Northern Lighthouse Board

Employee Handbook

The Employee Handbook contains information about the Northern Lighthouse Board and your employment with us.

In Salutem Omnium
For the Safety of All

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Introduction

This handbook is for all staff and offers information on a wide range of subjects relating to your employment with the Northern Lighthouse Board (NLB).

It is designed to help you settle into the organisation by telling you about:

- our background, structure, aims and objectives
- the facilities and amenities open to employees
- the employment policy framework within which which we operate
- your terms and conditions of employment and our required codes of conduct and safety standards.

We hope it will answer many of your questions but please ask your Line Manager about anything that is unclear.

The HR team welcome any suggestions you have to improve the handbook.

Email HRdepartment@nlb.org.uk or send a message on Teams.

About the Northern Lighthouse Board

The Northern Lighthouse Board (NLB) was created by an Act of Parliament in 1786 authorising the construction of just four lighthouses in Scotland, and the establishment of a Commission for their administration.

Today, we are responsible for the superintendence and management of all lights, buoys and beacons within Scottish and Isle of Man waters. Our service makes a significant contribution to the prevention of accidents and incidents around the coastline, safeguarding not only lives and property, but also protecting our precious marine environment.

We currently operate and maintain over 200 lighthouses and over 170 buoys as well as providing radio Aids to Navigation (AtoN). We are also responsible for ensuring other AtoN providers in our area, such as port authorities, are conforming to international standards.

We operate two ships NLV PHAROS and NLV POLE STAR. The ships carry out buoy work, deliver stores and supplies to lighthouses and inspect navigation aids on oil and gas rigs in the Scottish sector. For more informtion on the ships see page 4.

Our motto
In Salutem Omnium
For the Safety of All

General Lighthouse Authorities

The General Lighthouse Authorities (GLAs) of the United Kingdom and Ireland are:

Northern Lighthouse Board

Northern Lighthouse Board responsible for Scotland and the Isle of Man

TRINITY HOUSE

Trinity House responsible for England, Wales, Channel Isles and Gibraltar

Commissioners of IRISH LIGHTS
Navigation and Maritime Services

Irish Lights responsible for the whole of Ireland

Together we have the statutory responsibility for the provision of marine aids to navigation around the British Isles. Our joint mission is the delivery of a reliable, efficient and cost effective aid to navigation service for the benefit and safety of all mariners.

Our Funding

The costs of our services are met from the General Lighthouse Fund (GLF). The income to the GLF comes from Light Dues which are charged on commercial shipping at United Kingdom and Republic of Ireland ports. There is no direct United Kingdom taxpayer funding.

The Secretary of State for Transport has a duty to ensure the effective management of the GLF and enable the adequate provision of aids to navigation at the minimum cost.

Light dues are levied on vessels (other than tugs, fishing vessels and pleasure vessels subject to periodical charges) when they enter UK and Republic of Ireland ports, and are paid into the General Lighthouse Fund.

Research and Development

The General Lighthouse Authorities are supported by GRAD.

GRAD undertakes research and development of physical and radio marine aids to navigation to support the GLA's mission to deliver a reliable, efficient and cost-effective aids to navigation ervice for the benefit and safety of all mariners.

In recent years, the team's successes have included a number of world firsts in the fields of radionavigation and visual signalling; GRAD and its staff are recognised the world over for their knowledge and achievements in the provision and future provision of marine aids to navigation.

Find out more about GRAD on their website https://www.gla-rad.org/

Our principal concern is with safety: the safety of the mariner at sea; the safety of our own people employed in or around some of the world's most dangerous coastlines; and the safety of the environment in which we, and those who come after us, must live and work.

Board of Commissioners

- The Lord Advocate and Solicitor General for Scotland
- The Sheriffs Principal of Scotland
- The Lords Provost of Edinburgh, Glasgow and Aberdeen and the Chairpersons of Highland and Argyll & Bute Councils
- A person nominated by the Lieutenant General of the Isle of Man and appointed by the Secretary of State
- 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.

See our website for an up to date list of our current Commissioners https://www.nlb.org.uk/who-we-are/commissioners-board-business/

Our Patron

Her Royal Highness The Princess Royal has been Patron to the Northern Lighthouse Board since 1993 and takes an active interest in our work.

