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## **Objectives of the company**

The principal objectives of the company are:

- To provide for the advancement of religion, raising of funds worldwide for the Christian Orthodox Monastery in Ireland inclusive of a purchase of land with buildings and operation of burial grounds.
- To provide for the relief of poverty and the advancement of education by the accessing, securing and administering of funds for poverty relief development projects and the provision of personnel and the training of personnel to carry out such projects.
- The collection and expenditure of such funds in the furthering and fostering of poverty relief and on such personnel for the relief of poverty and advancement of education in Ireland.

## Codes and policies

We are committed to implementing sector best practices to ensure that our processes, and work are robust. As a result we have adopted a number of codes and practices. We adhere to the Principles of Good Governance under the national Governance Code for the Community, Voluntary and Charitable (CVC) sector.

## Governance Code

Saint Patrick's Worldwide Organisation has signed up to the Principles of Good Governance under the national Governance Code for the Community, Voluntary and Charitable (CVC) sector.

### Principle 1: **Leading Our Organisation**

We do this by:

- Agreeing our vision, purpose and values and making sure that they remain relevant.
- Developing, resourcing, monitoring and evaluating a plan to make sure that our organisation achieves its stated purpose.
- Managing, supporting and holding to account staff, volunteers and all who act on behalf of the organisation.

### Principle 2: **Exercising Control over Our Organisation**

We do this by:

- Identifying and complying with all relevant legal and regulatory requirements.
- Making sure there are appropriate internal financial and management controls.
- Identifying major risks for our organisation and deciding ways of managing the risks.

### Principle 3: **Being Transparent and Accountable**

We do this by:

- Identifying those who have a legitimate interest in the work of our organisation (stakeholders) and making sure there is regular and effective communication with them about our organisation.
- Responding to stakeholders' questions or views about the work of our organisation and how we run it.
- Encouraging and enabling the engagement of those who benefit from our organisation in the planning and decision-making of the organisation.

### Principle 4: **Working Effectively**

We do this by:

- Making sure that our governing body, individual board members, committees, staff and volunteers understand their: role, legal duties, and delegated responsibility for decision-making.
- Making sure that as a board we exercise our collective responsibility through board meetings that are efficient and effective.
- Making sure that there is suitable board recruitment, development and retirement processes in place.

Principle 5: **Behaving With Integrity**

- Being honest, fair and independent.
- Understanding, declaring and managing conflicts of interest and conflicts of loyalty.
- Protecting and promoting our organisation's reputation.

## **Volunteering Policy**

### **Introduction**

Saint Patrick's Worldwide Organisation is the professional help and advice centre for voluntary/community organisations in Ireland. Saint Patrick's Worldwide Organisation brings local voluntary and community groups together to promote and develop partnership working and acts as a channel for local groups to voice their opinions via the Voluntary Sector Forum. We promote, advertise and support voluntary and community organisations working in Ireland. We also promote volunteering opportunities.

Saint Patrick's Worldwide Organisation recognises that there are situations in which help from volunteers can make a significant and appropriate contribution to the work and service objectives of our organisation. This document defines the terms and sets out the principles, practices and procedures that will be followed in the appointment and management of volunteers.

### **Definition**

Volunteers can be described as people who put their experience, knowledge and skills at the disposal of an organisation, free of charge, with the primary aim of helping the organisation to achieve its service objectives and/or with the aim of bringing benefit to the local community. Volunteers will be officially accepted and welcomed into the organisation.

(Volunteers are distinguished from students, other work placements and secondees, where the primary aim is usually for the student or secondee to obtain certain work experience or to carry out work or research in certain areas).

### **Principles**

Saint Patrick's Worldwide Organisation in appointing volunteers will adhere to the following principles

- Volunteers will not be engaged in work that facilitates the loss of an existing employee's post, nor on any tasks or projects that (within the past two years) were done by paid employees whose posts have since become redundant.
- Volunteers will not be used to do the work of paid staff during an industrial dispute.

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals and procedures of Saint Patrick's Worldwide Organisation.

### **Process for Recruitment of Volunteers**

Saint Patrick's Worldwide Organisation recruit volunteers by raising awareness in the local press and media and through registration with the local volunteer centre, where opportunities are put onto the national volunteering database.

Saint Patrick's Worldwide Organisation elect volunteers using the following process:

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Prospective volunteers will be invited to a meeting with members of the organisation to discuss the role description, terms and conditions and specification of relevant experience etc. prior to appointment of the volunteer.

In order to facilitate a clear understanding on both sides, the following information about the opportunity will be given to prospective volunteers:

- A role description, outlining the specific tasks, responsibilities and reporting procedure for the volunteer.
- Terms and Conditions, including the duration, hours, expenses, insurance, training etc. relating to the placement.
- A specification outlining the relevant experience, skills, knowledge and abilities required to carry out the role effectively.
- A copy of the Saint Patrick's Worldwide Organisation Equality and Diversity Policy.

The prospective volunteer will be asked to complete a Saint Patrick's Worldwide Organisation Volunteer Application Form that will enable the volunteer to:

- Provide contact details.
- Provide information about experience, skills, knowledge and interests.
- Introduce discussion about any difficulties/barriers they may perceive to their becoming volunteers with the organisation.

If the prospective volunteer is deemed to be unsuitable for the opportunity, they will be offered a 'debrief' when reasons for the decision will be explained to them.

(Prior to commencement of their placement at Saint Patrick's Worldwide Organisation successful volunteers may be asked to provide information to enable a The National Vetting Bureau of the Garda Síochána check to be obtained.)

Prior to commencement of their placement at Saint Patrick's Worldwide Organisation successful volunteers shall be formally allocated to a named employee who will manage/supervise the volunteer. The manager's responsibilities will include ensuring that the volunteer receives the following:

- A planned induction to the organisation, including appropriate forms i.e. expenses claim forms etc.
- Copies of all the organisation's policies that are relevant to the volunteering role. (I.e Health & Safety, Discipline & Grievance and Confidentiality Policies).
- Regular support and supervision sessions.
- Positive feedback on their contribution.
- Adequate accommodation, equipment and services to enable them to perform their tasks effectively.
- Lines of communication – should operate in both directions both formally and informally. Volunteers should be consulted regarding decisions that would substantially affect the performance of their duties.

Saint Patrick's Worldwide Organisation expects volunteers to:

- Be clear about the number of hours per week they wish to work
- Arrange times of volunteering and arrive on time and be reliable and regular
- Inform relevant member of staff if going to be late or absent

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- Attend supervision and training events when required
- Follow the procedures and policies of the organisation
- Treat staff members, other volunteers and service users with respect
- Help the organisation to work towards its aims and objectives
- Perform agreed duties
- Report any accidents to a member of staff
- Respect confidentiality
- Consult the appropriate person if in need of help or guidance
- To claim for their out of pocket expenses

### **Expenses**

Volunteers of Saint Patrick's Worldwide Organisation are entitled to out-of-pocket expenses or travel expenses up to 59c per km, as per Revenue tax guidance at <http://www.revenue.ie/en/practitioner/tax-briefing/archive/71/employees-motoring-and-subsistence-expenses.html>.

### **Equality of Opportunity**

Saint Patrick's Worldwide Organisation recognises that the activity of volunteering can provide a volunteer with experiences and opportunities for self and career development. In accordance with Saint Patrick's Worldwide Organisation Equality and Diversity Policy volunteer placements will be open to individuals irrespective of race, gender, disability, sexuality, age or marital status.

### **Confidentiality**

Volunteers should regard all information as confidential and it must not be passed on to a third party and must adhere to Saint Patrick's Worldwide Organisation confidentiality and data protection policy.

Volunteers should always use the business address to correspond with clients and must not give their personal details.

Saint Patrick's Worldwide Organisation will do their best to safeguard any information retained (application forms etc.)

