to a maximum of 12 months paid sick leave in any period of 4 years or less.

If your entitlement to full pay and half pay is exhausted, you may be entitled to receive sick pay equivalent to the pension (if any) that would be payable if you had been medically retired. Sick pay at pension rate is subject to an overriding maximum of half normal pay and is non reckonable for pension purposes.

Saturdays, Sundays and Public Holidays occurring within a period of sick absence are included and reckon as part of the absence. Saturdays, Sundays and public Holidays occurring at the beginning or end of a sick absence are not reckoned.

Certification of Sick Absence

For an absence, which lasts 7 calendar days or less, or for the first 7 calendar days of any lengthier illness, you should complete a self-certificated sick leave certificate which can be found on the NLB intranet. Absences from the eighth day onwards must be supported by a Doctor's certificate/ Statement of Fitness for Work. Self-certificates must be completed immediately on returning from periods of sick leave lasting up to 7 calendar days, or on the eighth day of any longer absence.

If there is cause for concern about the amount of sick leave you are taking, your case will be reviewed and may be referred to the Board's Occupational Health Advisor.

Monitoring of Sick Absence

- All absences due to sickness are strictly monitored and the Bradford Factor, number of instances and number of days taken as sick leave are used as triggers for monitoring absences. The Bradford Scoring System is a widely used method of monitoring absence levels and identifying those employees who have recurring absenteeism. The system takes into account the number of occasions of absence and the number of day's absence in a rolling 12 month period.

If your attendance record gives cause for concern, all absences are taken into account when considering whether or not further action is to be taken.

7. Pension Scheme

Superannuation benefits are available under Principal Civil Service Pension Scheme.

Membership of the Principal Civil Service Pension Scheme offers you a range of benefits both in the time up to retirement and beyond. It provides an income for you in retirement and benefits for your dependants after your death, including valuable life cover before you retire. It provides protection in the event of serious ill health and a range of options if you leave the Service before retirement.

You do not have to join the Northern Lighthouse Pension arrangements: you may opt out and be covered instead by a personal pension or the State Second Pension Scheme (S2P).

The Civil Service Pension Scheme is managed by an external organisation, MYCSP. Details of the scheme and contact information can be found at www.civilservicepensionscheme.org.uk

8. Income Tax

If there are any changes in your personal circumstances which will affect your tax status, you should notify the HMRC, who will automatically inform the Northern Lighthouse Board of any changes to your tax code. You should contact Centre 1 Tax office on 0845 3000 627.

9. Notice of Termination of Employment

Permanent Employees with less than 4 years continuous service: 5 weeks.

Permanent Employees with 4 years or more continuous service: Not less than one week for each year of continuous employment plus one week, to a maximum of 13 weeks.

If for any reason, other than disciplinary dismissal, the minimum period of notice cannot be given, you will receive pay in lieu of the unexpired notice.

If you decide to leave the Service, you will be required to give the appropriate notice

- Grade A - F not less than one months' notice
- SM1 and above not less than 3 months' notice
- All ship based employees not less than 3 months' notice

10. Disciplinary Rules and Procedures

The Board has a Disciplinary Policy which all employees have a responsibility to familiarise themselves with. It is designed to promote fairness and consistency in the treatment of all employees and to assist the organisation to function effectively.

The document sets the type and level of behaviour required from employees and is designed to ensure that these standards are adhered to and provide a fair method of dealing with any alleged failure to observe them.

In cases other than gross misconduct an employee whose conduct or performance does not meet the standards will normally first be counselled in an attempt to achieve the required improvement; disciplinary measures will only be taken when these corrective measures have been unsuccessful.

More information is available on in the HR Manual on the NLB Intranet or from the HR Department (HRDepartment@nlb.org.uk)

11. Dignity at Work

The Northern Lighthouse Board is an equal opportunity employer, committed to treating every employee with dignity and respect. It is the Board's policy to ensure, as far as reasonably practicable, that all employees have equality of opportunity in their terms and conditions of employment and are able to work in an environment free from harassment, victimisation, discrimination and/or bullying. The Board has a Code of Respect which details the rights and responsibilities of all individuals with regards to this.

All of our employees should be treated with respect, regardless of sex, marital status, age, race, ethnic origin, sexual orientation, disability, religion or any other irrelevant difference, e.g. social background, working pattern or trade union activity.

Code of Respect

The Board has a responsibility to ensure that all employees are treated with respect. To assist with this a Code of Respect has been drawn up to give guidance on what type of behaviour is expected and acceptable.