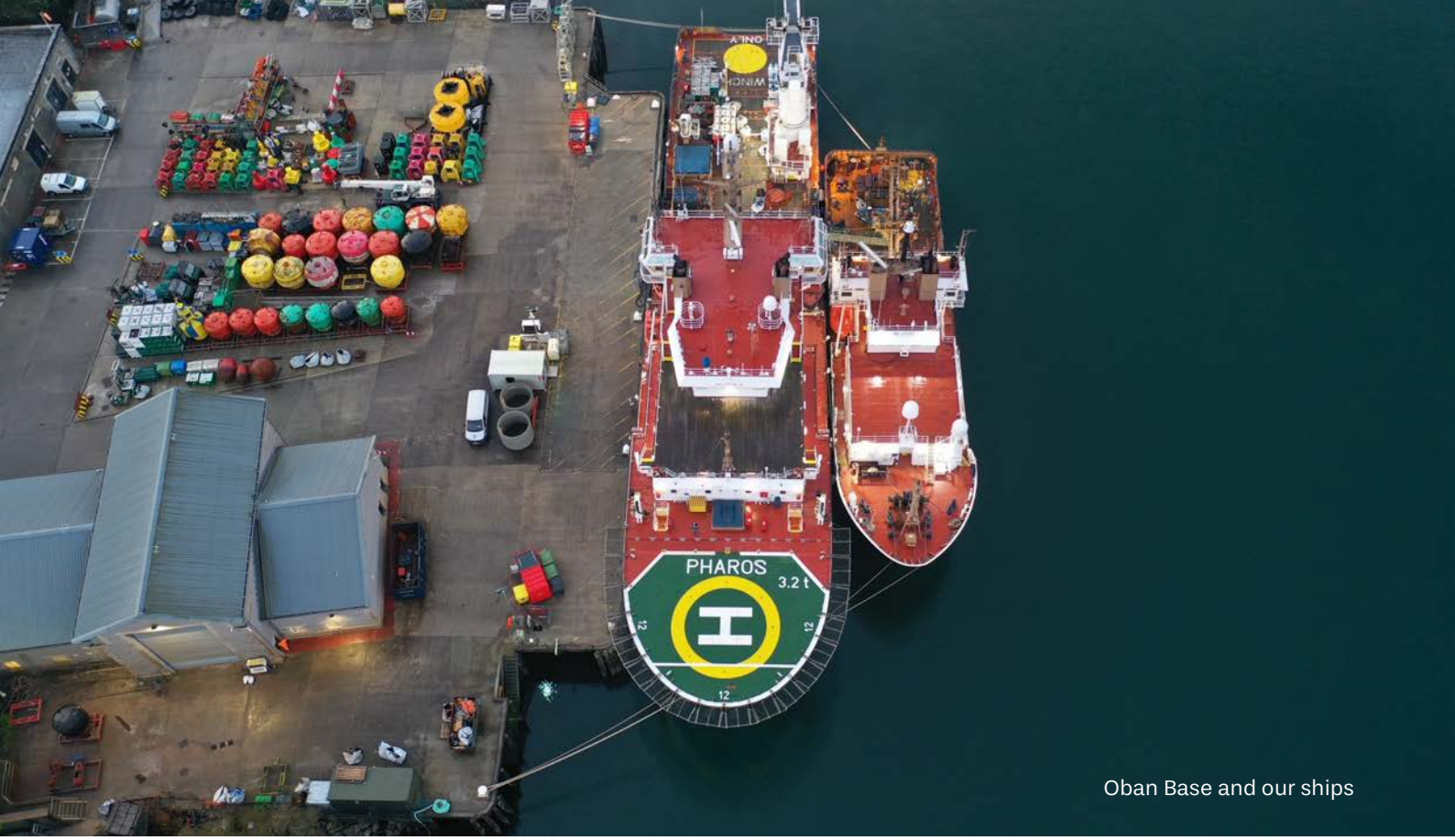
In her role as Patron, The Princess Royal has visited many of our lights and joins us on PHAROS when we carry out inspection voyages, every 12 months.

Chief Executive and Executive Team

Our Chief Executive, Director of Operations and Director of Business Services are all based at our HQ in Edinburgh.