Volunteers have the rights to access their own records.

### **Insurance**

Volunteers are only covered whilst they are engaged in activities on Saint Patrick's Worldwide Organisation behalf.

### **Termination**

Saint Patrick's Worldwide Organisation represented by the Chief Executive or appropriate Manager, can, where appropriate, terminate the placement of the volunteer by giving one week's notice in

writing. Should the volunteer wish to be debriefed on their termination they may request a meeting with the manager and/or Chief Executive.

### **Resignation**

Volunteers of Saint Patrick's Worldwide Organisation can, where appropriate, resign from their role as a volunteer by giving one week's notice in writing.

### **Discipline and Grievance Procedure**

Volunteers of Saint Patrick's Worldwide Organisation in case of any dispute will have access to the organisation's Discipline and Grievance Procedure, and will be subject to its procedures.

### **Equality and Diversity**

We aim to be an organisation that values, recognises and responds to the diverse needs of members and those we serve. We adhere to the Equality Act 2010 and will not discriminate against any person or other organisation with particular reference to the protected characteristics

### **Monitoring and Review**

The Senior Management Team, with adequate consultation of the Board of Trustees, will regularly review the operation of this policy.



## **Equality and Diversity Policy (Equal Opportunities)**

### **Statement of Purpose**

Saint Patrick's Worldwide Organisation is committed to meeting the needs and aspirations of customers and communities in a fair, respectful, and proportionate manner. Our approach to diversity and equality is to promote inclusiveness by recognising that anyone, can make a positive difference in the achievement of the organisation's vision and in the wider society.

The policy is linked to our vision, values and business plans. Strategies and action plans will be used to realise and deliver our policy aims. This is our framework of continuous improvement and learning.

This policy should be read in conjunction with Saint Patrick's Worldwide Organisation Discrimination Policy.

### **Our Approach**

- The policy applies to everyone the organisation serves, who works for it, applies for work or who provides services to it. Diversity and equality are integral to all aspects of our work.
- We will comply with best practice from legal, regulatory and inspection requirements. Codes of Practice and other guidance will be used appropriately to ensure progress on diversity.
- Saint Patrick's Worldwide Organisation will not discriminate against, bully or victimise any person or organisation on grounds of, race, ethnic origin, nationality, religion or belief, gender, marital status, sexual orientation, disability, age, class, appearance, responsibility for dependants or any other protected characteristics under the 2010 Equality Act or any other matter which causes a person to be treated with injustice.

### **Principles**

- To demonstrate our commitment to diversity and equality, working to eliminating all forms of discrimination whether covered in law or not.
- To raise awareness, recognise and celebrate our successes, forming a platform for continuous learning and improvement.
- To have a greater and deeper understanding of our customers, enabling them to influence services. Merlin is a comprehensive database that will ensure we provide appropriate professional services and are "being responsive to the individual characteristics and circumstances of residents".
- To have a proportionate number of outcomes and goals for the size of the organisation to ensure all stated outcomes are delivered without exception.

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- To listen to staff and customers through a range of mechanisms including the Good Practice Review to assess satisfaction levels across various groups to ensure parity of outcomes.
- To have Board members, staff and members that reflect the makeup of the communities we serve.
- To work in inclusive ways in developing an organisational culture that proactively promotes diversity and equality.
- To ensure the Board, staff and members are supported and trained in knowledge and skills to deliver our policy on diversity and equality.

### **Roles and Responsibilities**

- Anyone representing Saint Patrick's Worldwide Organisation has to abide by all policies and procedures of the organisation. This ranges from employees (including board members), volunteers, contractors, consultants and agency staff. This list is not exhaustive.
- The Board's leadership role will ensure the policy is successful. Staff will have professional, individual and collective responsibility to implement the policy. Contractors, consultants and partner organisations are required to demonstrate their commitment and action to share our policy objectives on diversity.

### **Implementation, Monitoring, Review and Evaluation**

- Board and staff appraisals will be linked to this policy and the performance management system in the organisation.
- Performance indicators will provide a formal measure of progress and will form part of quarterly Board reports.
- The Senior Management Team will monitor progress on this policy, providing a focus internally for staff and externally for customers.
- Annual reviews will build on previous performance. The overall impact of the policy will be evaluated at the end of the 3 year cycle to make further continuous improvements.

### **Procedure for Dealing with Breaches of this Policy**

Any breach of this policy, intended or accidental, is not acceptable. Infringements of this policy will be dealt with seriously as disciplinary matter under Saint Patrick's Worldwide Organisation normal disciplinary procedures and may involve either informal or formal action depending on the seriousness of the case.

## **Health and Safety Policy Statement**

The policy of our company Saint Patrick's Worldwide Organisation is to provide and maintain a safe and healthy workplace by ensuring that work equipment is safe and that a safe system of work is provided for all of our employees. We will also provide suitable and sufficient information, instruction, training and supervision as is necessary to ensure the health and safety of our employees and this shall include suitable and sufficient welfare, sanitary and working facilities as required.

All employees Saint Patrick's Worldwide Organisation have a duty to ensure that they work in a safe manner and that their acts or omissions do not cause harm to themselves or others that may be affected by our work, including tenants, visitors and service users. Employees and tenant organisations will be encouraged to bring to the attention of the management any concerns regarding any health and safety issues.

Saint Patrick's Worldwide Organisation recognises its duty of care towards others that are not in our employment. These people include visitors and contractors who have reason to come into contact with our business activities and premises. These persons will be given suitable and sufficient information and instructions to ensure their health and safety. The actions of visitors and contractors will be controlled in such a way so as not to cause harm to our employees or themselves.

To ensure that the Policy is implemented and maintained so that Saint Patrick's Worldwide Organisation keeps within the requirements of the Safety, Health and Welfare at Work Act, 2005 the person named below will ensure that sufficient resources, both financial and physical are available so that the Policy and its arrangements can be implemented effectively.

We believe that this Health and Safety Policy complies with the requirements of the Safety, Health and Welfare at Work Act, 2005 and will be subject to a regular review annually or when there are any significant changes.

Overall Responsibility for Health and Safety in Saint Patrick's Worldwide Organisation rests with Chief Executive of Saint Patrick's Worldwide Organisation.

### **Legal Duties and Responsibilities of Employers**

It is our duty and responsibility as employers under the Safety, Health and Welfare at Work Act, 2005 and this policy to:

- Ensure so far as is reasonably practicable the health, safety and welfare at work of all our employees and others who may come into our company.
- To provide and maintain plant and safe systems of work that are, so far as reasonably practicable, safe and without risk to a person's health or safety.
- To make arrangements for ensuring, so far as is reasonably practicable, the safety and absence of risks in connection with the use, handling, storage and transportation of articles and substances.

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- To provide information, instruction, training and supervision as is necessary to ensure so far as is reasonably practicable the health and safety at work of our employees.
- And as far as is reasonably practicable, we will maintain any place of work in our control in a safe manner and maintain safe access and egress from it.
- Provide and maintain so far as is reasonably practicable a safe working environment with adequate facilities and arrangements for the welfare of our employees and others who enter our workplace.

We also recognise that a breach of health and safety legislation by our company constitutes a criminal offence. An Enforcing Authority may take criminal proceeding against the Company or its management. This can result in penalties, i.e. fines and/or imprisonment.

### **Legal Duties of Employees**

In addition to the previously described general responsibilities, the Safety, Health and Welfare at Work Act, 2005 places legal duties on all employees.

These are:

Section 13 'Safety, Health and Welfare at Work Act, 2005'

- Comply with the relevant statutory provisions, as appropriate, and take reasonable care to protect his or her safety, health and welfare and the safety, health and welfare of any other person who may be affected by the employee's acts or omissions at work.
- To cooperate with the management or any other person as far as is necessary to enable his or her employer or the other person to comply with the relevant statutory provisions, as appropriate.

