

Employee Handbook

Reference: GN01

Effective date: 1 June 2012

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Last approved: 17 July 2017

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Windmill Hill City Farm reserves the right to change or amend the Terms and Conditions of employment, or change the content of this handbook from time to time. Changes will be communicated via the Office Manager.

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Introduction

This document describes our general working conditions and the rules of Windmill Hill City Farm (WHCF). It should be read in conjunction with your contract of employment. If you need further information or help in any way, do not hesitate to ask your line manager. Every employee is subject to, and must observe and comply with, all rules, policies and procedures as set out or referenced in this document. For the avoidance of doubt these rules, policies and procedures do not form part of the contract of employment. WHCF is therefore entitled to amend, cancel or introduce such rules, policies and procedures as it considers necessary. Any employee who breaches any of these rules, policies or procedures may be subject to disciplinary action.

History and facilities

Windmill Hill City Farm is an independent, voluntary, community organisation meeting the needs of local people through a wide range of educational, recreational and therapeutic activities. It is governed by a Board of Trustees elected annually by WHCF members. Started in 1976, as a result of demands by local residents that derelict land in this area of inner-city Bristol be used for the benefit of local people, WHCF is now a major focus for community activity.

Enabling people to learn about food, farming and the environment is one aspect of our work. WHCF also runs a day-care nursery, health and social care programmes and a wide range of courses. Our facilities include a farm and community gardens run on sustainable principles, wildlife areas, children's centre, activity area, education and training rooms, craft room, café and shop.

Aims and objectives

The aims of WHCF are determined from the 'charitable objects' that were set up when it registered as a charity (2 Feb 1979) and were updated by a vote of the general membership in September 2016. These are interpreted in its 3-year strategy, which is regularly updated to ensure that the organisation continues to meet local needs and is a leader in its community.

The strategy for 2017-2020 gives the following areas of activity:

- 1) Engaging in education, particularly on food, farming and the environment (interpretation, information, courses, training, educational visits, nursery and childcare)
- 2) Delivering health and social care (mental health, learning difficulties, addiction recovery, older people)
- 3) Providing a community facility – in particular a city farm and gardens (attract general visitors, produce food, gardens, café, opportunities to take part, get involved)
- 4) Community development (increasing the capacity of local people to participate in society volunteering, events, build community cohesion, membership and supporters)
- 5) Strengthen the organisation (diverse, robust income, communications, staff development, environmental credentials, use of technology).

Organisational structure

Windmill Hill City Farm Ltd is a company limited by guarantee (company number 01409415) that is registered as a charity (charity number 277287). It has a wholly-owned trading subsidiary, Windmill Hill Farm Community Enterprises Ltd (02792746), through which trading activity is accounted. The organisation is governed by a Board of Trustees who are elected annually by the members. The Board of Trustees delegates the day-to-day operation of the organisation to the Chief Executive (as defined in GV15 Scheme of Delegation) who leads the staff and volunteer team.

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The role of the Board of Trustees

The role of the board is to govern the organisation. It does that by:

- ◆ Ensuring that the work of Windmill Hill City Farm meets its aims and objectives as defined in its constitution.
- ◆ Holding the staff team (in particular the Chief Executive) to account.
- ◆ Ensuring that policies and procedures are in place and are adhered to.

The Board of Trustees meets every 6 weeks to conduct 'ordinary' business and has ad-hoc meetings for more developmental issues. The board delegates some of its responsibilities to sub-groups for finance, health & safety and personnel.

WHCF image and site rules

Staff, volunteers and trainees are expected to help keep WHCF attractive, welcoming and safe for our users by ensuring the following guidelines are observed:

- ◆ Always present a positive image of WHCF, both on and off site
- ◆ Maintain a high standard of personal hygiene and appearance
- ◆ Keep WHCF site safe, clean and tidy, eg. pick up litter
- ◆ No unaccompanied children under 8 years old
- ◆ No unaccompanied children under 16 years old during school hours
- ◆ No smoking (including vaping) is allowed on site
- ◆ No illegal drugs allowed on site.

Security and Confidentiality

You will respect the confidentiality of WHCF's business both during and after your employment. All information which

- ◆ is, or has been, acquired by you or WHCF during, or in the course of employment, or has otherwise been acquired by you in confidence,
- ◆ relates particularly to the business of WHCF or that of other persons or bodies with whom WHCF has or has had dealings of any sort and
- ◆ has not been made public by, or with the authority of WHCF

shall be confidential and (save in the course of WHCF's business or as required by law) you shall not at any time whether before or after the termination of the employment, disclose such information to any person without the written consent of WHCF. You will exercise reasonable care to keep safe all documentary or other material containing confidential information and shall at the time of termination of your employment or at any other time upon demand, return to WHCF any such material in your possession.

