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Welcome to YMCA Gisborne

Dear YMCA Employee

Welcome to the YMCA . congratulations on your appointment!

The information in the YMCA Employee Policies and Procedures Manual is designed to answer the everyday questions you may have concerning your employment with the YMCA. This manual applies to all employees and contractors and it supersedes any previous manual which may have been issued by the YMCA.

The purpose of the information presented in this manual is to provide you with information on what is expected of you in your employment with the YMCA, and also what you can expect from the YMCA. Our aim is to provide a productive, safe and pleasant working environment for all.

The YMCA Employee Policies and Procedures Manual, when read in conjunction with your Individual Employment Agreement, your Letter Offering Employment and your Position Description, outlines the terms and conditions of your employment. It is your responsibility to ensure you understand and comply with the information provided in these documents, and you are entitled to seek independent advice before signing these documents.

As a YMCA employee, you are expected to carry out your duties with fairness and in good faith. You are also expected, at all times, to abide by the values of the YMCA which are an integral part of the organisation. The values are:

CARING, RESPECT, HONESTY and RESPONSIBILITY

If you breach any of the YMCA rules, policies or procedures, or act in a manner contrary to the YMCA values, you may be subject to disciplinary action which may result in the termination of your employment. The information contained in this manual does not attempt to cover all aspects of your employment, and your Supervisor/Manager will explain to you items specifically relating to your individual position. Please ask us if you need any help.

The YMCA has the right to add, change, delete or amend the terms and conditions in this manual in order to reflect compliance with legislation and the changing needs of the business. You will be notified of any changes in writing. Once any changes come into effect they become part of your normal terms and conditions of employment.

This manual remains the property of the YMCA. Please keep it secure and available for reference as required. The manual should be returned if your employment with the YMCA ceases.

We hope you have a rewarding and enjoyable career with the YMCA. Welcome to the team!

Business Rules

Business Rules

We are very conscious of the safety and wellbeing of all of our employees and believe that everyone should be allowed to work in a healthy, safe and trustworthy environment.

We also believe that in order to prevent misunderstanding and ensure that every individual is fairly treated; each employee should know what standards the YMCA expects.

For these reasons we have adopted a set of business rules covering the important aspects of your employment with us. Because they are designed to protect both you and the YMCA, it is a condition of employment with us that these rules are followed. The business rules apply to ALL employees. Ignorance of the rules is not a means of exemption from them.

Business Rules

1. **Abandonment of Employment**

If you are absent from work for a continuous period exceeding three (3) consecutive days without consent of the YMCA then it will be considered that you have abandoned your employment and your employment may be terminated by the YMCA.

2. **Absence from Work**

An employee who is sick or absent from work for some other reason, must advise their Supervisor/Manager as soon as possible and **prior** to their start time [please refer to the Leave Policy on page 41 for further information].

Employees must either ring or speak to their Supervisor/Manager directly. If an employee notifies their Supervisor/Manager by email or text they **must** receive confirmation from their Supervisor/Manager acknowledging receipt of their email or text. If acknowledgement is not received the employee must contact their Supervisor/Manager by phone.

In the situation where it is impossible for the employee to contact their Supervisor/Manager directly they may get someone else to ring on their behalf.

The YMCA is entitled to ask for a Medical Certificate if an employee is absent from work for health reasons, regardless of the duration of the period of absence.

3. **Access to your Own Employee File**

Employee files may include the following: application for employment, position description, CV, leave application forms, records of participation in training events, salary / wage history, records of disciplinary action and documents related to employee performance reviews, coaching, and mentoring.

Employee files are the property of the YMCA, and access to the information contained within these files is restricted. All such information will be kept confidential and will not be released to third parties without your consent or unless required by law. If you wish to review your own file you will need to contact HR.

It is important that your employee records be kept up-to-date at all times. Your present address and telephone number are essential for many purposes. Please notify your Manager immediately if you change your home address or telephone number, or your emergency

contact name, address or telephone number and complete a Change of Personal Details Form. If you need to change your tax code, a new IR330 (Tax Code Declaration) must be completed.

4. ACC

As a YMCA employee, you are insured for work accidents through ACC. If you are injured at work and the claim is accepted as a workplace injury, your injury claim and care, will be managed by ACC. Workplace injury claims can only be considered by ACC as a claim if a medical practitioner has referred the case. If you have a recurring injury (e.g. back injury) and you require additional time off as the injury has resurfaced, a doctor must be consulted each occurrence.

5. Accidents and Injuries

Any accident or incident occurring at any of our YMCA facility premises to an employee or any other person or child attending such facility premises must be immediately reported on the appropriate Accident Report form. All accidents are to be fully recorded, whether or not such accident results in an injury, or in cases where the employee is injured, whether or not such injury results in time off.

Please refer to the YMCA's Health and Safety Manual for more information (policy details also available via the staff intranet) or see your Supervisor/Manager.

6. Appearance and Uniform

As a representative of the YMCA, we expect good grooming and a high standard of personal hygiene, which is essential for a good public image. It is important to take pride in your appearance.

You must keep your hairstyle tidy and in keeping with a professional image. Bandanas can only be worn with the consent of your Supervisor/Manager. Any jewellery worn should be kept to a minimum and be consistent with conventional business attire and not pose a safety risk. Should you have any specific dress needs or concerns, please discuss them with your Manager. In case of doubt, the YMCA is the final arbiter of dress standards.

An employee of YMCA who is required to wear a YMCA uniform as appropriate to their duties shall wear that uniform at all times while on duty. Name badges should be worn at all times (with the exception of Y-Under Fives staff where name badges are deemed to be a hazard).

It is not appropriate to wear YMCA branded uniform in situations that could compromise the values and/or image of the YMCA. To maintain the image and values of the YMCA, drinking alcohol or smoking in uniform is not permitted.

The employee is responsible for laundering their own uniform and maintaining it in a clean and presentable condition at all times. The provided uniform is to be returned on leaving YMCA employment.

7. Breastfeeding

The YMCA supports a mother's choice to breast feed. Please see your Manager if you require further information on this matter.

8. Communication and Information

Notice boards, communication books and the intranet are used to communicate YMCA information, events, position vacancies, social engagements etc. Copies of all policies, procedures, operational, health & safety manuals and other reference documents will also be held at each centre. Please see your Manager if you need help in locating or accessing these.

9. Confidentiality and the Non Disclosure of Information

Employees will not at any time, or for any reason, whether during the term of their employment, or after its termination, disclose or copy any confidential, or commercially sensitive and commercially valuable information concerning the YMCA without the consent of the Chief Executive Officer.

Confidential information includes, but is not limited to, originals or copies of customer databases, price lists, employee personal details, information about suppliers or members, computer systems, operating manuals, financial information, programme information, data, messages and information about the YMCA's business. All customer and contact lists, whether provided to you, or generated by you during the course of your employment, all inventory lists and pricing is confidential information and belongs to the YMCA.

You must not at any time, whether during or after termination of your employment, disclose to any person or copy or make use of in any manner, any confidential information. You must also take all necessary and reasonable steps to prevent any confidential information from being disclosed to any unauthorised person. Employees who disclose trade secrets or confidential business information to any person that is not an employee of the YMCA, or to any employee whose job does not directly warrant or necessitate the knowledge, will be subject to disciplinary action, up to and including termination of employment. In addition, criminal or civil charges may be made and claims for damages sought, even if the employee does not actually benefit from the disclosed information. If the YMCA suffers any loss as a result of you breaching your obligations, you will be held responsible for that loss.

On termination of your employment you must return all YMCA confidential information, including customer and contact lists and not divulge or use in any way, information which may be prejudicial to the interests or reputation of the YMCA

10. Conflict of Interest

A conflict of interest exists where the activities of an employee, in the course of their employment, provides an improper gain or benefit to themselves or an associate.

You must avoid any activity that could compromise, or appear to compromise, your judgment or objectivity in the performance of your duties with the YMCA. In particular, you must not:

- Obtain an interest in, or set up any other business that may be deemed in competition with the organisation without the formal permission of the Chief Executive Officer;
- Perform services for a competitor or likely competitor of the organisation, whether paid or unpaid without the formal permission of the Chief Executive Officer;
- Engage in any business which interferes with your performance of your work duties and responsibilities without the formal permission of the Chief Executive Officer;
- Conduct private work on the Employer's premises. The Employer's equipment or premises must not be used for non work related tasks without the written permission of the Centre Manager or the Chief Executive Officer;
- Use your position, or any YMCA information or resources, for personal gain or to benefit any other business or person. This includes receiving gifts, entertainment or any other personal benefit or privilege that could in any way influence, or appear to influence, your involvement in YMCA business dealings.

In order to ensure that there is no conflict of interest, the employee must notify the YMCA before additional work is undertaken or inform the YMCA that they are also working elsewhere before commencing work at the YMCA. Unless an alternative work schedule has been approved by the YMCA, you will be subject to the YMCA's scheduling demands, regardless of any existing outside work assignments.

Employees will not at any time, during the term of their employment, or for a period of 6 months after the termination of their employment, directly or indirectly solicit or endeavour to solicit or entice away from the YMCA, any employee or customer of the YMCA with whom the employee has worked or with whom the employee has had personal contact during the previous 12 months of their employment at the YMCA.

11. Contractors and Consultants

Independent contractors or consultants engaged in an Agreement for Service provide a specific service for the YMCA. All such people are independent of the YMCA and therefore have none of the normal rights or obligations of staff except as specified in their contract. They must still follow YMCA health and safety procedures and other relevant policies and procedures when working on YMCA premises or on YMCA business.

12. Controversial Issues and Media Statements

We must ensure at all times that we safeguard the welfare, wellbeing and interests of our organisation. We must protect the name of the YMCA and must prevent the possibility of the YMCA being brought into disrepute by our own employees.

Should you be contacted by the media and asked for a comment, please refer the person to the Chief Executive Officer or his/her designated representative. In some situations a prepared statement will be given to an employee to read out on behalf of the YMCA.

No employee shall talk to the media on any confidential or controversial matter or issue relating to the YMCA, or any YMCA within the National YMCA network, without the formal permission from the Chief Executive Officer, his/her designated representative, or the National YMCA Board of Directors.

Further an employee shall not speak, or claim to speak on behalf of YMCA Gisborne, in response to any request for comment which may be sought from any source regarding any matter or any issue relating to the YMCA, without the formal permission from the Chief Executive Officer or his/her designated representative. Failure to abide by this rule may result in disciplinary action or dismissal.