Section 14 'Safety, Health and Welfare at Work Act, 2005'

- No person shall intentionally or recklessly interfere with, misuse or damage anything provided under the relevant statutory provisions or otherwise for securing the safety, health and welfare of persons at work, or
- Place at risk the safety, health or welfare of persons in connection with work activities.

Employees should bear in mind that a breach of health and safety legislation by an individual constitutes a criminal offence and action may be taken by an Enforcing Authority against an individual. Such action can result in penalties, i.e. fines and/or imprisonment.

### **Health and Safety Responsibility**

The overall responsibility for health and safety within Saint Patrick's Worldwide Organisation rests with Chief Executive of Saint Patrick's Worldwide Organisation.

The above named person will ensure that sufficient resources, both financial and physical are available so that the Policy and its arrangements can be implemented effectively.

To ensure that the Policy is implemented and maintained so that Saint Patrick's Worldwide Organisation keeps within the requirements of the Safety, Health and Welfare at Work Act, 2005 the above named person may delegate duties to employees who will provide support to meet the responsibilities.

These individuals may also delegate duties to other employees so as to enable the requirements of the Policy to be carried out with due diligence.

Delegation of the individual duties and responsibilities to employees does not in any way detract or remove the ultimate responsibility and duty of care placed on the above person by the Safety, Health and Welfare at Work Act, 2005.

### **Individual Responsibilities**

The duties of those employees with responsibility for health and safety are set out within our Policy. Details of their individual responsibilities are set out within the Arrangements for Health and Safety section.

The person responsible for ensuring this Policy is put into practice is Deniss Prokofjevs, Chief Executive of Saint Patrick's Worldwide Organisation.

### **Other duties will include:**

- Identifying hazards present within any business activities.
- Ensuring risk assessments are undertaken and any actions are followed through to completion.
- Ensuring that hazardous substances are assessed and any actions are followed through to completion.
- Liaising with the Enforcing Authorities as and when required.
- Identifying any training needs.
- The development and implementation of safe systems of work.
- The maintenance of the workplace and buildings.
- Fire and emergency management.
- Ensuring waste is managed.
- Ensuring accidents are reported and investigated.
- Ensuring that any ill-health situations that are caused by work activities are reported and investigated.

### **Competent Assistance**

The Management of The Safety, Health and Welfare at Work Act, 2005 requires that every employer must appoint one or more competent persons to implement the provision of health and safety measures.

In order to keep Saint Patrick's Worldwide Organisation leads updated on Health and Safety changes the organisation subscribes to quarterly health and safety bulletins that enable Saint Patrick's Worldwide Organisation is provided with the necessary information, advice and assistance to comply with current Health and Safety Legislation.

## **Arrangements for Health and Safety at Work**

Safety, Health and Welfare at Work (General Application) Regulations 2007

The regulations require information relating to health, safety and welfare to be provided for our employees by means of posters or leaflets in the 'approved form' and published for the purposes of the regulations by the Health and Safety Executive (HSE).

The regulations require the name and the address of the Enforcing Authority and the Employment Medical Advisory Service to be written in the appropriate spaces on the poster, and when the leaflet is provided, you should specify the information in a written notice.

The poster 'Health and Safety Law' – 'What You Should Know' will be displayed in a prominent position in the workplace where it can be read by all our employees.

Information on the poster states who has overall responsibility for health and safety within Saint Patrick's Worldwide Organisation and the name of any safety representatives that have been identified.

### **Notices**

All notices whether on Saint Patrick's Worldwide Organisation premises or elsewhere issued in accordance with the Safety, Health and Welfare at Work Act, 2005 and its associated legislation must be complied with.

All employees, visitors, and contractors alike must take the necessary action to ensure that they are familiar, as far as is reasonably practical, with any warning signs and the meanings and interpretations of signs, both advisory and warning, and comply with them.

Any suggestions on how we may improve health and safety within Saint Patrick's Worldwide Organisation should be communicated to your manager/supervisor for assessment and feasibility.

All employees and others who may be affected by the contents of this Policy are advised and a master copy of the 'Health and Safety Policy' statement for Saint Patrick's Worldwide Organisation is retained in the main office. The policy contains detailed information relating to the business activities and a copy is available for you to read.

Saint Patrick's Worldwide Organisation consider themselves responsible employers, we will ensure that all employees read the policy and any areas that are not understood are explained to them in detail.

Where there are employees, who are not represented by safety representatives under The Safety, Health and Welfare at Work (General Application) Regulations 2007 the employer must consult those employees in good time on matters concerning their health and safety at work. This will be carried out by meetings, toolbox talks, use of the notice board and an open door policy.

- The introduction of any measures in the workplace, which may substantially affect the health and safety of the employees.

- The employer's arrangement for appointing or nominating an employee's representative and their responsibilities and any resources that may be required to allow them to carry out the duty.
- Any information that the employer is required to provide under relevant statutory provisions.
- The planning and organisation of any training requirements with regard to health and safety.
- Any new technologies that are brought into the workplace and the training and consequences with regard to health and safety that may arise from the new technology.

To allow the business to carry out this duty consultation with employees will be the responsibility of the Chief Executive of Saint Patrick's Worldwide Organisation.

## **Identifying and Managing Health and Safety Risks**

### **Risk Assessments**

Safety, Health and Welfare at Work (General Application) Regulations 2007, requires that we must carry out a suitable and sufficient assessment of the health and safety risks to our employees whilst they are at work. We will also consider those that are not in our employment who may come into contact with our business activities or premises. Before embarking on this task we need to have an understanding of the following:

- A Hazard is something with potential to cause harm.
- The Risk is a measure of the likelihood that harm will be caused.

Saint Patrick's Worldwide Organisation will ensure that we carry out suitable and sufficient risk assessments of all the tasks and equipment connected with our business activities that are likely to present a significant risk of injury or ill health to our employees or others within our activities. The person responsible for carrying out the risk assessments is Deniss Prokofjevs.

The risk assessments will be made available to all our employees who will read them. After reading and understanding the content of the risk assessment, the employee in reading the risk assessment confirms they understood the assessment and its findings.

The responsibility for the implementation of risk assessments and any controls that are required rests with the nominated person identified above and shall be supported by any other employees as is required.

The managers or supervisors will also monitor the effectiveness of any actions resulting from the findings of the risk assessments. Any deficiencies that are identified will be reported to the person responsible for carrying out the risk assessments.

All risk assessments will be reviewed annually as a minimum or if there is any significant change that affects the validity of the risk assessment, whichever comes sooner.

It is all Saint Patrick's Worldwide Organisation responsibility to assess risk update risk assessment and have risk management as a process within everyone's day to day activities within Saint Patrick's Worldwide Organisation.

### **Control of Substances Hazardous To Health**

Chemicals Act 2008 (No. 13 of 2008) and Chemicals (Amendment) Act 2010 (No 32 of 2010) require us to carry out an assessment and record the risks involved with using, storing and handling hazardous substances.

Hazardous substances will not be used handled or stored until a suitable and sufficient risk assessment has been carried out. The findings and content of the risk assessment will be communicated to all employees likely to come into contact with the substance.

Material safety data sheets (MSDS) will be obtained for all hazardous substances purchased and this information will be retained. We understand these data sheets are freely available from suppliers and manufacturers who have a legal obligation to provide them.

The person responsible for carrying out the Control of Substances Hazardous to Health assessments is Deniss Prokofjevs.

After reading and understanding the content of the Control of Substances Hazardous to assessments the employee will sign the confirmation sheet to confirm that they have read and understood the assessment and its findings.

Responsibility for implementation of Control of Substances Hazardous to assessments and any controls that are required rests with the nominated person identified above and supported by any other employees as is required.