Copyright

Any paper based or electronic documents, correspondence, records and instructions relating to WHCF's products are supplied on the understanding that they are on loan and shall at all times remain the property of WHCF. All documents correspondence records and instructions relating to products provided by WHCF are copyright to WHCF and may not be copied loaned to or given to any person or organisation except with the express permission of the Chief Executive. Upon termination of

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employment for whatever reason all documents, records, instructions and correspondence relating to the WHCF must be delivered to WHCF via a senior manager nominated to receive them.

Relations with the Media

Employees must not make any unauthorised statements relating to the affairs of WHCF to the press or other media, including social media, orally or in writing. Communication with press or broadcasting organisations about WHCF must be authorised by the Chief Executive. For clarity, authority may be delegated to some staff whose roles are specifically to undertake marketing and promotional activity.

Reputation of WHCF and its users

Employees must not bring WHCF or any of its users into disrepute by virtue of their conduct. Such conduct includes (but is not limited to) releasing information about WHCF, its users or intellectual property of WHCF, or making comments about WHCF or its clients, which may be regarded as negative or derogatory in the public domain. These comments must not be shared verbally or via social media such as Facebook or Twitter. Such conduct may be considered as gross misconduct and dealt with under WHCF's disciplinary procedure.

Security, keys, personal property

Staff, volunteers and trainees have a responsibility to be vigilant and security conscious at all times. This includes:

- ◆ Reporting anything which may be a Health and Safety hazard either to a manager.
- ◆ Closing gates that have been left open.
- ◆ Watching for visitors (both children and adults) harassing animals.
- ◆ Responding if people are acting suspiciously.

Staff and managers should carry walkie-talkies so that they can be contacted when on site if a situation occurs where staff back-up is needed. Money must be securely locked away at all times. Staff, volunteers and trainees are issued with keys they need to carry out their job. Keys must be looked after at all times. There are serious security implications if keys are lost, as well as the cost of replacing them. Any lost keys must be reported immediately to your Line Manager. All buildings must be kept locked when unoccupied. Money, personal property, other valuables, materials and equipment must not be left lying around. WHCF cannot be held responsible for loss of or damage to personal property.

Use of WHCF property

Telephones

Reasonable personal use of the telephone system is permitted. Reasonable generally means short (less than 5 minutes) calls to local landline or mobile numbers (eg booking an appointment with the doctor). Calls to premium rate numbers or long calls of a social nature are not considered reasonable use and are therefore not permitted.

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Photocopier

Reasonable personal use of the photocopier or printers is permitted. Reasonable generally means a few copies of a short document. Bulk copying or multiple colour copies are not reasonable use and are therefore not permitted.

Other WHCF property

Before borrowing Farm property for personal use permission and authorisation must be granted by your line manager. Unauthorised use of farm property will be regarded as potential misconduct or gross misconduct and will be dealt with under the disciplinary procedure.

WHCF membership

Anyone can become a farm member. There are two categories of membership: full members, or associate members.

Full membership means that the member lives within WHCF's area of benefit, which entitles the member to vote at WHCF's Annual General Meeting.

Associate membership means that the member lives outside WHCF's area of benefit and therefore generally excludes the member from voting rights, however associate members may be members of the Board of Trustees.

Permanent staff are honorary members of Windmill Hill City Farm and have the same rights as an associate member, but cannot become trustees. WHCF membership is necessary to access some of the services at WHCF (for example allotment holders or to place a child in the nursery).

Childcare vouchers and salary sacrifice

The Farm offers childcare vouchers via a salary sacrifice scheme to all employees who are eligible to apply. The scheme and provider will be reviewed from time to time to ensure that we are offering the best option and service for employees. For current information and how to apply please speak to the Office Manager.

Policies and procedures list

It is the responsibility of all staff to make themselves aware of the policies and procedures of the organisation. A full list is available (GN00 – Index of policies) on the company website or from your manager.

There are specific policies and procedures that ALL staff need to read. They are:

GN06 Equality and Diversity

GN09 Health and Safety

GN19 Sickness absence

GN29 Respect and Personal Dignity

GN31 Pensions

GN32 Wellbeing and Mental Health

GN33 Managing stress & wellbeing in the workplace.

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There will be other job-specific policies that you will need to read, these will be highlighted by your manager. Policies are located in L:\Human Resources\Public\Policies and a hard copy is available in the office.

Staff Member agreement with the policies and procedures

I have read the policies and procedures of Windmill Hill City Farm and will abide by them through the course of my employment. I understand that breach of any of the policies and procedures may result in the termination of my employment.

Signed:

Date:.....