To find out more see our website https://www.nlb.org.uk/who-we-are/our-people/

NLB HQ at 84 George Street, Edinburgh



Oban Base and our ships

Our Locations and Ships

Our headquarters are in Edinburgh at 84 George Street. It's from here that we remotely monitor our network of lighthouses and aids to navigation. Around 80 staff are based at HQ.

Technical operations are carried out at our Oban base where there are maintenance workshops and facilities for the construction of buoys and beacons. Our ships, NLV PHAROS and NLV POLE STAR are based in Oban.

We also have Technicians based in Inverness, Shetland and Orkney.

Ships

The ships carry out buoy work, deliver stores and supplies to lighthouses and inspect navigation aids on oil and gas rigs in the Scottish sector.

PHAROS is also able to carry out helicopter operations, hydrographic surveying and wreck finding and other commercial work under contract.

Between the two ships, there are 57 crew members, four Chief Engineers and four Masters who work on a rotating shift pattern.

Oban Base

We have had a base in Oban since 1904 and around 20 staff are employed there. The team range from Administration, Stores, Information Systems, Helicopter and Buoy Coordination, Base Assistants and Engineers.

Staff are engaged in the maintenance and refurbishment of floating aids to navigation (buoys) using modern and environmentally friendly processes.

The solar powered navigational buoys are maintained to the highest standard to allow for six years continuous deployment "on station" in harsh environments, at the end of which the buoy is brought back to Oban for refit after being replaced by an exact duplicate.

The buoy refurbishment process involves descaling and paint application systems, ultra high pressure washing, airless paint spraying, thickness testing and electronic systems monitoring and repair.

The base also provides berthing facilities for visiting cruise vessels and MV HEBRIDEAN PRINCESS is a regular visitor during the summer season.

Our Strategic Focus

- Provision of an efficient and effective Marine Aids to Navigation service including the capability to respond to wrecks and new dangers.
- In response to the Climate Emergency drive towards making NLB Net Zero Carbon and all of its activities sustainable as soon as practicable.
- Maximum exploitation of commercial opportunities presented by NLB's assets, including support to other Government Departments.
- Continuous improvement of NLB's Assets, Governance, Service Provision and People ready to meet current and emerging requirements.
- Cooperation with Trinity House and Irish Lights to deliver Tri-GLA initiatives.
- Support the sustainable economic development of Scotland and Isle of Man.

Our Mission

Our mission as a General Lighthouse Authority is to deliver in the most sustainable way practicable, a reliable, efficient and cost-effective Aids to Navigation service for the benefit and safety of all Mariners.

We will achieve this by working closely with a number of national and international organisations, including Trinity House, Irish Lights, GRAD, the Maritime & Coastguard Agency, the UK Hydrographic Office and the International Marine Aid to Navigation Organization.

NLB and the Community

NLB acknowledges its responsibilities to the community and as an organisation we endeavour to be a "good neighbour". We do this 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, cooperation of our employees to maintain and improve our standards in these areas.

NLB and Trade Unions

The Trade Unions we recognise are:

- Prospect
- Unite
- Nautilus

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

We feel it is 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.

We attach great importance to effectively consultating with employees and if you decide to join one of the recognised unions, you are encouraged to play an active part to ensure your views are represented.

The main objectives are:

- To consolidate good relations between NLB 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 NLB to manage its business.

Our Organisational Values

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

Safety

We will do everything reasonably practicable to protect those we work with and others from harm, and promote the fitness, health and wellbeing of our workforce.

Integrity

We will do the right thing for the right reasons.

Fairness

We will treat everybody fairly.

Respect

We will treat each other with respect and dignity and actively promote and embrace diversity.

Pride

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

Teamwork

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

Innovation

We will look beyond the obvious and embrace change and the opportunities it offers.