The manager / supervisor will monitor the effectiveness of the CoSHH assessment and any deficiencies will be reported to the person responsible for carrying out the Control of Substances Hazardous to assessments.

All Control of Substances Hazardous to assessments will be reviewed annually or if there are any significant changes that affect the validity of the risk assessment, whichever comes sooner.

### **Manual Handling**

The Safety, Health and Welfare at Work (General Application) Regulations 2007 require that all manual handling tasks must be avoided where reasonably practicable, where this is not reasonably Practicable then an assessment of the risks to employees must be carried out. The manual handling assessments will be made available to all employees.

After reading and understanding the manual handling assessment, the employee will sign the confirmation sheet to confirm that they have read and understood the content of the assessment.

The person responsible for carrying out the manual handling assessments is Deniss Prokofjevs.



Responsibility for implementation of manual handling assessments and any controls that are required rests with the nominated person above, supported by any other employees as required.

The manager/supervisor will monitor the effectiveness of the manual handling assessments. Any deficiencies will be reported to the person responsible for carrying out the manual handling assessments.

However, management cannot carry out an assessment for all minor tasks therefore it is the responsibility of employees to mentally assess the risk of harm to themselves and others before carrying out manual handling.

Before carrying out any manual-handling task employees must consider

The Task - What you are going to do?

The Individual – The persons own capabilities.

The Load - The weight, size and shape of the load.

The Environment – The environment to which the task is being undertaken.

If in doubt get help.

All manual handling assessments will be reviewed annually or if there is any significant changes that affect the validity of the risk assessment, whichever comes sooner.

### **Personal Protective Equipment**

Personal protective equipment (PPE) must be provided for employees where a risk assessment indicates there is a requirement. The equipment provided will be suitable for the task affording the necessary protection.

An assessment of personal protective equipment will be carried out and where a need is identified, the equipment will be provided at no cost to the user.

Where PPE is supplied then employees must use the equipment provided; this is a legal requirement under the Safety, Health and Welfare at Work Act 2005.

The person responsible for the assessment and provision of PPE is Deniss Prokofjevs.

Any questions or complaints (e.g. discomfort) about the PPE provided should be directed to Deniss Prokofjevs.

The requirement for PPE will be reviewed regularly. PPE will always be used as a last resort when controlling risks.

### **Work Equipment**

The Provision of Safety, Health and Welfare at Work 2010 (General Application) Regulations 2007 requires that all equipment and machinery used for work must be suitable for the task. When choosing work equipment a number of factors must be considered:

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- The task that the equipment or machinery is to be used for.
- The environment where it is going to be used.
- Who is going to use it?

All equipment purchased or hired by Saint Patrick's Worldwide Organisation must comply with the minimum safety standards as are required by Safety, Health and Welfare at Work (General Application) Regulations 2007, we will also ensure our equipment is in compliance with British and ISO standards and it is CE marked when purchased within the European Union.

The person responsible for the supply, procurement, and repair of work equipment and machinery is Deniss Prokofjevs.

Items of work equipment that require statutory inspection by competent persons will be inspected at the required intervals as stated below,

All lifting equipment will be inspected at six or twelve month intervals as required by the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), records will be retained.

All portable electrical equipment will be inspected at regular intervals dependant on its type and usage.

Records of these inspections are kept in File Log in Chief Executive Office.

All defects of any work equipment must be reported to Deniss Prokofjevs.

Records of repair and maintenance are retained and inspections of other work equipment that may deteriorate with use (e.g. ladders and stepladders) require such inspections.

Records of repair and maintenance are kept in File Log in Chief Executive Office.

### **Machinery Guarding**

Under the Provision of the Guide to the Safety, Health and Welfare at Work (General Application) Regulations 2007, Dangerous Parts of Machinery or Equipment, require that all dangerous parts of machinery or equipment must be guarded or covered. The Management will ensure that where practicable and technically possible, appropriate guards or covers will be fitted to dangerous parts of machinery or equipment.

Where this isn't a practicable, alternative safety devices and jigs will be provided for the safety of its employees.

Employees are also reminded that they have a duty the Safety, Health and Welfare at Work Act 2005 to work in a safe manner and to use all equipment provided for their safety. Failure to do this may lead to disciplinary action.

### **Display Screen Equipment (DSE)**

The Guide to the Safety, Health and Welfare at Work (General Application) Regulations 2007 (Display Screen Equipment) require that an assessment of all display screen equipment (DSE) and the workstation be carried out to identify any risks present.

Prior to carrying out the assessment a checklist will be completed so as to identify the presence of any significant risk.

We recognise that DSE users require training and will provide it as necessary.

The person responsible for the assessment of display screen equipment is Facilities Lead or Line Manager.

The assessments will be reviewed annually or when any significant change occurs.

### **Eyesight Tests and Corrective Glasses**

Saint Patrick's Worldwide Organisation accepts their responsibility under these regulations. Should an employee have difficulty with their eyesight whilst using the display screen for their work, then we will pay for an eyesight test. This will determine if the employee requires corrective glasses to reduce the health risks involved in the use of computer screens.

If corrective eyewear is required whilst the operative is using the computer then we will provide basic eyewear up to the value of €30.00.

Saint Patrick's Worldwide Organisation will not pay for any other type of eyewear, such as bi focal or varifocal if an employee requires these then they must pay the cost difference.

### **The Workplace**

The Safety, Health and Welfare Act 2005 is designed to provide all employees with a safe place to work and adequate welfare facilities.

We will also ensure that the premises as well as any fixtures, fittings and plant within it do not present a health and safety risk to any visitors and contractors that may come into contact with our business activities and premises.

Workplace inspections that identify defects and omissions early will be carried out at regular intervals, when defects and omissions are identified then a time scale and person responsible for repair or implementation will be set.

Inspections of the buildings and outside environment will be carried out weekly.

All defects and omissions must be reported promptly so that they can be dealt with. The person responsible for dealing with workplace defects is Deniss Prokofjevs.

The Institution of Electrical Engineers Regulations and the HSE recommend that a competent electrician should inspect fixed electrical installations at least every five years and a certificate of inspection obtained and retained.

The person responsible for ensuring electrical installations are inspected is Deniss Prokofjevs.

Any electrical defects must be reported to Deniss Prokofjevs.

In order to maintain a safe and health workplace, good housekeeping is extremely important. All employees have a part to play in the delivery of this requirement. They will ensure that their workplace and work equipment is kept in a clean and tidy condition, items and equipment must not be left on the floor to present a trip, slip or fall hazard and any cables are tucked away or routed away from traffic routes.

### **Smoking**

“Smoking” is not allowed in any of our workplaces, except for the designated area and is certainly not allowed near entrances where smoke can enter the building. It is also our policy to ensure that this legislation is fully applied and also includes our vehicles and therefore “Smoking” is not allowed. In the event of a person smoking in the workplace areas, disciplinary action will be taken.

Good Housekeeping is Everybody’s Responsibility.

### **Control Of Contractors**

All workplaces use contractors from time to time for example electricians, window cleaners, painters, and decorators, plumbers and other trades persons. These will be controlled so that they work in a safe manner and do not cause any employee and other visitors to be at risk.

We also understand that the controls must also protect the contractor from any risk them from any hazards that may arise as a result of our business activities.

Prior to any contractor carrying out any work at our business premises or elsewhere on our behalf, the contractor must produce or complete the following:

- A copy of their current Employer and Public liability insurance.
- Copies of any accreditations applicable to the job they may have.
- A method statement for the task they are to carry out.
- Copies of any risk assessments relevant to the job.
- Any other information that may affect the health and safety of anybody involved.

The person responsible for the control of contractors is Deniss Prokofjevs.

### **First Aid**

The Chapter 2 of Part 7 of the General Application Regulations 2007 requires us to provide adequate first aid equipment and a sufficient number trained people to administer first aid when required.