13. Cost Reimbursement

From time to time, an employee may purchase items for the YMCA using their personal funds and with the authorisation of their Manager. Employees will be reimbursed for any legitimate business related expenses. All business expenses incurred must be justified and supported with detailed documentation, and recorded accurately and in a timely manner as required.

The employee may then claim a cost reimbursement of the item(s) upon the completion of the required documentation and presentation of the purchase invoice. All GST receipts / tax invoices and documentation must be given to the accounts department by the end of the month the expense was incurred in.

An employee may be reimbursed by petty cash, imprest cheque, or cheque requisition. All reimbursements must be authorised at the appropriate level:

- Centre Employees/Contractors to be authorised by the Centre Manager.
- Centre Manager to be authorised by the Executive Director.
- Head Office Employees to be authorised by the Direct Manager, Chief Operating Officer or Chief Financial Officer.
- Petty cash and imprest payments are approved and paid by the Centre Manager.

Cheque requisitions are approved by the Centre Manager and forwarded to Head Office to be paid by either cheque or direct credit into the nominated bank account. Please note, the direct credit reimbursement option is only available to Centre Managers and Head Office based employees.

In most cases reimbursement should happen at a Centre level. Where the dollar value is over \$100, payments shall be made by Head Office via cheque requisition. Payments will be made on a weekly basis.

A GST receipt / tax invoice detailing the purchase must be attached to the required YMCA reimbursement form. For IRD purposes, copies of EFTPOS or Credit Card receipts will not be accepted.

14. Duties and Responsibilities

Specific duties and responsibilities as detailed in an employee's position description will be subject to amendment, in consultation with the employee.

In carrying out your duties and responsibilities, all employees will be expected to:

- Display appropriate work ethics and behaviour.
- Work conscientiously, professionally, and to the best of your ability at all times and devote the whole of your working hours to carrying out the duties and responsibilities associated with your position at the YMCA.
- Actively promote and protect the reputation, interests and welfare of the YMCA, and do nothing that would detrimentally affect the wellbeing, goodwill and reputation of the YMCA.
- Demonstrate the values of the YMCA - caring, respect, honesty and responsibility when dealing with other employees, members, children, suppliers, volunteers and the public.
- Conduct yourself in a courteous, friendly and professional manner when you are on YMCA premises or on YMCA business.
- Demonstrate care when dealing with the property of others.
- Be adaptable, a team player and be prepared to pitch in to help when necessary.

15. Employee Collections

Employees who wish to organise a collection for a colleague within the facility must first obtain permission from the Centre Manager. Such approval will only be given for collections for employees who are:

- Going on maternity leave or leaving work because they are pregnant.
- Finishing employment with the YMCA.
- Celebrating a significant occasion.
- Collecting for illness or death of an employee.

When seeking permission to carry out a collection, employees must provide the following information:

- The purpose of the collection.
- Who is taking responsibility for organising the collection.
- How much time the collection is likely to take.

The employee taking responsibility for the collection must also take responsibility for the money collected and ensure it is retained in a safe place.

16. Exit Questionnaires

The YMCA would like to invite all permanent employees who voluntarily terminate their employment to complete and submit an Exit Questionnaire prior to their departure. This questionnaire is located on the Home Page of the employee intranet. The purpose of this questionnaire is to give you the opportunity to provide feedback to us about various employment conditions, which will help us to identify any areas that may require attention or improvement.

17. First Aid

First Aid Kits for treatment of minor injuries that may occur during the working day are located onsite and in each YMCA vehicle. Each centre has a range of First Aid qualified staff. Please familiarise yourself with which staff are First Aid qualified at your centre.

18. Honesty

The YMCA demands absolute honesty and integrity in every business and work transaction. Where any employee is found to be lying to or cheating a client, member, the YMCA, a fellow employee, or member of the public in any manner, they could face instant dismissal.

Financial integrity is required and all organisation accounting records must accurately reflect the precise nature of transactions and all assets and liabilities of the YMCA. If you have responsibility for controlling organisation funds you are required to maintain accounting records in compliance with accepted accounting practices and the financial policies set by the YMCA.

You will not enter into any commitment or incur any liability on behalf of the organisation except with our prior consent and/or in accordance with any delegation given to you by the YMCA.

19. Indemnities

The YMCA accepts no liability for loss or damage to any personal property on YMCA premises or from YMCA vehicles. As we cannot safeguard your personal property, we would ask that you avoid bringing to work any extra or unnecessary items, especially items such as jewellery, cash and other valuables.

The YMCA will not be liable for any loss or damage to the property of employees in the performance of their duties and responsibilities unless the loss or damage is caused by the negligence of the YMCA. Employees should ensure that their property is adequately insured at all times.

The YMCA indemnifies all employees against any civil claims resulting from any actions taken or advice given in good faith by employees in the course of their duties, provided employees are at all times acting in the best interests of the YMCA.

Where employees behave recklessly, negligently or wilfully in the course of their duties, the YMCA will not be held responsible for any action brought against those employees and will not meet any claims, demands, costs or expenses that might result.

20. Intellectual Property

All intellectual property rights, including but not limited to copyright, and any names or trade marks created by an employee subsisting in any material produced by an employee as a direct result of their employment by the YMCA, are to be owned by the YMCA.

All original work, process, design or other material produced by you while employed with the YMCA shall remain the intellectual property of the organisation, both during your employment and on cessation of your employment.

The employee assigns to the YMCA his or her entire right, title and interest in or to any idea, invention, programme (including written programmes and documentation), drawings, devices and written works made, developed, created, discovered, conceived or written wholly or in part by the employee whilst in the employ of the YMCA and whether or not the developments are patentable, copyrightable or susceptible to other forms of protection.

The employee waives and releases, to the extent permitted by law, all rights which the employee may have to the developments and agrees that the YMCA, its assignees and licensees will have the right to make any modifications, translations and adaptations which it or they may require.

The YMCA expects employees to abide by the applicable laws and regulations relating to intellectual property in the discharge of their duties. In this regard, any infringement or violation is the responsibility of the employee who has committed them; and any resulting fines or penalties will not be reimbursed or compensated for by the YMCA.

21. Meal Breaks

Employees should leave promptly, at the time arranged with their Supervisor/Manager. Note the time allowed for breaks includes the total period from leaving and returning to your work area. If you are serving a customer please ensure that you complete the transaction before you leave. If on a break, avoid loitering in a customer service area as customers will have an expectation of being served.

22. Meetings

Your Manager may call regular meetings which all employees in your department attend. These meetings are usually referred to as ~~team~~ meetings and are designed to keep employees in each department up-to-date with YMCA progress, department or department-related issues etc.

23. Non Work Related Offences

Normally an employee's off duty behaviour is of no concern to the YMCA and is not subject to this policy. However a YMCA employee is required to inform their Centre Manager or the Chief Executive Officer of any criminal charges they have been convicted of, or any impending criminal charges, not including any criminal convictions concealed under the Criminal Records (Clean Slate) Act 2004. The investigations of third parties, such as the police, will not be automatically relied upon in such circumstances and the YMCA may conduct its own investigation.

Where an employee's off duty behaviour influences his or her ability to carry out normal duties or is detrimental to the best interests or reputation of the YMCA, such actions will be treated as breaches of this policy and will be subject to disciplinary action.

24. Outside Engagements or Secondary Employment

The YMCA has no desire to unreasonably restrict an employee's external activity, though this needs to be balanced with the YMCA's own interest and those of all employees.

An employee may, subject to approval by the Chief Executive Officer be permitted to perform services for remuneration or as a volunteer and/or engage in any trade or business whilst employed by the YMCA . except where such service or work would be in direct conflict with YMCA and/or contrary to YMCA doctrine (refer to clause 10 of the Business Rules).

In any circumstance when an employee, subject to approval by the Chief Executive Officer, may perform or provide services for remuneration whilst employed by the YMCA and the performance or provision of such service is undertaken within the employee's recognised

hours of work for the YMCA, the remuneration gained from the services rendered shall be fully payable to the YMCA.

Where an employee proposes taking up external employment, additional employment, or wishes to pursue separate business interests, applications must be made in writing (via their Centre Manager), and prior written permission is required from the Chief Executive Officer. It is necessary for the YMCA to establish the impact of the proposed alternative employment on the activities of the YMCA.

The employee will be asked to provide full details of the proposed work and specific consideration should be given to the following areas:

Working hours - is the employee proposing to conduct their affairs entirely outside their contractual hours of work, or is there likely to be overlap?

Location - of employee's proposed alternative employment and its proximity to YMCA business interests and facilities.

Competition - is the employee intending to work in competition with YMCA, either in their own right or for a competing organisation? If so, is there a real risk of a conflict of interest and/or confidential information being used to the YMCA's detriment?

Health, Safety and Welfare - is the employee proposing to carry out work which is inherently hazardous and the risk of injury high? Should the employee become injured or fall sick as a result of other work, YMCA sick leave will be affected. Is the extra work likely to cause undue fatigue, stress etc which will affect their performance with the YMCA?

If, after investigation, the Manager considers the proposed activities incompatible with the individual's obligations with the YMCA, permission will be refused. Where the employee's proposed work does not significantly affect their employment with the YMCA, permission will be given. In either circumstance, this will be communicated in writing.

Material changes to the circumstances of the employee's outside interests must be brought to the attention of the Manager.

25. Pay Period

Most employees are paid on a fortnightly pay period basis, with each pay period starting on a Monday and ending on a Sunday. Employees are paid every other Thursday after the pay period has ended.

26. Plant and Equipment

All plant and equipment, fixtures and fittings are to be respectfully treated and used only as instructed. You are responsible for the protection of all YMCA property used in carrying out your responsibilities.

Keep equipment in its proper place. It is your responsibility to protect and/or return equipment. Take reasonable steps to prevent the theft or misuse of, or damage to such property.

YMCA property must not be removed either physically or electronically from YMCA premises without authorisation from the Centre Manager, Executive Director or the Chief Executive Officer.

27. Police Checks

The YMCA is committed to ensuring employees and volunteers have appropriate backgrounds to minimise risks to employees, children, internal and external clients, the community and the YMCA. Police checks will be carried out on all YMCA employees upon their acceptance of an offer of employment and as soon as they sign the appropriate form. All offers of employment are subject to a satisfactory police records check.