Environment

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

NLB Addresses, Phone and Email Contacts

Edinburgh

Northern Lighthouse Board
84 George Street
Edinburgh
EH2 3DA
Tel: 0131 473 3100
Email: enquiries@nlb.org.uk

Oban

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

NLV PHAROS

NLV Pharos
c/o NLB Oban
Gallanch Road
Oban
Argyll
PA34 4LS
Tel: 07768 818496

NLV POLE STAR

NLV POLE STAR
c/o NLB Oban
Gallanch Road
Oban
Argyll
PA34 4LS
Tel: 07836 298129

NLB Website

www.nlb.org.uk

Orkney

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

Inverness

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

Shetland

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

Reception (HQ & NLB Oban)

Staff must wear a security pass at all times.

Visitors must be collected from reception, and must sign in and sign out. All visitors must wear a security pass and be given a safety induction on arrival.

Vessels

All visitors must report to the bridge, and sign in and sign out. All visitors must wear a security pass and read the safety instructions.

For the safety of our employees, NLB uses an access control system for entry and exit to the premises at Edinburgh and Oban. These premises and our vessels 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. Principals

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 staff are aware of what is expected of them and what NLB for its part, offers in return.

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

To achieve this, we have adopted the following principles in preparing our employment policies:

- They aim to promote the knowledge, skill, experience and inventiveness of all employees, to improve the organisation's operational and commercial success.
- They reflect a sensitivity to the attitudes and views of employees.
- They offer opportunities to all employees for personal development and advancement with the necessary ability, ambition and integrity, in order to meet the organisation's needs.
- 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 NLB. More comprehensive information is available from your Line Manager, the HR team or the HR Manual which is available on SharePoint.

2. Equality and Diversity

NLB is an equal opportunities employer.

To promote an environment where we 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 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 HR.

3. Recruitment and Selection

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

- Where appropriate we will recruit internally 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 is essential to the efficient running of NLB and to staff's personal development.

We aim to ensure all employees have the knowledge, skills and experience to satisfactorily meet the required standards of job performance. All staff will have opportunities for personal development and advancement in order to meet the organisation's needs.

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. This will include training/instruction on health and safety and any legal requirements associated with the individual's 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.

We have prepared a training matrix for each post in the organisation. This outlines training courses that will provide the job holder with the relevant skills to effectively carry out their duties. You can find this on SharePoint. 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.

You can find more detailed information about the Performance Management System on SharePoint.

Professional Subscriptions

To encourage staff's professional development we will support active membership of professional bodies relevant to your job.

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.

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

5. Employee Relations

We recognise that a positive climate of employee relations, with high levels of employee involvement, commitment and engagement, can contribute to employee's wellbeing and improve business outcomes.

To help maintain constructive relationships and find mutually acceptable solutions to workplace problems and issues, we apply the following basic principles:

- 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 NLB's mission, vision, 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.

NLB recognises PROSPECT, NAUTILUS and UNITE as having representational rights for our employees. All parties appreciate 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.

PHAROS

6. Communications

We strongly believe in the effective communication of information to all employees. This is to promote a greater understanding of NLB's position, the issues it faces and the direction it is taking.

We also value 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

We use SharePoint as the NLB intranet. It is an essential part of our communications network, providing employees with access to a wealth of information on current issues, support available, departmental manuals, policies, employee contacts and our latest news.

End of Year Briefing

At least once a year, usually in December, the Chief Executive and Senior Managers give updates to all staff. Everyone is encouraged to attend these meetings in person.

The Chief Executive also issues a weekly email to staff to keep everyone connected with what's happening in the organisation.

Staff Council

The Objective of the Staff Council is to ensure the greatest measure of cooperation between NLB as employer and its employees, in matters affecting their employment, their wellbeing and safety.
It's an opportunity for staff to easiy voice their opinions and raise concerns.

The Council is a consultative body made up of a Chairperson, Vice Chairperson, 7 Elected Members, 3 Members from the recognised unions and 5 Ex-Officio Members.

You can find more information on the Staff Council on SharePoint.

Health, Safety and Environmental Committee

Employees and their Representatives make an important contribution to improving Health, Safety and Environmental Protection and are 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. They 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.

Trade Unions

NLB recognises the rights of the representatives of, 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 cooperation is, of course, encouraged and will produce better relationships and an amicable working environment.

Notice Boards

Please read the information on the various notice boards that are positioned throughout all bases and vessels. At HQ and Oban Base there are also digital screens. These all provide general information as well as specific issues relating to the organisation.