We will carry out a first aid risk assessment; this will enable us to establish the number of trained first aid person/s we require as well as the amount of first aid equipment needed.

Factors considered will be:

- The number of people involved.
- The level of risk that our business activity presents (low, medium or high risk).

- The proximity of our business (location e.g. rural or town centre that may affect the speed at which the paramedics will arrive).

Any other issues that may affect the assessment.

The qualified first aid people are Deniss Prokofjevs and Lubova Prokofjeva.

The first aid boxes are located at Reception

All accidents are to be reported and entered in the accident book, which is located in Reception.

All accidents will be investigated and remedial actions identified this will prevent reoccurrence of the same or similar incidents. The level of investigation will depend up on the seriousness of the accident.

The person responsible for investigation of accidents is Deniss Prokofjevs

### **Reporting Of Injuries Diseases and Dangerous Occurrences**

Under these regulations specific work related accidents, diseases, and dangerous occurrences must be reported to the Enforcing Authorities. The method of reporting is through the Health Service Executive (HSE).

Although there is a comprehensive list of reportable situations within the regulations the main incidents that must be reported are:

- Fatalities –These must be report as soon as possible by the quickest method possible, usually by telephone.
- Major injuries such as broken bones and back injuries etc.
- Injuries that causes the employee to be away from his/her normal work activity for more than three days.
- Incidents that lead to a member of the public being taken to hospital, by any means.

NB: A report must be received within 10 days of the incident.

For accidents resulting in the over-seven-day incapacitation of a worker, you must notify the enforcing authority within 15 days of the incident, using the appropriate online form.

The person responsible for reporting incidents is Deniss Prokofjevs.

Records are to be securely kept of any reportable incidents.

The record must include information such as:

- The name and occupation of the injured person or those involved in the incident.
- The status of the injured person (employee or visitor/contractor).
- The location of the incident.

- A brief description of the incident or disease.
- The date, time and method of reporting.

Accidents and diseases can be reported by the following methods:

- Online at [www.hse.ie](http://www.hse.ie)
- By telephone 1890 289 389 or if calling from outside of the Republic of Ireland +353 1 6147000

### **Fire Safety**

Under the Safety, Health and Welfare at Work Act 2005 the employers are required to undertake a specific risk assessment of the risks posed by fire within their businesses undertaking.

A specific fire risk assessment will be undertaken and the findings implemented.

The fire risk assessment will be reviewed at least annually, or if there is any significant change in the circumstances.

The fire evacuation will be practiced at least twice annually but not in the same six months.

The alarm system will be tested weekly

The person responsible for carrying out the evacuation practice and tests then recording the results is Deniss Prokofjevs

The assembly point is situated at a sport grounds in Mountjoy Square Park.

All fire extinguishers are inspected by a competent person annually and must be replaced when discharged. The competent person for fire extinguisher inspection is Total Fire Protection

The emergency lighting will be tested quarterly and any defects found reported and repaired the person responsible for this is Deniss Prokofjevs.

Emergency exits and evacuation routes will be kept clear at all times and checked at regular intervals the person responsible is Deniss Prokofjevs.

The evacuation plan will also include a procedure for the removal of visitors and contractors.

A roll call will be carried out to ensure that all people are present. The roll call coordinators are Deniss Prokofjevs and Lubova Prokofjeva.

The Fire Procedure is as follows:

If you discover a fire:

- Raise the alarm by the recognised method.

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- Only tackle the fire if trained to do so, with the equipment provided, ensuring your exit is clear at all times and without taking personal risks.
- Call the Fire Brigade Immediately by telephone.
- Give the operator the contact telephone number.

When speaking to the Fire Brigade provide the following information:

We have a fire at Saint Patrick's Worldwide Organisation and give the operator the full address.

- Do not replace the receiver until the Fire Brigade has repeated the address.
- Call the Fire Brigade immediately to every fire or on suspicion of a fire.

Upon hearing the recognised alarm:

- Evacuate the building by the nearest available emergency exit.
- Move towards the fire assembly point and report for roll call.
- The fire roll call coordinator will inform the fire service of any missing persons.
- Do not stop to collect personal belongings.
- Do not re-enter the building until the Senior Fire Officer informs you it is safe to do so.

### **Working from Home**

Saint Patrick's Worldwide Organisation are committed to ensuring the safety of all its employees whether they work in our premises, client premises or at their own home. Those employees that work from home (teleworking) have specific health and safety issues associated with using domestic premises as a place of work.

Where Saint Patrick's Worldwide Organisation requires a member of staff to work from home then it recognises that health and safety legislation applies. This includes the requirement to make appropriate risk assessments of the work activities, ensuring that there is a suitable safe place for the member of staff to work and ensuring that equipment provided is safe. We recognise that we must strike a balance between ensuring a safe place of work and avoiding intruding in the household; safety is therefore a shared responsibility.

Employees will be encouraged to ensure the safety and suitability of their homes as a place of work using a form provided. This form will be issued annually to relevant employees and should be returned to Human Resources. Homeworkers should understand that they might need to give access to their home so that compliance with health and safety obligations can be ensured.

As our work is largely concerned with the production of reports the principle issues are those associated with the use of computers, accordingly the Homeworker form is focussed on the workstation. The employee should, as usual, be advised to take breaks away from the workstation and to be aware of any symptoms that might be caused by an inadequate workstation. Specific care may have to be taken in relation to the health and safety of family members, neighbours and visitors to the homeworker's house. Homeworkers are expected to report to any equipment faults that may be a health hazard.

In order to maintain a safe and health workplace, good housekeeping is extremely important. Employees must ensure that their workplace and work equipment is kept in good condition, equipment etc. must not be left on the floor to present a trip hazard and any cables are routed away from traffic routes.

### **Stress**

Saint Patrick's Worldwide Organisation recognises that work related stress can cause ill health and will put controls in place to help prevent stress. However, Saint Patrick's Worldwide Organisation cannot be held responsible for stress caused by outside sources such as financial or domestic problems.

Because stress does not affect all people in the same way and that one person may find a job stressful when another does not, it is difficult to assess the risk to all employees. Therefore, employees must ensure that they report any undue stress that they may feel from different work activities.

Stressful situations can be reported in confidence to Deniss Prokofjevs and Lubova Prokofjeva.

### **Violence**

Violence and aggression to in the workplace is unacceptable but is a recognised hazard, therefore to reduce the risk to any of our employees a specific risk assessment will be carried out and reviewed as and when required but at least annually.

The assessment will:

- Recognise the risk from violence.
- Give commitment to reducing the risks.
- State who is responsible for doing what.
- Provide an explanation of what is expected from individual employees.
- Provide support for people who may have been assaulted or suffered verbal abuse.

Training in the prevention and management of violence and aggression will be provided where it is considered necessary.

The policy, risk assessments and procedures will be reviewed annually or if there is any significant change.

### **Pregnancy**

It is important to Saint Patrick's Worldwide Organisation that the health, safety and welfare of all our employees is safeguarded. We recognise our responsibilities under the Safety, Health and Welfare at Work Act 2005 and realise that if any of our employees become pregnant they must inform their manager/supervisor immediately. This can be verbally but must be followed up by a written confirmation from their doctor.



The management will carry out an individual specific risk assessment of the work that the employee does for the company to determine any risks to her and her unborn baby that may arise from the work activities.

The risk assessment will be carried out by Deniss Prokofjevs

Where the risks are significant then assistance or alternative employment will be provided.

Pregnant employees must not:

- Carryout manual handling tasks (Lifting and Carrying).
- Use or come into contact with any chemicals.
- Work at height (stand on stepladders, step ups etc.).

Pregnant employees must.

- Work to the controls put in place by the risk assessment.
- Inform their line manager/supervisor of any problems or changes that may occur during their pregnancy so that the risk assessment can be reviewed.