If a police record check reveals an offending history or any criminal conviction(s), not including any concealed under the Criminal Records (Clean Slate) Act 2004, that is unsatisfactory or that has not been declared by the employee at their interview or on their application for employment, the matter will be discussed with the employee to determine the appropriate course of action. In certain circumstances, if the police check is unsatisfactory, if the employee has provided fraudulent information or failed to declare relevant information, their employment could be terminated immediately.

The employer can at any time conduct a police check on the employee because of the nature of their work. The employee can access the results of any police check conducted in regard to the Privacy Act 1993.

28. Privacy

All personal information provided by you will not be used or disclosed by the YMCA except for the purposes for which the information was collected, or as authorised by you pursuant to the Privacy Act 1993. You are entitled to access this information and to make appropriate corrections upon request to your Manager. Information will be retained under conditions which ensure security and access by authorised employees only. The Privacy Act promotes and protects individual privacy.

29. Punctuality and Hours of Work

Effective operation of the business depends upon regularity of attendance and timekeeping of all employees. Employees are required to be at their work area at their rostered start time; lateness is not acceptable. Employees may leave their work area during work time only with the approval of their Supervisor/Manager.

Hours of work will vary according to the position and the individual employee. Please refer to your Individual Employment Agreement for specific information. Employment is considered full time when an employee regularly works 40 hours per week or more.

The YMCA supports a healthy work/life balance. If an employee wishes to vary their hours of work or working arrangements they must see their Manager to discuss the matter. It should be noted that it is not always possible to change working arrangements due to the nature and demands of the business.

Employees should not be on any YMCA premises outside of normal operational hours unless they have the prior consent of the Centre Manager.

30. Receiving Gifts and Hospitality

An employee shall not in any circumstances accept commissions or gifts of any sort from dealers, vendors, contractors or others, nor place themselves under an obligation to a vendor or any other person with whom the YMCA does business.

Any employee, who is given a gift of any sort or offered hospitality by either an actual or potential business contact / supplier, must advise their Centre Manager or the Chief Executive Officer. If the Centre Manager or the Chief Executive Officer believes that the offer constitutes an ~~enticement~~ the employee will give the gift to the Centre Manager or the Chief Executive Officer who will return it with a suitable covering letter.

Promotional gifts such as stationery, which are not of significant value, are exempt from this policy and need not be disclosed. However, because these items are usually sent to a limited number of employees, they should be distributed to colleagues where appropriate.

Tips received by catering employees following a successful function or by employees during the course of an evening should be handed to the Manager on the evening to distribute between all employees involved.

31. References

On request the YMCA will provide leaving employees with a Certificate of Service. The YMCA does not provide written references.

32. Reporting of Wrong-Doing

If you believe that you have evidence of wrong-doing or misadministration in the YMCA, the following courses of action are open to you without compromising yourself or putting your employment in jeopardy.

1. Your first step is to take the matter up with your Manager.
2. If it is a serious wrong-doing, or you feel unable to discuss the matter with your Manager, or that the matter has not been properly progressed, you may report your concerns directly to a member of the Senior Management Team, including the Chief Executive Officer.
3. As a last resort, you may report your concerns directly to the President of the Board. In all cases, the reported wrong-doing will be thoroughly investigated and reported to the Board.

33. Resignations

All resignations must be submitted in writing to the Centre Manager, Executive Director or Chief Executive Officer as appropriate. Please express your reason for resigning and nominate a specific date as the last day of your employment. The required notice is covered in your Individual Employment Agreement.

34. Security of Premises

If you have access to keys and security codes they must be kept secure and confidential. Keys to YMCA premises must not be loaned or duplicated for unauthorised people. Lost or mislaid keys must be reported to your Manager immediately.

Any plant or equipment which is lost or damaged must be reported to the Centre Manager or Executive Director immediately. You may also be required to complete an insurance claim form.

Employees must have the consent of their Supervisor/Manager prior to entering YMCA premises outside of business hours or when not on YMCA business.

Outside of working hours, some of our premises are secured by an alarm system and monitored by a security service. Key holders entering these premises outside normal working hours must ensure those exterior doors are locked when they are on the premises. When they leave the premises they must activate the alarm system.

35. Stress

Stress can affect everyone at some point. Stress can be personal or work related. Please see your Supervisor/Manager if stress is impacting on your ability to do your work. We can then discuss with you ways to help minimise stress or offer support to you during a stressful period.

36. Timesheets

Each employee required to complete a timesheet is responsible for accurately completing, signing and ensuring their fortnightly timesheet is submitted to their Manager within the timeframe specified at their centre.

37. Vehicle Mileage Reimbursement

Where an employee travels on YMCA business, in the first instance a YMCA vehicle must be used. Where no YMCA vehicle is available, the employee may use their own vehicle and be reimbursed for the travel based on the current per kilometre rate, as detailed on the intranet.

Reimbursement will be made on presentation of the Mileage Reimbursement form available on the intranet. This form must detail the place travelled to, distance and reason for travel.

Centre Managers must send their reimbursement forms through to their Executive Director for authorisation. Payment will be made on a monthly basis by direct credit into their bank account.

All other employees will have their claims authorised and paid by the Centre Manager via petty cash or imprest cheque.

The mileage reimbursement rate will be reviewed quarterly and employees advised of any changes. Changes will also be updated on the Mileage Reimbursement form located on the intranet.

38. Video Surveillance

As an employee of the YMCA you agree to the use of video surveillance on YMCA premises and consent to the collection and use of information obtained in this way. Video surveillance of any area of YMCA premises may be necessary to comply with regulatory requirements and to ensure the safety and security of employees and the organisation property.

YMCA may also undertake or utilise past video surveillance of employees where there is reason to believe that abuse or misconduct has occurred and / or may occur in the future and it is necessary to gather evidence in this respect. The YMCA will usually notify, or take reasonable steps to notify, employees when video surveillance is to be undertaken. However, there may be times when covert surveillance is required and the YMCA reserves the right to undertake such surveillance. The YMCA will abide by the provisions of the Privacy Act 1993 when collecting and storing such information.

39. Visitors

From time to time, people who are not employees or clients of the YMCA visit YMCA premises. The YMCA is required to ensure the safety and wellbeing of such visitors while they are on YMCA property.

While the visitor is on YMCA property, the employee is considered to be responsible for the safety and wellbeing of that visitor and for ensuring the security of any confidential YMCA information that the visitor may have access to.

Anyone who is seen on YMCA property without a valid reason must be asked to leave and, if necessary, escorted off the premises. Any problems with security or unauthorised visitors are to be reported immediately to the nearest Supervisor/Manager who will be responsible for dealing with the problem immediately.

YMCA reserves the right to amend the Business Rules outlined in this document.

Disciplinary Procedures

Misconduct

Misconduct - Definition

Misconduct refers to unacceptable actions that warrant written warnings. The dismissal of an employee for misconduct may occur where they exhibit persistent unsatisfactory behaviour, which despite warnings, does not improve.

Misconduct includes, but is not restricted to, the following:

General

1. Breach of any of the core values of the YMCA (caring, respect, honesty and responsibility) when dealing with any person or child when on YMCA premises, or in YMCA uniform, or on YMCA business.
2. Careless or indifferent performance of duties.
3. Failure to follow standard or operational work practices, policies or procedures.
4. Disruptive behaviour, talking or preventing in any way, other employees from performing their duties.
5. Ignoring security procedures.
6. Texting during work hours unless permission has been given to you by your Supervisor/Manager or you are on an authorised break.
7. Insubordination. Refusal to obey a lawful and reasonable instruction from your Supervisor or Management; this includes refusal or failure to perform assigned duties.
8. Smoking within any YMCA building or in uniform or in a YMCA vehicle.
9. Consuming foodstuffs in view of the public without the prior permission of your Supervisor/Manager (eg: poolside, reception, front office desks, gym floor).
10. Dressing in clothing that is deemed not to be in keeping with the image or policies of the YMCA when working on YMCA premises, or when on YMCA business or when attending training.
11. Ignoring hygiene standards appropriate for the work environment.
12. Unsatisfactory performance of work that has been assigned to you.
13. Selling goods or services on YMCA premises without authorisation.
14. Altering machine or equipment settings without permission or authorisation.

Irresponsibility

15. Failure to report any accident or personal injury occurring at work, no matter how minor the incident.
16. Failure to report damage to the property of the YMCA, any person or child.
17. Misuse or unauthorised use of YMCA property, tools, plant, equipment or vehicles, or defacing YMCA property or property under YMCA management.
18. Reporting for work in such a condition that you are unable to perform duties properly or safely.
19. Failure to report to the employer or other person in charge, any fire which has occurred or any use/misuse of fire protection equipment.

Offensive Behaviour

20. Being discourteous to any person or child when on YMCA premises, or in YMCA uniform, or on YMCA business.
21. Using offensive language which may cause offence to any person or child (or people or children within earshot) when on YMCA premises, or in YMCA uniform, or on YMCA business.
22. Posting of offensive notices (either physical or electronic) on notice boards or elsewhere on the premises.

Lack of Timekeeping

23. Failure to be at the assigned place of work during working hours without the permission of your Manager/Supervisor (other than for approved breaks or personal needs).
24. Arriving late for training or meetings.
25. Failure to follow correct procedure and informing your Manager/Supervisor as soon as possible prior to start time if you are unable to start work. Texts and emails will only be taken into consideration if you receive an acknowledging text or email from your Supervisor/Manager.
26. Leaving the workplace or training during working hours without permission from your Supervisor/Manager.
27. Lateness, absenteeism, wasting time or sleeping during working hours.

Misconduct involving a Motor Vehicle

28. Driving a YMCA provided vehicle when not in possession of a full and current Drivers Licence.

Note: This list is not exhaustive and the YMCA may change or add to list items as required.

Actions listed under Misconduct may also constitute Gross Misconduct and vice versa.

Procedure for dealing with Misconduct

Where an employee's suspected breach of the rules gives concern, the employee will be advised and a meeting requested. The details of the meeting will be confirmed in writing.

- The employee will be advised that the meeting is in regard to a disciplinary matter and that it could result in a written warning.
- The employee will be advised that they have the right to have a representative present at the meeting (e.g. fellow employee, independent party).
- A time and place to meet will be agreed on.
- At the meeting the employee will be told what the alleged misconduct is, with specific examples, and given the opportunity to respond to the allegation.
- The YMCA will take time to consider the explanation / response, without pre-determination, in a fair and reasonable manner. The employee will then be informed of a decision.