NLB Magazine

The Journal is the official Northern Lighthouse Board magazine. It's been going since the 1960s and is issued to all staff, pensioners and interested parties.

The Communications Officer produces the Journal twice a year during the summer and winter.

Contributions are always welcome. Contact the Communications Officer for more information or to submit an article.

You can download a PDF copy of the latest edition from our website https://www.nlb.org.uk/journals/

POLE STAR

7. Expenses

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

- Employees should neither gain nor lose.
- NLB 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 NLB'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, you must chose the most cost effective means of travel. 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 our work, yet it represents a considerable and potentially major hazard to the health and safety of employees. The Vehicle Policy gives guidance to seek to reduce that hazard to a level as low as is reasonably practical.

Employees who need to use road transport should familiarise themselves with the Vehicle Policy which ou can find 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 24 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 alcohol) 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 team. It is essential that travel and subsistence claim forms are completed, authorised and passed for processing as soon after the journey as possible.

You can find more detailed information in the NLB Travel and Subsistence Policy which is available on SharePoint. The Finance team can also give you information and advice. Email finance@nlb.org.uk

Relocation

NLB 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 a comparable level to the one 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 will be 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, NLB appreciates that you might 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 NLB has implemented in the Family Friendly and Working Life Policy. The Policy is available in the HR Manual which you can find on SharePoint.

Maternity Leave (Paid)

NLB's New Parent Policy, (see the HR Manual on SharePoint for a copy) 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 team will supply guidance on the interpretation of the maternity policy in the employee's particular case.

In any event, the Line Manager will consult with HR to ensure 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 SharePoint or get in touch with HR – HRDepartment@nlb.org.uk

Adoption Leave (Paid)

NLB'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 individuals to commit to ending their Maternity/Adoption 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/Adoption Leave and opt in to Shared Parental Leave and pay at a later date.

You can find details of the leave on the Shared Parental Leave Policy on SharePoint.

Carer/ Dependent Leave (Paid)

Carers Leave can be approved for employees who need to accompany individuals to planned appointments. Employees who are relied on to care for individuals with a physical or mental illness or injury that means they're expected to need care for more than 3 months, a disability (as defined in the Equality Act 2010) or care needs because of their old age

Dependents leave 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.

Medical Appointments (Paid)

If you can't get an appointment out with your normal working hours to attend a hospital, doctor, dental, health screening or blood donation appointment you can take time off to attend.

Evidence of these appointments (appointment card or letter) should be given to your 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 your 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.

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

NLB will grant one week's paid leave for members of non regular forces for training purposes.

Unpaid Leave

You are entitled to ask for unpaid leave if you need time away from the work place to deal with a personal or urgent domestic crisis, and you do not have annual leave, flexi leave or toil left, or this has already been allocated.

Career Break (Unpaid)

You can apply for a career break for a variety of reasons as long as it isn't for the purpose of starting 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.

You can find further information in the Leave Policy in the HR Manual on SharePoint.

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 HR.
- Any employee whose frequency or length of absence is at an unacceptable level (whether certified or not) will be interviewed by their Line Manager.
- This interview, where the record warrants it, may result in a further review for a given period over which a substantial improvement will be sought.
- Failure to attain and sustain the required standard, could result in disciplinary action being taken in accordance with NLB's disciplinary procedures.
- Employees with health problems may be referred to NLB's occupational advisor who will advise on their current state of health and make the necessary recommendations.
- NLB'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 NLB's policies.

9. Health and Safety Policies

NLB has a number of policies concerned with your health and safety. Although essentially related to the work environment, some of these policies promote general good health practices.

We all have a part to play in helping to create and maintain a positive health and safety culture within the organisation.

It is NLB'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 NLB 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.

NLB's health and safety policy is endorsed by the Chief Executive. The successful implementation of the policy can only be achieved with the full cooperation 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 regarding health and safety at work, which include the following:

- to cooperate 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.

Implementation of the NLB'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 NLB's disposal. For further information and advice contact the HS&E team.

Golden Rules

By emphasising the basic principles of Health and Safety in an easily understandable and graphic manner, we have adopted the Golden rules.

Thinking about your Health and Safety should become as natural to you as any work 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

You can find more information on SharePoint or speak to the HS&E team.