To maintain a safe working environment for any pregnant employees a suitable rest area will be provided for them to rest if required.

Seating will be provided for the employee to carry out their work.

### **Young Persons**

The Protection of Young Persons (Employment) Act 1996 requires:

While the employment of children under 16 years is generally prohibited by the Protection of Young Persons (Employment) Act 1996, a child over 14 years may be permitted to do light work during school holidays provided it is not harmful to health, development or schooling, or may be employed as part of an approved work experience or education programme. A child over 15 years may also do such work for up to eight hours a week during the school term. Any child under 16 years may be employed in film, theatre, sports or advertising activities under licence from the Minister for Enterprise, Trade and Employment.

Any employer wishing to employ anyone under 18 years must first require them to produce their birth certificate. Before employing a child under 16 years, the employer must also obtain written permission from the child's parents or guardians.

The Protection of Young Persons (Employment) Act 1996 further provides for the setting of limits to the working hours of young persons (i.e. 16 to 17 year olds) who may not work for more than eight hours in any day or forty hours in any week.

Due to of their lack of experience, maturity and lack of awareness it is essential that they are supervised at all times until they gain the required experience, maturity and awareness of the risks.

A risk assessment will be carried out to determine any risks that the young person may be exposed to; the risk assessment will be carried out by Deniss Prokofjevs.

Any young person will be provided with all the information; instruction, training and supervision they require. They will also be provided with a mentor (responsible employee), who has accepted the responsibility of overseeing the young person.

Young persons will not be allowed:

- To carry out work that is beyond their mental and physical capability.
- To be exposed to substances that are toxic or carcinogenic.
- To carry out tasks that can involve risks beyond their recognition.
- To be exposed to extremes of heat, cold, noise and vibration.

The young person must

- Carry out all reasonable instructions given to them by their mentor.
- Refrain from horseplay or practical jokes.
- Report any thing that they feel unsure or unsafe about.

### **Working at Height**

The Safety, Health and Welfare at Work (General Application) Regulations 2007, Part 4 'Work at Height' requires us to consider a number of key elements prior to carrying out any work that involves climbing from floor level.

We are required to suitably and sufficiently assess the risks involved in working at height. This will involve consideration of the following key factors:

- Is there a specific need to work at height or can the operation or task be carried out without working at height?
- Is the equipment we provide suitable for the task involved and does it allow ease of access to the working area?
- Is the equipment used to access the work area maintained?
- Are the employees we intend to use suitably trained to carry out the task and is their level of fitness acceptable?
- If employees are required to access surfaces at height, then we must take into account the surface of sufficient strength to support the persons involved.
- The height involved must also be taken into account, as well as should a fall occur what is the employee likely to fall on or into. A secondary means of supporting the employee should he/she fall must be provided for the higher access tasks.
- If the task requires employees to work outside, then the weather conditions must be taken into account. If the weather conditions are adverse and likely to threaten the safety of our employees, then the task will be postponed until such time when it is safe to proceed.

We will carry out a risk assessment, taking into account the factors indicated above. If the work is beyond what we consider acceptable then we will call on the services of a specialist contractor to make the work zone easily accessible to our employees.

The person responsible for carrying out the working at height assessments is Deniss Prokofjevs.

## **Transport**

The road transport safety of our employees is important to Saint Patrick's Worldwide Organisation.

There are two distinct aspects to our use of vehicles

- As a provider of minibus transport for some of the community service providers, and
- In respect of employees who will use their own vehicles for work purposes.

We will undertake risk assessments in respect of our vehicle usage. These will consider the distances involved, as we are concerned to ensure that drivers are neither encouraged to speed nor to drive while tired.

### **Hired Minibuses**

Minibuses will be hired from reputable suppliers who will arrange suitable insurance.

Drivers must

- Be MiDAS (minibus driver awareness scheme) trained.
- Inform Chief Executive of any changes to the status of their driving licence
- Have their driving licences checked annually.

The person responsible for carrying out these checks will be Deniss Prokofjevs.

### **Privately owned vehicles**

Privately owned vehicles may only be used for business purpose if covered by fully comprehensive insurance with extra business use or passenger cover dependant on the type of vehicle.

Further, privately owned vehicles used for company business must have all the relevant documentation.

Drivers must

- Inform management of any changes to the status of their driving licence,
- Have their driving licences checked annually, and
- Ensure that their vehicles are effectively maintained.

### **Mobile phones**

It is an offence under the Road Traffic Act to use a hand held mobile phone whilst driving this includes waiting at traffic lights and in traffic queues.

Saint Patrick's Worldwide Organisation will not place pressure on any employee to use the phone whilst driving. Therefore, the company cannot be held responsible for any employee who is prosecuted for this offence. Before answering the phone the driver must pull over and park in a safe place. The use of call divert to voice mail is encouraged or the use of the answering machine. The text message service is not to be used whilst driving. Failure to comply with this rule may lead to disciplinary action.

## **Training**

Saint Patrick's Worldwide Organisation recognises the duty to provide its employees with whatever training is required so that they can carry out their job in a safe manner. This will ensure they are protected from hazards and that they do not cause anyone to be harmed by their activities.

To ensure this is carried out the person below has been appointed to identify any training need  
Deniss Prokofjevs.

The type of training that will be provided is:

- Induction training for all new employees
- Job specific training for all new employees or employee who transfers to other roles.
- Health and safety training for all employees that have been given specific tasks in the policy and to allow all employees to carry out their jobs safely.
- Extra training and supervision will be provided for young people because of their immaturity and lack of experience.
- Training will either be provided in house where appropriate or by an accredited training provider.

All training will be recorded and retained with the employee's personal file, the employee will sign to confirm that they have received the training and understood it.

The person responsible for maintaining the training records is Deniss Prokofjevs.

### **Health and Safety Training should include:**

- Risk and Control of Substances Hazardous to Health assessment training when applicable.
- Manual handling training as and when required.
- Use of Personal Protective Equipment (PPE) when issued.
- Use of Display Screen Equipment where necessary.
- Health and Safety awareness.
- Fire prevention and safe use of fire equipment.
- Any other training that may be relevant to their tasks or health and safety.

### **General Guidelines for Employees**

- You must not commit or allow to be committed any act which may result in potential danger in any way.
- You must attend as requested any training course, meeting etc., designed to further the interests of health and safety.
- You must observe all laid down procedures concerning work activities, equipment, materials and substances.
- You must ensure you understand the Health and Safety Policy and familiarise yourself with safety information and instructions.
- You must observe all safety rules on and off the Company's property.

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- You must comply with all written or verbal instructions given to you to ensure your personal safety and the safety of others.
- You must conduct yourself in an orderly manner at all times and not stray from responsible behaviour.
- You must dress with health and safety of yourself and others in mind.
- You must use the safety equipment and/or protective clothing provided.
- You must avoid improvisation in any form, which may create a risk to your safety or the safety of others.
- All employees are to obey the rules of Saint Patrick's Worldwide Organisation as contained in the Contract of Employment.
- You must not invite visitors onto Saint Patrick's Worldwide Organisation premises without permission from Management.
- If at any time you are unsure about duties you may be asked to perform, then you must inform your Manager/Supervisor.
- Co-operation is vital to ensure successful health and safety standards.
- Health and safety notices will be posted on notice boards from time to time you must ensure you view this information.
- No alcohol or non-medical drugs are to be consumed during working hours. Employees found to be under the effects of either will subject to disciplinary action.

## Confidentiality Policy

### Aim of Policy

Saint Patrick's Worldwide Organisation is committed to maintaining high standards of confidentiality in all aspects of our work. The organisation holds some confidential information. This is provided by, or derived from, voluntary/community organisations, members of the public, third parties and staff.