Warnings may progress as follows:

- First Offence: First Warning
- Second Offence: Final Warning
- Third Offence: Dismissal

Gross Misconduct

Gross Misconduct - Definition

Gross misconduct is defined as actions of sufficient seriousness and consequences to warrant summary dismissal. Depending on the nature and seriousness of an allegation, the investigation may be handed over to the police.

Gross misconduct, which may also be referred to as serious misconduct, includes but is not restricted to, the following:

Dangerous Acts

1. Behaving in a way, or performing any acts, including wilful or deliberate acts, whether negligent or not, that may adversely affect the safety, quality, reputation, productivity or financial standing of the YMCA, or of the programmes or services we offer our members, any other person, child or yourself .
2. Behaving in a way, or performing any acts, including wilful or deliberate acts, whether negligent or not, which causes, or could cause, injury, damage, physical or emotional harm to any other person, child or yourself.
3. Behaving in a way, or performing any acts, including wilful or deliberate acts, whether negligent or not, which causes, or could cause, damage to the property, equipment or product of the YMCA, any other person, child or yourself.
4. Failure to advise your Supervisor/Manager immediately after damaging another person or child's property or YMCA property while at work.
5. Bringing, being in possession of, using or dealing in illegal/non-prescribed drugs when on YMCA premises, in YMCA vehicles, in YMCA uniform or on YMCA business.
6. Bringing or drinking of intoxicating liquors on YMCA premises without management approval.
7. Reporting for work, or being on YMCA premises, in a condition of intoxication (alcohol or drugs). This policy applies to employees living on site and to employees whether they are on or off duty.
8. Disorderly conduct or practical jokes in work time or on work premises or when in YMCA uniform, which results in, or could result in, injury to any other person, child or yourself.
9. Failure to follow safety rules, working in an unsafe manner, irresponsible use, or failing to make proper use of fire protection or safety equipment when provided.
10. Failure to follow product handling procedures which results, or could result, in a safety or damage situation.

Gross Misconduct involving a Motor Vehicle

11. Being over the legal limit of alcohol while driving a YMCA vehicle.
12. Being in possession of or under the influence of illicit drugs while driving a YMCA vehicle.
13. Any infringement or violation which results in disqualification from driving or the employee rendered unable to drive, which prevents the employee from performing the duties of their role.
14. Unsafe driving practices that contravenes the regulations of the Ministry of Transport.

Gross Misconduct involving Dishonesty

15. Unauthorised removal, movement, distribution, consumption or unauthorised possession of property of the YMCA, any person or child. This includes any products produced by the YMCA or any materials used.
16. Falsifying or being party to falsifying YMCA documentation or claims on the YMCA (eg for time/wage/accident/expense/leave records etc).
17. Presenting the employer with any false or deliberately misleading information, or failure to declare any material fact either pre employment (eg in the Application for Employment Form or at the time of interview which could have affected the decision to employ that individual) or when engaged in any other YMCA related activity.
18. Theft of money or property belonging to the YMCA, any person or child.
19. Lying to any person or child.
20. Mishandling or mismanagement of monies taken.

Abuse of Others

21. Sexual harassment or harassment of any kind.
22. Workplace bullying.
23. Assaulting, intimidating or threatening violence against any person or child on YMCA premises or while on YMCA business or in YMCA uniform.
24. Using any form of physical restraint or punishment, including but not limited to smacking, verbal or emotional abuse or acts, for correcting or changing the behaviour of any child entrusted to YMCA care.
25. Using abusive or foul language, which may cause offence towards any person or child on YMCA premises or when attending YMCA functions, or when in YMCA uniform.
26. Having in your possession or distributing in any YMCA workplace, material of an offensive nature, including content that contains sexual, political, or religious statements or images that could be seen as offensive or against the values or policies of the YMCA.

Conflict of Interest

- 27.** Engaging in any activity which prejudices the YMCA's business or benefits the YMCA's competitors.
- 28.** Unauthorised copying and/or disclosure of information confidential to the YMCA without YMCA's express permission.
- 29.** Disclosure or discussion of any confidential matters or confidential information (including member, employee or client information) with unauthorised parties (eg other employees, members, clients or the public).
- 30.** Finding secondary employment or outside engagements without the prior written permission of the Chief Executive Officer.

Other

- 31.** Serious breach of any of the core values of the YMCA (caring, respect, honesty and responsibility) when dealing with any person or child when on YMCA premises, or in YMCA uniform, or on YMCA business.
- 32.** Insubordination. Refusal to obey a lawful and reasonable instruction from your Supervisor or management; this includes refusal or failure to perform assigned duties.
- 33.** Gambling on YMCA premises unless organised by agreement with the YMCA.
- 34.** Being absent three consecutive working days without reporting to your Manager/Supervisor - except in exceptional circumstances, e.g. hospitalisation.
- 35.** Abuse of the organisation's e-mail, intranet and internet policy.
- 36.** Walking off the job.
- 37.** Sleeping during working hours which endangers any person or a child's safety.
- 38.** Failure to follow standard or operational work practices, policies or procedures which has or could have a serious or detrimental impact on the organisation.
- 39.** Failure to follow cash handling procedures.
- 40.** Failure to deal with YMCA product in accordance with the way in which the employee has been trained.
- 41.** Absence from work, without good cause, during a period for which leave of absence has not been requested or a request for leave of absence has been denied.
- 42.** Behaving in any way (either on or off duty) which could damage the reputation of the YMCA or bring the YMCA into disrepute.
- 43.** Accessing the workplace after hours without authority to do so.
- 44.** Participating in any act of a sexual nature (either alone or with any other person or child) while on duty or while on work premises.
- 45.** Cruelty to animals will not be tolerated on any YMCA premises.

Note: this list is not exhaustive and actions of employees may occur which justify being dismissed without notice.

Actions listed under Misconduct may also constitute Gross Misconduct and vice versa.

Procedure for dealing with Gross Misconduct

When an employee is alleged to have committed gross misconduct, a preliminary investigation will be held to determine if it is warranted to progress with disciplinary action, and if so they will be invited to a disciplinary meeting as soon as possible by their Centre Manager. The details of the meeting will be confirmed in writing.

- The employee will be invited to a meeting and advised that the meeting is in regard to a disciplinary matter, given a clear statement of the alleged gross misconduct and be advised that dismissal could result.
- The employee will be advised that they have the right to have a representative present at the meeting (e.g. fellow employee, independent party).
- A time and place to meet will be agreed on.
- At the meeting the employee will be told what the alleged gross misconduct is, with specific examples, and given a fair opportunity to explain / respond to the allegation.
- The YMCA will take time to consider the explanation / response, without pre-determination, in a fair and reasonable manner. The employee will then be informed of a decision.

Suspension

In some situations the YMCA may, after discussing the proposal of suspension with the employee, and considering the employee's views, decide to suspend an employee on full pay whilst an investigation into an incident or issue is completed. This may be necessary in order to ensure a fair, full and impartial investigation and it may be in the interests of the employee concerned, other employees, or the YMCA. Suspension may also be necessary for health and safety reasons.

Suspension under these circumstances is not of itself a disciplinary action. It is a step that may be taken in order to ascertain whether or not disciplinary action is to be taken. The YMCA will be the final arbiter when deciding whether suspension is appropriate or necessary.

Incompetence / Unsatisfactory Performance

The YMCA expects every employee to competently perform the job for which they were employed and will endeavour to provide the appropriate assistance. However, where an employee is not meeting the standards of performance specified for the job (although they may be making honest efforts), and where efforts of coaching and training have failed, dismissal for unsatisfactory performance may occur.

Procedure for dealing with Incompetence / Unsatisfactory Performance

At a coaching session, the employee will be clearly informed of:

- WHAT aspects of work are not meeting the standards previously set, using specific examples.
- WHY the work is not considered to be up to standard.

To help the employee achieve the required improvement, a Performance Improvement Programme will be formulated. The programme will consist of:

- DEFINITION of the objectives and standards to be achieved.
- HOW performance is to be improved, e.g. training, assistance, coaching, guidance throughout the programme.
- TIME SCALE by which the standard required is to be reached.
- AN AGREEMENT to the programme confirmed by the signature of the employee and their Supervisor/Manager and copies maintained by both.
- THE CONSEQUENCES of not meeting the programme, i.e. dismissal or a further period as follows.

At the end of the agreed period, a review meeting will be held. If performance has reached a satisfactory standard, the programme is signed as being successfully completed.

If performance is still unsatisfactory then, at the discretion of the YMCA, either a new programme is commenced or written notice of termination is given.

Resolving an Employment Relationship Problem

What is an employment relationship problem?

An employment relationship problem includes a personal grievance, dispute or other problem relating to your employment relationship with the YMCA. It could be a claim that:

- you have been unjustifiably dismissed
- you have been disadvantaged in your employment or a term of your employment is unjustifiable
- you are discriminated against in your job
- you are sexually harassed in your job
- you are racially harassed in your job
- you have been pressured in your job because of your membership or non-membership of a union or employees organisation

What can you do if you have an employment relationship problem?

If you feel that you have an employment relationship problem, we urge you to first raise the matter with the YMCA. The YMCA will do everything possible to resolve the matter as soon as possible after the event.

You can contact your Centre Manager or, if you feel you cannot raise the issue with your Centre Manager you can contact the HR Department, the relevant Executive Director or the Chief Executive Officer.

If the problem is not resolved at this level the employee or their representative should write a letter to the relevant Executive Director covering 3 points:

1. Details of the employment relationship problem
2. Why the employee is aggrieved
3. What solution the employee seeks to resolve the matter

To raise a personal grievance, you should make the YMCA aware of your problem within 90 days of the event that gave rise to the grievance, unless:

- The YMCA consents to you raising the personal grievance after 90 days; or
- You successfully apply to the Employment Relations Authority for leave to raise the personal grievance after 90 days, in which case both parties must try to mutually resolve your grievance through mediation.

You have 3 years after raising the personal grievance to bring any action arising from it to the Employment Relations Authority or the Employment Court.