Everyone has the **right** to:

1. be treated with courtesy, kindness and respect
2. express feelings and opinions assertively
3. work in an atmosphere of harmony and cooperation
4. expect that the Board's policies are fair, consistently implemented and respect the rights of all involved
5. be valued for their individuality, including that of race, gender, cultural, physical or intellectual diversity
6. feel secure and safe in a caring and supportive environment

Everyone carries **responsibilities** to support these rights:

1. treat others with courtesy, kindness and respect
2. listen to others with mutual respect
3. maintain a safe, secure and harmonious work environment
4. model and support the Board's policies and be responsible for their own actions
5. value others, for their individual differences

work to achieve personal best whilst supporting others to do the same

Further information is available on the intranet or from the HR Department (HRDepartment@nlb.org.uk)

12 Grievance Procedures

From time to time individuals may experience situations and circumstances which make them unhappy or cause discomfort. The Board wishes to assist employees in resolving any such issue. To expedite this, the Grievance Policy provides a framework which aims to facilitate a resolution at:

-
- An informal level without recourse to any subsequent action, or
- A formal level where the informal method has failed or proves inappropriate.
A right to appeal following completion of the Formal stage

The full policy can be accessed on the NLB Intranet/HR Manual or for further advice contact a member of the HR team.

Informal Stage

Where an employee has a complaint he/she should first of all try to discuss this with his/her line manager, if the matter is not resolved to the satisfaction of the employee he/she should then discuss with his/her senior manager, ie escalate to the next level of management within the department structure. In cases where the grievance is against the employee's line manager then the relevant senior manager should be approached instead.

If, after any action to resolve the grievance taken by the line manager/senior manager, the employee is still dissatisfied, he/she may proceed to the formal stage of the procedure.

Formal Stage

If the complaint has not been resolved at the informal stage and the employee wishes to proceed to the formal stage he/she must set out in writing the nature of his/her complaint and the reasons why he/ she is dissatisfied with the outcome of the informal stage. This must be submitted to the complainant's Director with a copy to the HR Manager. The Director will investigate the facts; this will involve speaking to the aggrieved employee and any other relevant witnesses. The Director; as chair of the Grievance Panel will then invite the employee to attend a grievance hearing without unreasonable delay, where he/she will be able to present his/her case formally.

Employees have the right to be accompanied by a Trade Union Representative or colleague at the meeting, a member of the Human Resources Section will also be in attendance in an advisory role.

The decision of the panel, reasons for that decision and any redress will be communicated to the employee who has made the complaint in writing within 5 working days of the hearing.

Right of Appeal

Should the complainant wish to appeal against the decision of the Director he/she must do so, in writing, to the HR Manager within five working days of being informed of the decision. The request for an appeal meeting must specify the grounds of the appeal.

The Chief Executive or a Director who has not been involved in the grievance procedure ("the Appeal Chair") will chair the meeting, supported by a member of the Human Resources section.

The Appeal Chair will meet with the Director who made the initial decision, the Director will explain his/her rationale for the decision and clarify any points raised by the Appeal Chair. The employee who raised the Grievance will also meet with the Appeal Chair to further explain his/her reasons for appealing

The Appeal Chair will make a decision on the appeal and will write to the employee within 5 working days of the appeal meeting

13 Alcohol and Drugs

The Northern Lighthouse Board is committed to providing a safe and healthy working environment for all NLB employees, it is critical that the NLB maintain a positive reputation within the industries it serves and the communities it works and that this commitment will not be jeopardised by NLB personnel, contractors or visitors who misuse alcohol and/or drugs.

Being under the influence of alcohol or drugs can seriously impair an individual's judgement and reactions leading to an increased risk of accidents and injuries occurring.

Employees should familiarise themselves with the NLB Alcohol and Drugs Policy which sets out the rules in place regarding use and possession of alcohol and drugs, and support provided to those who have reported a problem with alcohol or drug dependence.

14 Work Wear

As part of their contract of employment some employees have work wear entitlements.

NLB has selected a range of work wear items that fit our wide range of activities. Work wear has been allocated to relevant posts, not individuals, together with the quantity of items to be issued. There will be no choice in garments provided other than the type of jersey or T Shirt required. All employees provided with work wear are required to wear the items provided during their working day.

All work wear items will be provided with permanent logos in compliance with HMRC requirements.

All items will be replaced on a wear and tear basis only.

Oban base reception employees are provided with a uniform which will be replaced on a wear and tear basis only. All worn items must also be returned.

All work wear issued remains the property of NLB at all times and you may be asked to return all garments if you leave the Board's employment.

More information is available on the Work Wear Policy on the intranet contained or by contacting a member of the Procurement team.

15 Collective Agreement

The basic terms and conditions of employment of employees are governed by, and may be changed by, agreement between the Northern Lighthouse Board and the recognised Trade Unions.