### Objectives of Policy

- To ensure that confidential records are properly managed.
- To ensure that confidential information is only released in accordance with our Data Protection Policy, legislative considerations, best practice and strict guidelines of the organisation.
- To ensure that information is only disclosed with the informed consent of the person or organisation to whom the information relates, with the following exceptions when, by law, we must share information, for example with the Tax Office, in an emergency, when public safety is at risk and when information is required by the police to prevent or detect crime.
- To promote a policy that respects commercial sensitivity.

### Statement

The use of information that Saint Patrick's Worldwide Organisation collects and processes will be used to provide a service or carry out an authorised or requested transaction.

Saint Patrick's Worldwide Organisation will not sell, trade, rent or lend confidential information to anyone.

Saint Patrick's Worldwide Organisation does use specified information to provide a Directory of Voluntary/Community Organisations where only permitted contact details and essential information to delivering the service will be provided. No confidential individual information will be included.

Saint Patrick's Worldwide Organisation may become privy to certain business information, which will be treated in the same confidential manner as person specific information.

Confidentiality is essential because we recognise:

- The possible consequences for the organisation or individual if it is breached;
- The rights of organisations and individuals to have control over information about them;
- The duties placed on us whereby breaches of confidentiality could lead to formal complaints, grievance or disciplinary actions, or even legal action against us;
- Good practice and our standards for Customer Care.

### Policy Principles

We will:

- Justify the purpose – Every proposed use or transfer of information will be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.

- Not give organisation specific data to a third party.
- Not use person specific information (unless absolutely necessary) – Person specific information will not be used unless there is no alternative.
- Allow access to information on a strict need to know basis – Only those individuals who need access to organisational, personal and commercially sensitive information will have access to it, and they will only have access to the information items that they need to see.
- Ensure everyone at SAINT PATRICK'S WORLDWIDE ORGANISATION is aware of their responsibilities – Procedures are in place to ensure that those handling information are aware of their responsibilities and obligations.
- Understand and comply with the law – Saint Patrick's Worldwide Organisation complies with the Data Protection Act 1998 in processing information. This policy will be reviewed regularly, ensuring that the organisation complies with all legal requirements.
- Hold all confidential and personal information under secure and restricted conditions within the office.

## **Detail**

The three main principles of the confidentiality policy are “informed consent”, “need to know” and “third party disclosure”. These principles apply both to members of the public and to members of staff.

### **Informed Consent**

- Disclosure of personal information will only take place with the informed consent of that person. For consent to be informed, we will tell the member of the public/staff why there is a need to share information, with whom it will be shared and the likely consequences of agreeing or not agreeing to disclosure.
- We will state clearly that the information given may need to be shared with others in order to be able to provide the service requested and that non-disclosure could mean that a person would not gain access to a service or to support to which they might otherwise have been entitled.
- We will inform members of the public of our Confidentiality Policy at the first point of contact and ask them to give their consent to permit the passing on of any personal information given, if necessary, on a “need to know” basis.

### **Need to Know**

The transfer of personal information relating to a member of the public/staff will be kept to a minimum on a “need to know” basis. Only those staff or other service providers who have a need to know, in order to provide relevant services, will share information and only after informed consent has been given.

### **Disclosure to Third Parties**

- Personal information will only be disclosed to third parties with the express, written or oral, consent of the person(s) who is (are) the data subject(s). Disclosure will only be considered, and consent sought, where there are clear reasons why this should happen.

- We will ensure that the recipient understands the need for confidentiality and that disclosure only takes place on the terms agreed with the person it concerns.
- On any occasion when confidential information is provided by way of a written or an oral response, we will state that the information provided is CONFIDENTIAL and should be respected as such.

### **Procedure for Dealing with Breaches of this Policy**

Any breach of this policy, intended or accidental, is not acceptable. Infringements of this policy will be dealt with seriously as disciplinary matter under SAINT PATRICK'S WORLDWIDE ORGANISATION'S normal disciplinary procedures and may involve either informal or formal action depending on the seriousness of the case.

### **The Policy in Practice**

A client's visit or telephone call to the Orchard or Services is completely CONFIDENTIAL. Information is only ever shared on a 'need to know' basis see 4.2. This is the case regardless as to whether the person in question is known to us or not, or of who is enquiring. In quoting confidentiality, staff use the following statement:

Saint Patrick's Worldwide Organisation operates a policy of confidentiality and I can therefore neither confirm nor deny that this person is known to Saint Patrick's Worldwide Organisation. However, I can take a message and, should this person contact the Centre I will pass this message on to them.

Details of counselling sessions or other support sessions are confidential to the staff team. Such information will not be passed on to any third party, without exception unless the client concerned specifically requests this to be so.

Information discussed during meetings where third parties may be present should be treated with the same level of confidentiality, with the exception that the third party signs a Confidentiality for Visitors form prior to the meeting and receives at the same time Saint Patrick's Worldwide Organisation Policy on Confidentiality and Policy on Disclosure of Information. Third parties may include other health professionals, workers or managers from other agencies with whom SAINT PATRICK'S WORLDWIDE ORGANISATION shares or is likely to share clients, students undertaking work placement or visiting students in the course of their training, volunteers of Saint Patrick's Worldwide Organisation, other legitimate visitors working with or connected professionally to clients of Saint Patrick's Worldwide Organisation.

### **Confidentiality Will Only Be Breached In The Following Circumstances:**

- In certain circumstances Saint Patrick's Worldwide Organisation is legally and ethically obliged to say whether or not a client is known Saint Patrick's Worldwide Organisation or is at, or has recently visited, the Saint Patrick's Worldwide Organisation. Example: (i) where police have reasonable suspicion that a person they believe has contacted the Saint Patrick's Worldwide Organisation is connected with a crime currently under investigation (ii) where a client discloses a violent history partner agencies shall be notified.



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- Saint Patrick's Worldwide Organisation works in accordance with Safeguarding Children and Vulnerable Adults and will share information according to these policies. Any concerns regarding child or vulnerable adult protection shall be brought to the attention of management or the Children and Families specialist, for their immediate action.
- Where a young person under 16 has been reported missing to the police, staff will disclose whether or not that client has recently contacted the Orchard/Service to the police but not to a parent (in case this puts the child at risk).
- The policy on confidentiality exists to protect the client. In certain circumstances keeping confidentiality may result in harm to a client (or other person). Staff must bring all concerns to management for appropriate course of action to be agreed.
- All concerns and action regarding the necessary breach of confidentiality shall be recorded in the daily log book and client file. (See Procedure for writing in the Log and Data Protection Policy).

### **Partnership working**

Saint Patrick's Worldwide Organisation is committed to partnership working for the benefit of its clients. Joint working protocols should be agreed and signed by appropriate people to allow the appropriate sharing of pertinent information to reduce the risk of potential harm to a person.

### **Equality and Diversity**

We aim to be an organisation that values, recognises and responds to the diverse needs of members and those we serve. We adhere to the Equality Act 2010 and will not discriminate against any person or other organisation with particular reference to the protected characteristics.

### **Monitoring and Review**

The Senior Management Team, with adequate consultation of the Board of Trustees, will regularly review the operation of this policy.

## **Grievance Policy and Procedures**

Saint Patrick's Worldwide Organisation aims to be an organisation that values, recognises and responds to the diverse needs of members and those we serve. We adhere to the Equality Act 2010 and will not discriminate against any person or other organisation with particular reference to any of the protected characteristics.

Any member of staff can raise a concern/grievance regarding their work, working environment, working relationships or their treatment at work. The Saint Patrick's Worldwide Organisation Grievance procedure is intended to ensure fair and equitable treatment of employees who raise grievances. This Grievance procedure therefore applies to all employees, irrespective of length of service or role.