Mediation Services

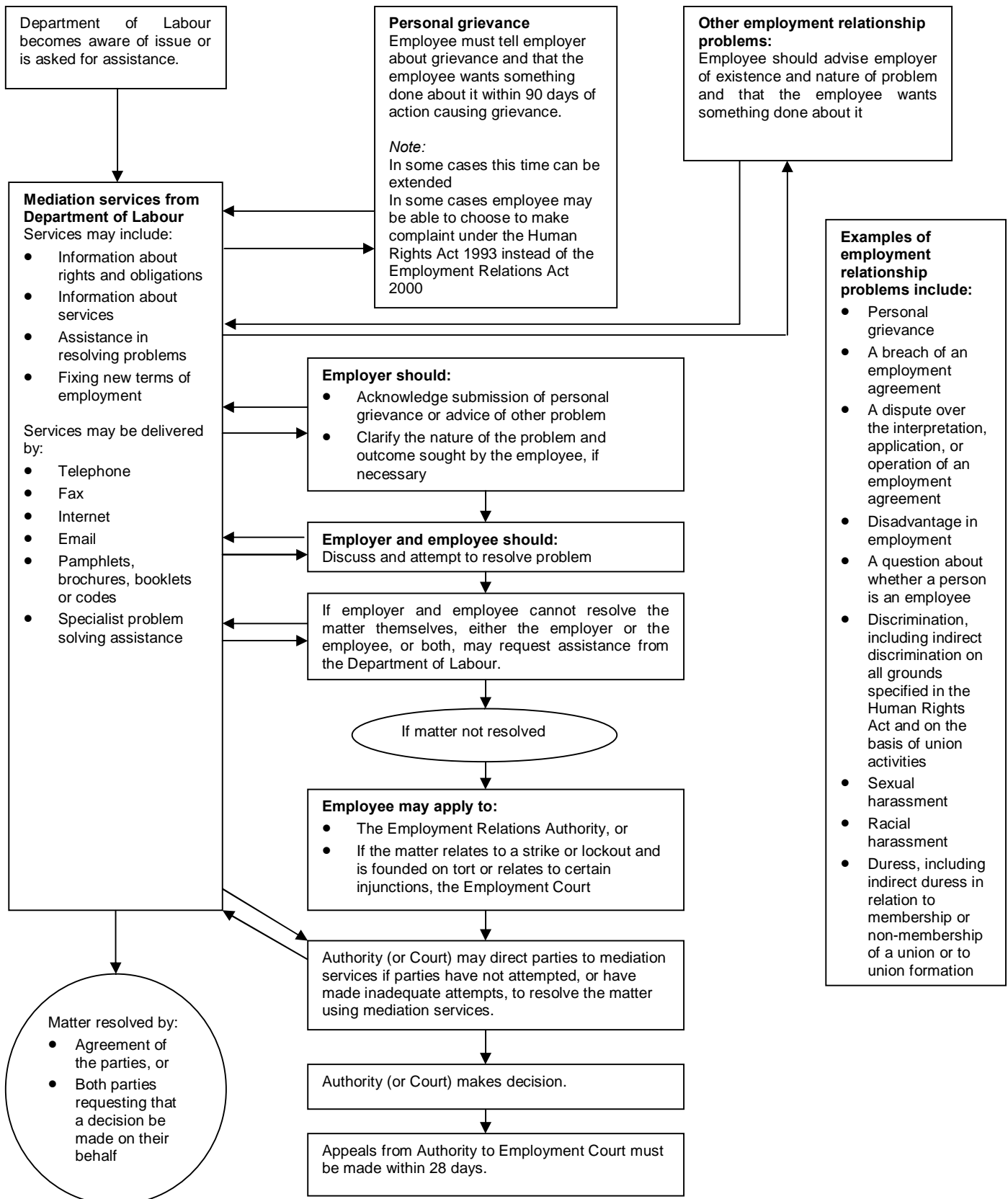
If both parties cannot resolve your employment relationship problem then either or both of us may request help from the Department of Labour.

The Department provides mediation services which may include:

- information about rights and obligations
- information about services
- assistance in resolving problems; and
- fixing new terms of employment

Problem not resolved at mediation:

If both parties cannot resolve the problem at mediation then you, the employee, can refer it to the Employment Relations Authority.



General Policies & Procedures

Child Health and Safety Policy

As part of the YMCA's vision to build strong kids, strong families and strong communities, the YMCA will make every effort to provide a safe, reliable and friendly environment for children entrusted in our care or for children using YMCA facilities or programmes. Police checks are mandatory for all employees.

All employees must at all times abide by the policies and procedures specifically relating to the area of child care they are employed or associated with. Employees must behave in a manner consistent with the values of the YMCA. Any breach of these rules or the failure of an employee to act in good faith and exercise their duty of care to children may result in disciplinary action.

The following examples of behaviour would constitute serious misconduct:

- Mistreating children, including corporal punishment, isolation, deprivation of food, physical abuse, hitting, smacking, physical or emotional deprivation, unreasonable restraint or punitive behaviour must not at any time be used when looking after children in your care or for correcting a child's behaviour.
- Using any form of physical violence or verbal abuse.
- Not ensuring that the children's safety is protected.

Breach of the following rules could also result in disciplinary action. The following list is not exhaustive but employees (and/or volunteers) must ensure:

- Children and families experience an environment where they are safe, secure, respected and their dignity is protected. Where possible the programme will incorporate YMCA philosophy of mind, body, spirit and family/whanau focus.
- Children are adequately supervised at all times whether on YMCA premises or on YMCA outings.
- Employees are visible when supervising children.
- The individual needs of children in our care are met.
- Positive reinforcement is used at all times.
- Behavioural Management procedures are followed.
- Educators in a stressful situation should move away and request another employee to take over.
- Children are advised of safety and centre rules and requirements and are advised of the consequences of breaking these rules.
- A safe, healthy and well supervised environment and equipment is provided for children.
- Employees must at all time show maturity, reliability, responsibility and a caring attitude and treat children's feelings and needs with sensitivity and understanding.
- Appropriate activities are provided for the children in YMCA care.
- The employee will contact a Supervisor so that a parent can be contacted if a child (children) has not been collected by the appropriate time.

- Accident, emergency and evacuation procedures are followed should the need arise.
- An unwell child is given the appropriate care and attention and the correct procedure is followed.
- Employees do not administer any medicines to any child unless written consent is given by the parent.
- Know where a First Aid Kit and a phone is at all times when working with children.
- Check-in and Check-out procedures are followed.
- Roll check procedure is followed when necessary.
- That children always have access to a toilet.
- Accurate record keeping and documentation is completed.
- Any complaints, problems or concerns are reported to the appropriate person.
- Children with special needs are given the help, support and attention required.
- Employees look after their colleagues protecting them from possible accusations and making sure they are never left alone with a child.
- Employees do not make physical contact with children except to meet the physical or emotional needs of the child.
- Employees/volunteers will not initiate any form of emotion based contact (e.g. do not ask child for a hug or unnecessary touching of child).
- Employees/volunteers will avoid using emotion based words such as *dear*, *cutie*, *love* or other such words that can be taken the wrong way by children.
- Any person working with children in an exercise capacity should meet the existing industry standards and training for dealing with the issues related to the unique needs of children.

Communication and IT Policy

Phone Policy

Phones are provided to enable you to perform your duties and to conduct the business of the YMCA. They are fundamental to the efficient and effective operation of the YMCA and are therefore vital to the overall success and profitability of the organisation. It is therefore crucial to ensure that YMCA phones are *used appropriately*. As the phone is a YMCA business phone, with all calls being charged to the organisation, personal phone calls are to be kept to an absolute minimum for emergency purposes only.

Any 0800 numbers designated to the YMCA are not to be used by employees.

It is of utmost importance that you are always courteous and professional when talking on the phone. You are representing the YMCA every time you speak on a YMCA phone. If you get a call you cannot handle, and the appropriate person is unavailable, then take a detailed message with the date and time received and bring it to the attention of the party for whom it is intended at the earliest opportunity.

The YMCA reserves the right to monitor and check phone calls and messages on YMCA mobile phones and land lines. Employees must at all times comply with the law governing the use of telephones and facsimile equipment and should be aware that certain improper uses could constitute a criminal offence. In addition to the requirements of the law, the YMCA prohibits the use of YMCA mobile phones, telephones or facsimiles for:

- Harassment including obscene or objectionable communications;
- Gambling or conducting any illegal activities;
- Conducting any personal, commercial or commercially related activities and soliciting for personal gain or profit.

Mobile Phones

The YMCA prohibits employees having a mobile phone on their person while working (eg on the Fitness Floor / Lifeguarding) unless their job requires it or they have the permission of their Manager. This applies to calls, texting, or use of any of the other functions your mobile phone may have.

Use of mobile phones can be a safety issue and can also be distracting to others so should only be used during breaks.

YMCA Mobile Phones

Mobile phones provided by the YMCA are to be used for business purposes only. Plan fees and business calls will be paid for by the YMCA.

In an emergency, personal calls can be made and charged to a personal phone account. A billing address must be provided and this is the responsibility of the individual. To make a personal call, press **##+** before dialling the number as usual (including area code). These calls will be charged to a personal account at the prevailing call rate.

In the first instance calls should be made on the available land line. Where no land line is available, consider waiting until you return to the office before the call is made.

In accepting the phone as part of your duties, you agree to remain contactable in the case of emergencies outside normal working hours.

All mobile phones, chargers, and any other accessories remain the property of the YMCA. The phone is allocated to the role (eg Centre Manager) and upon termination of employment or change of role (eg internal promotion), the phone and accessories are to be returned. If the mobile phone is not returned to the YMCA upon termination, the purchase price of the phone will be deducted from the employee's final pay.

All care must be taken to ensure the phone is protected from loss or damage. Any loss or damage must be reported as soon as possible to the Chief Financial Officer. If the loss or damage is due to an individual's neglect or careless use, the employee may be asked to pay some or all of the cost of replacement.

The following standards must be followed by all employees that have access to a YMCA mobile phone:

1. Mobile phone calls are to be made only for legitimate YMCA business. For some positions the phone is specifically provided for use only in emergencies and for the safety of employees and programme participants.
2. Where a standard phone is available, this should always be used in preference to a mobile phone unless safety or security is compromised.
3. The employee reimburses the YMCA for personal calls in accordance with the YMCA phone policy. In all cases of misuse, the YMCA reserves the right to recover any monies from the employee.
4. Text messaging should not be used to convey business information where an alternative means is appropriate.

5. The employee is responsible for taking reasonable steps to prevent the phone from being stolen, misused or damaged. If a mobile phone in your possession is misplaced, stolen or damaged, you must immediately advise your Manager.
6. YMCA mobile phones must be returned to the YMCA, in good working order, upon termination of employment or upon the request of the organisation.

Camp Phones and Internet

For employees residing on YMCA camp premises please refer to your individual Broadband Internet Access and Phone Line Agreements.