10. Whistleblowing

We take malpractice 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 organisation's work are encouraged and expected to come forward and voice those concerns. They 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. As a first step, raise your concerns with your Line Manager or HR. If you consider the issue so serious that you cannot tell your Line Manager or HR then you may contact:

Internal
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

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

For further information please refer to the Whistleblowing Policy in the HR Manual on SharePoint.

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. Inaccurate or out of date information may cause difficulties if we need to contact you in an emergency.

You must notify your Line Manager and HR immediately of any 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 on 0131 473 2413.

12. ICT Policy

NLB provides information and communication systems for business purposes. 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 NLB's information and communication systems will be considered a disciplinary issues. A limited amount of personal use of NLB'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.

You can find out more in the Digital Media and Security Policy in the ICT Manual on SharePoint.

13. Receipt of Gifts and Hospitality

NLB's Board of Commissioners fully support and comply with "the seven principles of public life" and do not advocate that giving and receiving gifts and hospitality is appropriate to the efficient conduct of their or NLB's business. There are, however, limited exceptions to this policy. If applied, they must be carefully considered against these principles together with our Anti- Bribery Policy that complies with The Bribery Act 2010.

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 NLB'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 accepting hospitality should be managed openly and with care and should not be greater than NLB is able to reciprocate.

You may not be aware of what is happening within other areas of the organisation and your actions may impact on these, therefore extreme caution must be exercised.

The policy can be found in the Commissioners Handbook on SharePoint.

14. Working Time Regulations

The working time regulations came into force in October 1998 and set out basic rights for shore based employees. These included limiting the number of hours employees can work 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 SharePoint.

To demonstrate how the rules apply in certain situations, the guidance notes detail 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.

15. Anti-Bribery Policy

NLB has a zero-tolerance to bribery and corruption. Our Anti-Bribery policy extends to all business dealings and transactions and these both have a wide interpretation across all functions.

You much comply with our Anti-Bribery policy without exception.

The Policy is in the Guide to Governance document on SharePoint.

B. Terms and Conditions

You should read the following information in conjunction with your contract of employment.

1. Pay

You will be paid 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 you have any queries about 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 not be 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.

NLB reserves the right to change your basic work pattern if this is required to meet organisational needs. Any 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.

Carryover

You 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. This is provided 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. 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

You can find a copy of the Flexible Working Hours Arrangements and a guide on how to use the Time and Attendance system on SharePoint or contact the HR team 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 SharePoint or the Finance team finance@nlb.org.uk

5. Holidays

Public Holidays – HQ

You are entitled to the following public holidays:

- New Year's Day
- 2 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, 2 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 NLB 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 you have approval from your Line Manager.

On starting your employment with NLB, you will be informed of an annual leave allowance. Requests for annual leave must be approved by your Line Manager, before you take any annual leave.

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 inform your Line Manager by telephone, no later than 10am, on the first day of your absence.

Employees must inform their Line 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.

If your illness continues for longer than previously expected or advised, you should again inform your Line Manager.

If you do not follow this procedure, you will be considered to be absent without permission, which may result in disciplinary action.

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 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. You can find this on SharePoint.

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 N LB's Occupational Health Advisor.

Monitoring Sick Absence

All absences due to sickness are strictly monitored. 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 HMRC, who will automatically inform NLB of any changes to your tax code. Y

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

NLB 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 SharePoint or from the HR team HRDepartment@nlb.org.uk

11. Dignity at Work

NLB is an equal opportunity employer, committed to treating every employee with dignity and respect.

It is our 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.

We have 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

NLB has a responsibility to ensure that all employees are treated with respect. To assist with this a Code of Respect has been drawn up. This gives 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 NLB'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
6. Work to achieve personal best whilst supporting others to do the same

Further information is available on SharePoint or contact the HR team HRDepartment@nlb.org.uk

12. Grievance Procedures

Occassionally, individuals may experience situations and circumstances which make them unhappy or cause discomfort. NLB will support employees in resolving the issues.

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.