This procedure is for guidance only, does not form part of your terms and conditions of employment and is therefore not contractually binding. However, Saint Patrick's Worldwide Organisation reserves the right to amend the procedure from time to time, or deviate from it depending on the particular circumstances. Any changes will be communicated to you.

### **Informal grievance**

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over informally with your manager. You may be able to agree a solution informally between you. If the grievance cannot be resolved in this way or you are not satisfied with the response, you should then raise the matter formally using the following procedure:

### **Formal grievance**

Should you have any grievance relating to your work, you should raise it in writing with your immediate Manager? It is important that you raise any issues promptly and without unreasonable delay.

Where your grievance is against either the management or CEO and you feel unable to approach him or her you should talk to either another manager of equal status, Chief Executive's nominee or a Trustee.

You should stick to the facts and avoid language that is insulting or abusive. Your manager should reply verbally within 24 hours to acknowledge the grievance and agree the next steps to be taken. This will normally involve a meeting within 5 working days to discuss your grievance. Where your grievance is against your manager and you feel unable to approach him or her you should talk to another manager of equal status, or the Chief Executive's nominee.

### **Investigation**

In some cases, Saint Patrick's Worldwide Organisation may need to conduct an investigation into the substance of your grievance, either before a meeting can be held, or after we have initially met with you to discuss your grievance. The extent of the investigation required will depend on the nature of the particular allegations, and may vary from case to case. It could involve holding investigatory meetings with you and/or other relevant employees, taking statements, and reviewing relevant documents.

### **Grievance meeting**

At the appropriate stage, you will be invited to attend a grievance meeting hosted by a nominated chairperson to discuss the matter. The chairperson may be your manager, or depending on the nature of the complaint, another appropriate individual within the organisation. At the meeting, you will be given the opportunity to explain your grievance and how you think it should be resolved. If it becomes clear during the meeting that further investigation is required, the meeting will be adjourned so that Saint Patrick's Worldwide Organisation can carry out such investigation. Saint Patrick's Worldwide Organisation will aim to reconvene it as soon as possible.

You must make every effort to attend the meeting. You may on reasonable request be accompanied by a work colleague or trade union official (your "Chosen Companion") to any grievance meeting, or appeal meeting, under this procedure. Note that it would not be reasonable for you to be accompanied by a person who, for example, would prejudice the hearing, or who would have a conflict of interest. In good time before the meeting, please notify Saint Patrick's Worldwide Organisation of the identity of your Chosen Companion. They may address the meeting, but cannot answer questions on your behalf, or prevent Saint Patrick's Worldwide Organisation from explaining its position. Your chosen companion cannot be a related party either through direct family relations or a personal relationship (marriage/partner etc.).

If your Chosen Companion is not available on the arranged date, you should notify Saint Patrick's Worldwide Organisation as soon as possible. Saint Patrick's Worldwide Organisation will normally arrange an alternative date within five working days of the original date (unless this is not reasonably practicable, in which case another time as soon as possible thereafter). No decision will be taken before the chairperson has considered properly the issues involved, which in some circumstances may require more than one meeting in relation to the grievance. Once a decision has been made, you will be informed of it in writing as soon as possible (normally within five working days of the grievance meeting, unless this is not reasonably practicable). The letter will set out what action Saint Patrick's Worldwide Organisation intends to take to resolve your grievance (if any) and you will also be informed of your right to appeal against the decision, if you are not content with the outcome.

### **Appeal**

If the matter is not resolved or you are dissatisfied with the outcome, you should raise the matter in writing to the Chief Executive's nominee (normally Deputy CEO) or, in exceptional circumstances, the Chief Executive, within ten working days of receipt of the grievance decision setting out the grounds for your appeal.

You will be invited to an appeal meeting, normally within five working days, and your appeal will be heard by the Chief Executive (or in exceptional circumstances the HR Sub Committee of Saint Patrick's Worldwide Organisation Trustees). You must take all reasonable steps to attend this meeting and again, you may bring your Chosen Companion with you.

Any appeal decision taken by the Chief Executive or the HR Sub Committee of the Saint Patrick's Worldwide Organisation Trustees is final.

## **Policy for Trustee Recruitment**

The legal responsibility for the election of new trustees to the Saint Patrick's Worldwide Organisation Board lies with the Annual General Meeting (AGM).

The Board recognises that it has only limited control over the election of trustees at the AGM. It is accepted that Saint Patrick's Worldwide Organisation members should be able to elect people to the board who they believe will best represent their interests. However the existing board members also have a responsibility to try to ensure that the needs of the organisation in terms of governance are met by those people elected. The Board will seek to do this by adopting a system of recommending Trustee appointments to the membership using the steps detailed below. The membership will then be able to choose to elect a recommended candidate or to appoint another person to the board. Trustees can delegate some aspects of recruitment of Trustees to Management, but they must ensure that they retain overall responsibility and control of the recruitment, selection and induction processes.

In recruiting new trustees, the existing trustees and management must act in the best interests of Saint Patrick's Worldwide Organisation and in accordance with the Charities Regulatory Authority directives.

### **New Trustees: Recruitment, Selection, Vetting, Appointment and Induction Process**

The Trustee Board identifies the need for new trustees either before AGM, through resignations or through assessment of specific skills that are identified throughout the year.

Any member organization has the right to nominate a potential trustee giving 14 days' notice prior to AGM and all member organizations are given this opportunity annually 28 days prior to AGM.

Saint Patrick's Worldwide Organisation has a generic role description for all trustee, and specific role descriptions for Chair, Vice Chair and Treasurer. Trustees can decide as required to create specific trustee role descriptions to fill identified skills gaps within the trustee board.

Trustees can co-op to vacant positions throughout the year. Prior to any person being approached will require the approval of the CEO, the Chair of Saint Patrick's Worldwide Organisation and the Chair of the Saint Patrick's Worldwide Organisation HR subcommittee.

Any nominees of member organizations provided they meet the basic criteria of suitability will be put before the AGM (see 8 below). For those proposed by the Trustees there will be a process for recruitment and a method of attracting a diverse range of candidates with the skills the charity needs; (in doing so they must comply with the requirements set out in the charity's governing document and in the appropriate diversity legislation).

Short-listing and informal interviews take place against agreed criteria. During the meeting it will be explained to potential trustees the requirements of them, about the purposes and aims of the charity, as well as their broader duties and responsibilities as trustees.

Nominated and preferred candidates are identified and invited to join the trustees, if desired, subject to references, formal vetting and approval by the full trustee board. Unsuccessful candidates are notified and thanked for their interest.

All potential Trustees whether nominated by members or selected by the Trustees must undertake vetting to ensure the candidates are suitable to act as a trustee by:

- Being asked to confirm in writing that this is the case by completion of a "Declaration of eligibility for newly appointed trustees".
- Checking their name against the Disqualified Directors Register through Companies House.
- Production and photocopying of a valid passport.
- Candidates are asked to consider and declare any existing or potential conflicts of interest. They should do so thereafter annually along with all the Trustee Board.
- Disclosure and Barring Service clearances should be obtained for trustees who will have access to children, vulnerable adults and finances of the Charity.

An information pack about the charity (including the Charity's Business Plan; Vision, Mission and Aims of the Charity; and copy of the Charity's Governing Document) is sent to new trustees. As part of the induction Programme, new trustees meet existing trustees, Management and others involved with the charity.

The new trustees attend their first board meeting and are duly welcomed.

All relevant parties, such as Management, funders, Charities Regulatory Authority annual updates, the charity's solicitors and auditors, are notified of the new appointments.

### **Equality and Diversity**

We aim to be an organisation that values, recognises and responds to the diverse needs of members and those we serve. We adhere to the Equality Acts 1998–2015 and will not discriminate against any person or other organisation with particular reference to the protected characteristics.

### **Monitoring and Review**

The Board of Trustees, will regularly review the operation of this policy, with advice from the Chief Executive and other senior managers.