Email, Intranet and Internet Policy

The YMCA is serious about IT Security. We have an obligation to protect our information assets, and to protect the privacy of our colleagues, members and those we do business with. As an organisation we need to ensure that we act legally, responsibly and in accordance with our values in all our dealings.

It is important for all employees and contractors to understand the contents of this policy, as a breach of this policy may constitute misconduct or serious misconduct that could result in disciplinary action and/or dismissal or termination of contract.

The YMCA provides both internal and external email facilities as part of our IT Communication Systems. The YMCA also provides internet and intranet access through an external Internet Service Provider. These facilities are provided to assist employees in the provision of services to our customers, suppliers and the administration of our business.

Purpose and use of IT system

The purpose of the YMCA IT system is to facilitate the exchange of information within the organisation and with customers and prospective customers.

Internet: Employees have access to the internet and the web as a means of obtaining information that will assist them in the performance of their jobs. The public has access to the YMCA web site, which enables the YMCA to project its image, develop business, and improve its community profile.

Intranet: Employees can access the YMCA intranet which contains information on YMCA events, policies, procedures and information etc.

Electronic Mail (email): The YMCA maintains an email system. The system enables employees to communicate efficiently among themselves and with customers, suppliers etc.

YMCA's Commitment to IT security

As part of our commitment to IT Security, and in support of our employees and others working on the organisation's behalf, the YMCA undertakes to:

- Ensure that the rules apply equally to all employees.
- Provide the tools and facilities needed by employees to maintain business operations whilst complying with the security policy.
- Ensure all incoming emails are automatically checked for viruses and inappropriate material.
- Monitor IT system usage.
- Identify all security breaches to identify the root cause and prevent recurrence.

Personal Use of Internet and Email or any other part of the IT system

Limited personal use of the internet and email or any other part of the IT system is permitted. This privilege will be removed if it is abused, or if an employee makes personal use of the system during work time or an employee breaches any of the terms and conditions of this policy. Should an employee be caught using YMCA's internet for private commercial purposes, to make financial gain, for illegal or undesirable purposes, for pornographic, offensive, abusive, defamatory, threatening, harassing or discriminatory purposes, or in any way that breaches copyright law, or any other law or brings the YMCA into disrepute, disciplinary action will be taken and could result in the possible termination of employment.

As an employee you agree:

- To access only those systems and information for which you have been authorised.
- To safeguard the YMCA's information by ensuring that regular backup copies are taken and that copies of confidential or particularly valuable information are adequately secured.
- To report all IT Security incidents to your Manager.
- To use YMCA provided email facilities for YMCA business.
- To be responsible for using the internet in a manner that is ethical, lawful and professional.
- That unauthorised and/or inappropriate email and/or internet use is prohibited. The use of such websites including but not limited to, internet bid sites, dating, pornography etc is forbidden.
- That the YMCA reserves the right to check any computer at any time including checking emails and internet use.
- To avoid knowingly accessing or using material which could be considered offensive that may be available on the internet or sent to you via email.
- That you will not defame, harass or make any disparaging remarks about others, or contravene the YMCA's policy on sexual harassment, confidentiality, etc when using the internet or email.
- That you will not infringe copyright or other intellectual property rights of either the YMCA or third parties or otherwise to engage in any illegal or wrongful conduct.
- That you will not open any email or email attachment from an unknown sender or which is not related to the YMCA's business.
- To respect confidentiality and be conscious of security at all times when using YMCA IT systems.
- To comply with all systems established by the YMCA with regard to email, intranet, and internet use. This includes instructions relating to protection from computer viruses.

Golden rule: If you wouldn't put it in writing on YMCA letterhead, then you shouldn't transmit it via email.

If you receive a message that may be contrary to our policies:

1. Do not forward it to anyone else, either internal or external to the YMCA.
2. Delete the message.
3. Reply to the originator that they are not to send this sort of material in the future.
4. If the originator persists in sending these types of messages, inform your Manager. The YMCA reserves ownership of all data or information in whatever form stored in or transmitted through YMCA computers, including email servers. The YMCA has the right to access anything it owns.

Employees' Obligations for using IT Equipment and Software

As an employee you agree:

- That all software you use is legally licensed.
- To effectively protect the computers you use from viruses by using the tools provided by the YMCA and by following the established guidelines and procedures.
- That you will not download programmes or connect modems or other devices to any computer or the network without appropriate authorisation.
- To protect any IT equipment for which you are responsible for against theft or damage.
- To notify your Manager if any of the computer equipment you are using is redeployed or relocated.

Further Information

Ownership of Internet-Related Systems

Internet-related systems (including but not limited to: computer equipment; software and operating systems; network accounts providing electronic mail) are the property of the YMCA. They are to be used for business purposes in serving the interests of the YMCA and of our clients and in the course of normal operations.

Privacy of Communication

Please note employee communications on the YMCA's computer systems are not private and data created on the system remains the property of the YMCA.

Monitoring

The YMCA reserves the right to monitor all employee usage to ensure appropriate use by employees, the security of YMCA data, and to retrieve the contents of any employee communication in these systems. Management may access user files, including archived material of present and former employees without the user's consent for any purpose related to maintaining the integrity of the network, or the rights of the organisation or other users or for any other reasonable purpose.

Restrictions and Prohibitions on Use and Access

Communications and internet access should be conducted in a responsible and professional manner reflecting the YMCA's commitment to honest, ethical and non-discriminatory business practice. Further to these goals the following restrictions and prohibitions apply:

Data security

- (a) Attempting to monitor, read, copy, change, delete or tamper with another employee's electronic communications, files or software without the express authorisation of the user (except for authorised Network Administration employees) is prohibited.
- (b) Knowingly or recklessly running or installing (or causing another to run or install) a programme (such as a "worm" or "virus") intended to damage or place an excessive load on a computer system or network is prohibited.
- (c) Opening any unsolicited email which has a programme attached from an unknown or suspicious source.

Use of Equipment

- (a) Any use that violates NZ law is expressly prohibited.
- (b) Knowingly or recklessly interfering with the normal operation of computers, associated software or equipment, or networks is prohibited.

- (c) Connecting unauthorised equipment or programmes to the network for any purpose inconsistent with the business purpose of the YMCA is prohibited.
- (d) Deliberately wasting computer resources, including bandwidth, disk space, and printer paper or running or installing games or other unauthorised software on YMCA computers is prohibited.
- (e) Using the YMCA network to gain unauthorised access to any computer system is prohibited.

Netiquette and Protocols

- (a) The use of YMCA internet-related systems to access, transmit, store, display, or request obscene, pornographic, erotic, profane, racist, sexist or other offensive material (including messages, images, video, or sound) that violates the YMCA's Harassment and Discrimination Policy and creates an intimidating or hostile work environment is prohibited.
- (b) Any use that is deemed to adversely affect the YMCA, or bring the YMCA into possible disrepute is prohibited.
- (c) Any on-line statements about the organisation, its position on any issue, or about any competitor are strictly prohibited except those authorised by the Chief Executive Officer.
- (d) Users of internet-related systems are further advised to consider that while they use the YMCA systems they represent the YMCA. Visits to web sites and other internet use may reflect upon the YMCA and should be undertaken in a serious, businesslike manner.
- (e) If you receive or view a message not intended for you then you are required to keep the contents confidential and re-address the email to the correct person where necessary.

Breach of Policy

As an employer, we have an obligation to ensure that the workplace is free from sexual harassment, offensive material, improper communications and unlawful behaviour. If we become aware of the email, intranet or internet facility being used for unlawful, offensive or inappropriate activities, or attempts to access email or internet in situations other than approved circumstances, we will take appropriate action to discipline those involved and to prevent the incident occurring again.

A breach of this policy may constitute misconduct or serious misconduct that could result in disciplinary action and/or dismissal. For misuse amounting to criminal behaviour, referral to appropriate law enforcement agencies will be undertaken.

Drug and Alcohol Policy

Under the Health and Safety in Employment Act 1992, employers have a duty to provide a safe workplace and are required to take all practicable steps to achieve this. Employers are not only entitled, they are required by law to identify and manage hazards in the workplace which includes monitoring employees to see whether they are at risk of being impaired while at work from the consumption of drugs and or alcohol.

The Act also requires employees to take all practicable steps to ensure their own and others' safety at work. As well, there is an implied duty on employees to arrive at work in a fit and proper state to carry out their work.

The purpose of this policy is to ensure the YMCA complies with legal obligations under the Health and Safety in Employment Act 1992. This policy applies to all employees. A breach of this policy may constitute misconduct or serious misconduct that could result in disciplinary action and/or dismissal.

Employees must not:

- Attend work while under the influence of alcohol or drugs;
- Bring non prescribed drugs or alcohol onto YMCA premises;
- Carry non prescribed drugs or alcohol in any YMCA vehicle;
- Perform work duties while affected by alcohol or drugs including prescribed and non-prescribed medication;
- Possess or use drugs during organisation functions or while representing the MCA in any capacity;
- Consume alcohol at work unless at a sanctioned event authorised by the Manager;
- Consume alcohol at organisation functions, in a manner that results in them being ill, incapacitated or behaving in an inappropriate manner;
- Drive under the influence of alcohol or drugs. This includes prescribed medication which can impair driving.

Definitions

Alcohol

The term 'alcohol' refers to any beverage that contains ethyl alcohol (ethanol), including, but not limited to, beer, wine and distilled spirits.

Drugs

Where the term 'drugs' is used in this policy and related procedures it shall unless otherwise stated include illicit and prescription and pharmacy drugs.

Illicit Drug

The term 'illicit drug' refers to any substance identified in the New Zealand Misuse of Drugs Act (1975), and its amendments and additions. Illicit drugs include, but are not limited to, opiates (e.g. heroin and morphine), cocaine, cannabinoids, and amphetamines. Under this policy the term 'illicit drug' also includes misuse of prescription and pharmacy drugs e.g. benzodiazepines, tranquilisers and sedatives.

Prescription and Pharmacy Drugs

The YMCA recognises that workplace participants may have legitimate medical reasons for taking some drugs, specifically where a medical practitioner has prescribed lawful drugs for medical purposes or where the drug is lawfully available at New Zealand pharmacies (without a prescription) and is required for medical purposes. These drugs are referred to in this policy as 'prescription and pharmacy drugs'.

Safety Sensitive Position

A safety sensitive position generally involves the performance of work on a regular, recurring basis which includes tasks or duties in which the effects of errors or mistakes may result in the loss of life, serious injury, and/or significant loss or destruction of property or resources.