You can find the full policy in the HR Manual on SharePoint or contact the HR team HRDepartment@nlb.org.uk

Informal Stage

Where an employee has a complaint they should first try to discuss it with their Line Manager. If the matter isn't resolved to the satisfaction of the employee they should then talk to their 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, 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, they 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 they must set out in writing the nature of their complaint and the reasons why they are 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 which 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 the emaployee will be able to present their case formally.

Employees have the right to be accompanied by a Trade Union Representative or colleague at the meeting. A member of HR 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

If the complainant wishes to appeal against the decision of the Director they 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 HR.

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 five working days of the appeal meeting.

13. Alcohol and Drugs

NLB is committed to providing a safe and healthy working environment for all employees and it is critical we maintain a positive reputation within the industries we serve and the communities we work in.

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 which could lead to an increased risk of accidents and injuries.

Employees should familiarise themselves with our Alcohol and Drugs Policy. The Policy sets out the rules regarding use and possession of alcohol and drugs. It also gives information on the support available for anyone who has reported a problem they might have with alcohol or drugs.

14. Workwear

As part of your employment contract, you might have work wear entitlements. We have selected a range of work wear items to fit NLB's various work activities. Work wear is allocated to relevant posts, not individuals, together with the quantity of items to be issued.

There isn't a choice other than the type of jersey or T-shirt. All employees provided with work wear are required to wear the items during their working day. All work wear items have permanent logos in compliance with HMRC requirements.

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

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

All work wear issued remains the property of NLB and you may be asked to return all garments if you leave the organisation.

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

15. Collective Agreement

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

16. Confidentiality

Any official information other than that contained in authorised and publicly available documents must be kept confidential unless you have obtained prior written consent from NLB.

This requirement exists both during and after your employment. In particular, you must not use such information for the benefit of any future employer.

17. Inventions, Patents, Copyright

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

18. 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 NLB's interests.

19. 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

While NLB will take reasonable precautions, we cannot accept responsibility for personal property, including vehicles, brought onto site.

Do not bring valuables to work and keep essential belongings with you, secured in your desk, locker or in a safe place. Lost and found property should be reported immediately to Facilities.

Vehicles must not be parked in any place on NLB property other than that which has been allocated 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.

Please make sure you have read and understood the NLB Vehicle Policy on SharePoint.

2. Smoking

Smoking is strictly prohibited on all NLB premises, including entrances, exits and vehicles.

Outside areas have been identified for those who wish to smoke during their break times. Speak to your Line Manager for information.

Smoking onboard NLB ships is only permitted in certain locations on the upper deck

3. Season Ticket Advance/Bicycle Purchase Scheme

Salary advances are available for buying season tickets for travel and the purchase of a bicycle for the purpose of travelling to and from work.

For bicycle purchases, the advance can be up to a maximum of £1000.

Send your applications for a salary advance to the Finance Manager. They 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 our Service and/or improve working/training methods.

If approved suggestions might receive a monetary award.

Details of the Scheme are available on SharePoint.

5. Special Recognition Scheme

The Special Recognition Scheme recognises those employees who went 'above and beyond' their job role for the benefit of NLB.

To nominate an individual you must complete a 'Special Recognition Form'.

You will find details on SharePoint.

6. Employee Assistance Programme

An Employee Assistance Programme is available to all employees to provide help and support for a wide range of issues.

At present *Help Employee Assistance* provide this service. You can contact them 24 hours a day on 0800 587 5670. All enquiries are dealt with in strictest confidence.

If you have an issue connected to your work, you may wish to first discuss it with your Line Manager or a member of the HR team.

In the case of a personal problem or an unresolved work related issue, you may, if you prefer, talk in full confidence, to a member of the HR team.

7. Health and Wellbeing

We are keen to promote healthy lifestyle choices for our staff.

POLE STAR was amongst the first vessels to be awarded the Healthy Eating Certificate.

We encourage everyone to participate in healthy activities. Free gym facilities are available to all employees and are situated in Edinburgh and Oban. Employees working remotely can use any local council gym or leisure centre within the UK and may reclaim the costs for this activity.

You can find more information on SharePoint.

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 call 0845 052 5731 or see the Beneden Healthcare Society website www.benenden.org.uk

You can also contact our HR team 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 email info@csbf.org.uk or see the Civil Service Benevolent Fund website: www.csbf.org.uk

You can also contact our HR team for a leaflet.