15. Confidentiality

Any official information other than that contained in authorised and publicly available documents must be kept confidential unless the Board's prior written consent has been obtained. This requirement exists both during and after your employment. In particular, you must not use such information for the benefit of any future employer.

16. Inventions, Patents, Copyright

You are required to inform the Board immediately of any invention, improvement, discovery, process, design or copyright which you create or obtain whilst in the Board's employment or as a consequence of it. This will become the absolute property of the Board except as otherwise stated by any statute.

17. Outside Interests

You may not engage in any outside activities or undertake any work outside the organisation, whether paid or unpaid, which might conflict with the Board's interests.

18. Change of Terms and Conditions

The Northern Lighthouse Board reserves the right to change its terms and conditions from time to time. You will be notified of any changes to these terms and conditions at the earliest opportunity.

C. Facilities and Amenities

1. Personal Property and Vehicles

- Whilst the Board will take reasonable precautions, it regrets that it is unable to accept responsibility for personal property, including vehicles, brought onto site. Valuables should not be brought to work and you should keep essential belongings with you, secured in your desk, locker or in a safe place.
- Lost and found property should be reported immediately to the Facilities Section
- Vehicles must not be parked in any place on the Board's property other than that which has been allocated for the purpose and must not be parked in a way that could cause inconvenience to our neighbours.
- Vehicles must be driven with great care on site and due regard must be paid to notices displayed in this respect and to other traffic and pedestrians. Employees must ensure they have read and understood the NLB Vehicle Policy which is on the NLB intranet

2. Smoking

- Smoking is strictly prohibited on all the Northern Lighthouse Board premises, including entrances, exits and vehicles. Outside areas have been identified for those who wish to smoke during their break times. Should you wish to avail yourself of these facilities, please speak to your Line Manager. Smoking onboard ship is only permitted in certain locations on the upper deck

3. Season Ticket Advance/Bicycle Purchase Scheme

- Advances of salary are available for the purchase of season tickets for travel and the purchase of a bicycle (up to a maximum of £1000 in respect of bicycle purchases) for the purpose of travelling to or from work.
- Applications for an advance of salary should be submitted to the Finance Manager who will supply further information on the Scheme and details of the conditions of the advance.

4. Employee Suggestion Scheme

- Employees are encouraged to submit suggestions, which may enhance the efficiency of the Service and or improve working/training methods. Monetary awards may be approved by the Board for commendable suggestions.
- Details of the Scheme are available on the NLB Intranet

5. Special Recognition Scheme

- The Special Recognition Scheme is in place to recognise those employees who have went 'above and beyond' their job role for the benefit of the NLB.
To nominate an individual a 'Special Recognition Form' should be completed
- All details can be found on the NLB intranet

6. Employee Assistance Programme

- An Employee Assistance Programme is available to all employees to provide help and support for a wide range of problems experienced by individual employees. At present Help Employee Assistance provide this service and may be contacted 24 hours per day on 0800 587 5670. All enquiries are dealt with in strictest confidence.
- In the event that you have a problem connected with your work, you may wish to first discuss it with your Line Manager or a member of the HR department.
- In the case of a personal problem or an unresolved work related problem, you may, if you prefer, talk in full confidence, to a member of the HR Department.

7. Health and Wellbeing

- The Board are keen to promote healthy lifestyle choices for their employees. Pole Star was amongst the first vessels to be awarded the Healthy Eating Certificate. We have also been awarded Healthy Working Lives Silver certificate for our promotion of health and well-being in the workplace. Employees are encouraged to participate in various activities. Free gym facilities are available to all employees and are situated in Edinburgh and Oban. Employees working remotely are permitted to use any local council gym or leisure centre within the UK and may reclaim the costs for this activity. More information can be found on the NLB Intranet.

8. Benenden Healthcare Society

This is a mutual "not for profit" friendly society run by members for members. Membership is open to current and former public sector workers and can provide 24 hour Telephone Consultation Service, access to Local Diagnostic Consultations, Medical Treatment and Surgery, Physiotherapy Service, Cancer Care Support, Long Term Care Advisory Service and Health Concern Advice Line.

For further information telephone 0845 052 5731 or www.benenden.org.uk or contact the HR department for a leaflet.

9. Civil Service Benevolent Fund

The Civil Service Benevolent Fund is the principal occupational charity for current and former civil servants and associated organisations, employees and their dependants. The aim of the Fund is to provide help, advice and support for those in need of assistance, making best use of contributions received.

For further information E-mail: info@csbf.org.uk or Website: www.csbf.org.uk or contact the HR department for a leaflet

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