Alcohol and Drug Testing Procedure

The key principles of this policy will apply to any alcohol or drug testing. In particular, testing will occur only with the informed consent of the employee in the following circumstances:

- **Pre work testing** - New employees or existing employees on an internal appointment to a safety sensitive area. Testing may be required for alcohol or drug levels at the discretion of the YMCA.
- **Reasonable cause testing** – We may require an employee to undergo testing where there are reasonable grounds to believe a person's ability to perform work in a manner which demonstrates reasonable care may be compromised and/or where there are reasonable grounds to believe that an employee may affect the safety of themselves and others in the workplace.
- **Post incident testing** - If there is an incident involving potential compromise of health and safety standards. If you or someone else is injured in the workplace, or if there is a near miss situation, this may involve you being tested at that time.
- **Random testing** - If you are employed in a safety sensitive position. Unannounced random testing may be undertaken periodically as a deterrent to drug/alcohol misuse. Employees whose duties are classified as safety sensitive positions will be notified that they may be requested to undergo a random drug and alcohol test.
- The random selection process will be contracted out to an external service provider.

Drug Testing - General

Testing will occur only with the 'informed consent' of the employee. This requires that the employee is fully informed of all relevant facts.

The drug test is likely to involve the testing of a urine specimen. If, in the future, less intrusive but equally effective methods of testing become available, we will endeavour to use them.

All aspects of the testing procedure for drugs will be carried out in a confidential and private manner by a YMCA nominated collecting/testing agent.

The methods and standards relating to the collection, transportation and chain of custody of samples for alcohol or drug testing purposes, must meet the requirements of international standards as defined by the relevant Australian/New Zealand standard.

Alcohol Testing – General

Testing will occur only with the 'informed consent' of the employee. This requires that the employee is fully informed of all relevant facts.

All aspects of the testing procedure for alcohol will be carried out in a confidential and private manner by a YMCA nominated collecting/testing agent.

Any breath alcohol test will be conducted using an approved testing device which meets the Australian Standard: AS 3547-1997 ~~Breath Alcohol Testing Devices for Personal Use~~

This requires the employee to blow into the device using a disposable mouthpiece. If negative - under 100mcg of alcohol per litre of breath, the test ends.

If detected or positive - over 100mcg of alcohol per litre of breath, a confirmatory test is performed on the same device 20 minutes later using a new mouthpiece.

Refusal to Take a Drug or Alcohol Test

If an employee is required to take a drug and alcohol test, and refuses to do so, the employee should first explain the refusal. We will consider any explanation and the normal standards of fairness will be applied, including the opportunity for representation. At our sole discretion, if we consider the explanation is unreasonable in the circumstances then this may be treated as serious misconduct and in breach of this policy.

Positive Alcohol Test

A positive Breath Alcohol Test is a confirmatory test result over 100 mcg of alcohol/ litre of breath.

Positive Drug Test

A positive test will only be reported by the AS/NZS 4308 accredited laboratory, if confirmed levels of drug or metabolite exceed designated cut-off levels. Cut-off levels will conform to the relevant Australian Standard/New Zealand Standard.

The employee will be advised immediately when the results of the tests are known.

The employee will be asked to attend a meeting as soon as possible. They will be advised that they may have a representative or support person attend the meeting. The meeting is intended to consider if there was a reasonable explanation for the positive result.

If the employee disagrees with an initial positive test result then they have the option of having the second sample (the B sample) independently retested at another AS/NZS 4308 accredited laboratory.

If there is no reasonable explanation for the positive test result, the organisation may:

- Transfer the employee to other work where any recurrence of risk of impairment will be unlikely to pose a health and safety risk or bring the organisation into disrepute;
- Counsel the employee involved about the workplace health and safety risks involved, or the damage to the reputation of the organisation;
- Issue a final warning to the employee to the effect that any recurrence of being at risk of impairment through the consumption of drugs and or alcohol may result in the employee's dismissal;
- Dismiss the employee without notice.

NB: The alcohol and drug testing procedure is designed to minimise the intrusion on an employee's right to privacy. The organisation representatives will ensure the alcohol and drug testing procedures are undertaken with due consideration of the employee's rights and that the results of such testing will remain confidential unless the employee agrees to have the information released or if the YMCA is legally required to release this information to a Government or law enforcing body.

Employee Benefits

Use of YMCA Facilities (Employee Privilege Discounts)

Full-Time Employees:

A full-time employee and ONE other person (wife/husband, partner or child) shall be entitled to participate in any activity provided by YMCA Gisborne at the following fees:

Swimming Pools	No cost
Swim School	50% of payment per annum
Fitness Centre	No cost
Camps	50% of cost
Holiday Programmes (Organised Trips)	80% of cost
Holiday Programmes (Stadium Activities)	No cost (provided it doesn't take the place of a paying customer)
Childcare facilities - unlicensed	No cost while working on site (read in conjunction with separate policy) *
Childcare facilities - licensed	50% of standard rate while working on site (read in conjunction with separate policy) *

Part-Time Employees:

A part-time employee shall be entitled to participate in any activity provided by YMCA Gisborne at the following fees (based on hours worked per week):

	>20 hrs/week	<20 hrs/week
Swimming Pools	50% of cost	80% of cost
Swim School	80% of cost	80% of cost
Fitness Centre	No cost	50% of cost
Camps	80% of cost	80% of cost
Holiday Programmes (Organised Trips)	80% of cost	80% of cost
Holiday Programmes (Stadium Activities)	50% of cost	80% of cost
Childcare facilities - unlicensed	No cost while working on site (read in conjunction with separate policy) *	
Childcare facilities - licensed	50% of standard rate while working on site (read in conjunction with separate policy) *	

* Massey Leisure Centre and Hamilton Leisure Centre employees who commenced their employment prior to 10 January 2006 will remain governed by the pre-existing childcare entitlement policies at those centres.

Board Members:

A Board Member and ONE other person (wife/husband, partner or child) shall be entitled to participate in any activity provided by YMCA Gisborne at the following fees:

Swimming Pools	No cost
Swim School	50% of payment per annum
Fitness Centre	No cost
Camps	50% of cost
Holiday Programmes (Organised Trips)	80% of cost
Holiday Programmes (Stadium Activities)	No cost (provided it doesn't take the place of a paying customer)

Employee Childcare Entitlements

YMCA Gisborne is committed to providing equitable opportunities for our employees to utilise our childcare facilities where it creates an incentive in the workplace. YMCA Gisborne will provide discounted childcare for the benefit of all employees as shown above.

Employees who are eligible for Work and Income or any other funding for childcare will be encouraged to apply to meet the shortfall between the discounted rates and the standard rates.

Discounts for childcare do not apply to YMCA employees outside of their working hours.

The availability of space in licensed or unlicensed YMCA childcare facilities is at the sole discretion of the Centre Manager. Available space in licensed facilities will not exceed our license parameters. Centre Managers may limit the number of childcare days available to a childcare employee, or any employee, if the Centre Manager believes that having their children on site presents a conflict of interest to the effective performance of their duties.

Employees using any YMCA childcare facility will be subject to the same penalty fees for non-attendance.

Equal Employment Opportunity Policy

The YMCA is committed to supporting the principles of equal opportunity in employment, training and promotion. Our employment policies are designed to ensure fair employment opportunities for all individuals. The YMCA aims to recruit, promote and treat its people without discrimination, based on its values with respect and dignity for the individual, and on the individual's qualifications and ability to do the job.

Only the ability of an individual to perform the job requirements effectively will be considered. There will be no discrimination on the grounds of age, colour, race, ethnic or national origin, sex, marital status, religious or ethical belief, political opinion, employment status, family status, pregnancy, sexual orientation or disability, in matters of recruitment, engagement, training, compensation, promotion, and other terms and conditions of employment.

All employees are expected to act in a positive manner and contribute to a productive working environment that is free from discriminations or harassment.

The YMCA will:

- (a) Provide equal opportunities for employment, appointment, development and promotion for all current and prospective employees, regardless of sex, marital status, religious belief, colour, race, ethnic or national origin, disability, age, political opinion, employment status, family status or sexual orientation.
- (b) Promote equal employment opportunities
- (c) Not tolerate any form of unfair discrimination in the workplace.

The Equal Pay Act requires any employer to provide the same conditions of work, fringe benefits, training opportunities and promotion to all employees who are engaged in the same work, and who share the same or substantially similar qualifications, in the same or similar circumstances, regardless of the gender of the employees.

Please see your Supervisor/Manager if you have any concerns or problems.

Harassment and Discrimination Policy

The YMCA is a large organisation with a multi-ethnic workforce and client base. This policy is based on the premise that every employee and client is entitled to fair and non-discriminatory treatment and is respectful of individual and cultural differences. All employees are expected to act in a positive manner and contribute to a productive working environment that is free from discriminations or harassment. Any form of discrimination or harassment in the work place or whilst carrying out your duties on behalf of the YMCA or in circumstances where such conduct adversely affects the working environment is totally unacceptable and will not be condoned or tolerated. Any breach of this policy shall be considered serious misconduct, and may lead to dismissal.

The purpose of the policy is:

- To maintain a harassment and discrimination free workplace that encourages a safe and respectful work environment;
- To ensure all employees know their rights and responsibilities regarding workplace harassment and discrimination;
- To provide guidelines for dealing with incidents of harassment and discrimination.

Harassment

We must ensure that the working environment is a safe and comfortable place for all employees. The YMCA recognises that harassment relating to any of the prohibited grounds of discrimination as prescribed in the Human Rights Act 1993 will not be tolerated. For your information the prohibited grounds of discrimination are as follows:

Sex	Marital Status	Religious Belief
Ethical Belief	Racial Harassment	Sexual Harassment
Ethnic or National Origins	Disability	Age
Political Opinion	Employment Status	Family Status
Sexual Orientation		

The YMCA will not tolerate any forms of discrimination or harassment in the workplace by an employee or by any person having business with the organisation, either by overt action or by implication or suggestion.

The YMCA has obligations under the Employment Relations Act 2000 and Human Rights Act 1993 to actively address complaints of harassment made by or against employees. The Human Rights Act makes it unlawful for any person, in the course of employment to use language, visual material or physical behaviour of a sexual nature that is unwelcome or offensive to others and where it has a detrimental effect on a person. The Employment Relations Act contains an almost identical provision but adds a requirement that the unwelcome or offensive behaviours must have a detrimental effect on the person's employment, job performance or job satisfaction.

1. Definition

Harassment Harassment can be defined as any unsolicited and unwelcome or offensive act which causes distress or offence to an individual.

It may be overt or implied and may constitute language, visual or graphic material, or physical behaviour.

Harassment may be unconscious or stem from ignorance, but the intention or motive of the alleged harasser is not relevant when determining whether the behaviour was offensive.

Sexual Harassment Sexual harassment can be experienced either in the workplace or outside the workplace, and can be instigated by: the employer, a representative of the employer, a customer or client of the employer, a fellow employee.

Sexual harassment is unwanted behaviour of a sexual nature. This can be physical contact, verbal comments, or non-verbal actions. It includes the misuse of visual or written material. A person behaving in such a way may consider it good-natured behaviour, but it is harassment if the person on the receiving end considers it unwelcome. The behaviour must be offensive to that person and persistent enough, or sufficiently serious, to have detrimental effect on that person in respect of their employment.

Racial Harassment This is behaviour which expresses hostility against, or ridicules another person, on the grounds of their colour, race, ethnic or national origins. It is behaviour that is either of such a significant nature or is repeated to an extent, where it has a detrimental effect on a person in respect of their employment.

Other forms of Harassment Other types of harassment can include behaviour that might cause distress or offence such as:

- physical or verbal assault, or bullying
- continually undermining a colleague
- spreading of malicious, unfounded rumours
- belittling opinions or constant criticism
- embarrassing, threatening, humiliating or intimidating remarks

Harassment covers many situations and activities which may occur in the workplace. Often a person accused of harassing behaviour may be unaware of the effect that their behaviour is having on particular persons.

This may be because their behaviour is common and generally thought to be acceptable in a particular workplace environment.

However, no behaviour which causes offence to another employee is acceptable. All employees must consider their own behaviour and that of their colleagues and reflect whether it might be offensive.

2. Obligations

The YMCA The YMCA has obligations under the Employment Relations Act 2000 and Human Rights Act 1993 to actively address complaints of harassment made by or against employees. All reported instances of harassment will be investigated and treated seriously.

Managers & Supervisors It is the responsibility of all senior employees to ensure that no form of harassment takes place at work and this includes ensuring that a culture of unacceptable behaviour is not allowed to develop.

Employees All employees, regardless of their level of responsibility, are expected to report to management, any matter they believe to be harassment.

Employees must be aware that personal harassment must not be confused with advice and comment from senior employees regarding work performance. Such comment and advice may include constructive statements and feedback, along with ongoing monitoring, coaching and review of performance.

3. Process for Dealing with Incidents of Harassment

This process is to outline what an employee should do if they believe they are being harassed. When an employee makes a complaint of harassment this will be taken seriously and fully investigated. As far as possible, confidentiality will be maintained throughout the investigation. It is emphasised that the complainant or the accused will not be victimised in any way, however any false or malicious complaints may result in disciplinary action against the complainant.

There are a number of different options available. Which option is taken depends on the seriousness of the incident(s) and the ability of the individual to deal with the issue. Whilst employees are encouraged to resolve complaints at an informal level, employees may approach the situation from any of the four options below:

- 3.1 Approach the Harasser You should talk or write to the harasser and explain that their behaviour is unwelcome and unacceptable and ask them to stop. It may be the harasser does not realise that they are causing offence.
- In some instances it may be difficult for you to do this. Therefore, there are further options listed below.
- 3.2 Informal Intervention You can discuss the situation with your immediate Manager. Together you may decide to approach the harasser directly, write them a letter or request a meeting.
- The Manager will listen to your complaint, discuss formal and informal options with you, and outline possible outcomes.
- If you wish, your Manager can contact the alleged harasser on an informal basis with a view to resolving the complaint without formal action. The alleged harasser should be advised that it is an informal meeting but they may be accompanied by a support person.
- The Manager must make and keep notes of all meetings between all parties. If you are not satisfied with the outcome of your informal complaint you may wish to take formal action.
- 3.3 Formal Complaint You can make a formal complaint to the YMCA. A formal complaint must be put in writing outlining specific details of the complaint and given to the Chief Executive Officer.
- The Chief Executive Officer will either investigate themselves or appoint an investigator, who will conduct a preliminary investigation.
- You will be given the opportunity to comment on the preliminary investigation and the decision to invoke the investigation process. Accurate records will be kept throughout the investigation process and the confidentiality of all people involved will be maintained.
- If as a result of the investigation process a complaint is substantiated, the Chief Executive Officer will take appropriate steps to ensure that:
- Suitable disciplinary action is taken against the harasser;
 - Suitable support is available to you;
 - The harassment is not repeated.
- 3.4 Formal Complaint to the Human Rights Commission You also have the right to make a formal complaint to the Human Rights Commission.

NB: You have the right to withdraw from any process at any stage. However, this will not necessarily halt further action where there is a risk to personal safety or property, or where there would be legal implications for the YMCA if action does not follow.

Nothing in this process is to be construed as restricting the recourse of any person to other avenues of dealing with cases of harassment.

4. Making a False Complaint

It is defamatory to make a false statement about someone which is likely to harm his or her reputation. Complaints found to be false may result in disciplinary action being taken against the complainant. If making a complaint you should ensure that you provide a true and accurate description of events and discuss the harassment only with those who need to know.

Health & Safety Policy

The Health and Safety in Employment Act 1993 puts an onus on employers to provide a safe and healthy work environment and to manage the hazards and risks inherent in the workplace, and on workers to behave in ways which do not threaten their own safety and health or that of other people.

Maintaining a healthy and safe work environment depends on everyone taking an active interest in their own and others safety. Everyone is required to take all practicable steps to ensure their own safety and the safety of others at all times.

A breach of the YMCA's Health and Safety rules or procedures, OSH regulations, or any legislation, may constitute misconduct or serious misconduct that could result in disciplinary action and/or dismissal. Please refer to YMCA's Health and Safety Manual for more information (policy details also available via the staff intranet) or see your Supervisor/Manager.

Leave Policy

Annual Leave

Annual leave entitlements are covered in your Individual Employment Agreement. It is required that annual leave be taken in the calendar year in which it falls due.

Please provide your Manager with as much notice as possible of intended leave. To request annual leave you must complete a Leave Application Form, available from your Manager. It is your responsibility in conjunction with your Manager, to plan your annual leave so that it fits in with both your needs and the needs of the business. The YMCA will make every effort to approve your request. However, this is conditional on business needs at the time and existing leave schedules.

The YMCA allows employees to request and utilise their annual leave accrual (i.e. annual leave accrued, in advance of their entitlement falling due) . but as per above, approval would be conditional on the needs of the business at that time.

Requests for time off beyond what is detailed in this section require prior approval of the appropriate Executive Director and/or the Chief Executive Officer.

Sick Leave

Sick leave entitlements are covered in your Individual Employment Agreement. In cases where you cannot attend work due to illness, you must advise your Manager as soon as possible and prior to your start time on the first day of absence. Please indicate to your Manager your anticipated return

date so cover can be arranged. If you are unable to return to work by that date please keep your Manager informed.

Unpaid Leave

Applications for unpaid leave (sometimes referred to as leave without pay) will be given reasonable consideration by your Manager, but shall be granted only at the Manager's and/or the Executive Director's discretion having regard to the requirements of the business and operations. Unpaid leave is not a right for an employee and employers are not obligated to approve such requests.

Other Leave

Excepting absence due to sickness or injury, other leave must be prearranged with your Manager wherever possible prior to the commencement of the leave. Where this is not possible, you must advise your Manager before start time on the first day of your absence.

- **Bereavement Leave**

After six months current continuous service:

Up to 3 days paid bereavement leave may be taken on the death of a partner, child, sibling, parent, grandchild, grandparent, or parent in law.

In situations where you require more than 3 days bereavement leave, your Manager may approve such a request depending on the circumstances.

1 day paid bereavement leave may be taken on the death of any other person that your Manager accepts has caused a bereavement (details are covered in your Individual Employment Agreement).

When bereavement occurs please contact your Manager as soon as possible and wherever possible prior to the bereavement leave occurring.

Bereavement leave may not be accumulated. If an employee requires additional leave due to bereavement they must see their Manager. If extended leave is granted the employee may then choose whether to take unpaid leave or annual leave for the extended period.

- **Jury Service**

You must notify your Manager as soon as possible if subpoenaed for Jury Service, providing a copy of such letter. The YMCA shall continue to pay your normal pay for the duration of the jury service for days that would otherwise have been working days, and you will pay to the YMCA any jurors fees received. You are required to return to work immediately, once excused from service. The YMCA will make such payments for a maximum of four days in respect of each separate period of jury duty.

The YMCA may write to request you be excused where it will adversely affect the operation.

- **Domestic Leave**

Domestic leave is included in your sick leave entitlement (covered in your Individual Employment Agreement). Domestic leave may only be taken where you find it essential to stay at home in an emergency in the event of the illness of your partner, dependent child, dependent parent, dependent parent-in-law or significant other.

- **Parental Leave**

The employee is entitled to Parental Leave in accordance with provisions of Parental Leave and Protection Act 1987 (and subsequent amendments). Please note that should you wish to apply for Parental Leave, three months written notice is required. Information is available from the HR

Department. You can also refer to www.ers.dol.govt.nz or www.ird.govt.nz for further information.

Note: All types of leave require a Leave Application Form to be completed and approved by your Manager. With the exception of Sick Leave or Bereavement Leave, all other leave must be requested and approved ahead of time.

Recruitment Policy

The YMCA is committed to operating a recruitment process that ensures the selection and appointment of staff is carried out in a fair and open manner.

We are committed to recruiting people with the skills and qualities necessary to carry out their roles effectively, efficiently and in keeping with the YMCA's values, the needs of its customers and its strategic objectives.

In support of a YMCA staff career pathway, it is policy that all vacancies are advertised internally (and in most cases externally).

We actively encourage our staff to develop and progress their careers with the YMCA.

Smoke-Free Policy

The Smoke-Free Environments Act 1990 (and subsequent amendments) prohibits smoking in internal workplace areas. Smoking is strictly prohibited within any YMCA building, in YMCA uniform or in a YMCA vehicle. Your attention is specifically drawn to hazardous areas where flammable materials are kept. The YMCA will take strong disciplinary action against any employee who is found to be in breach of this policy.

Training Policy

The YMCA is committed to ensuring employees develop during their time with us. We view our employees as crucial in delivering the YMCA vision to build strong kids, strong families and strong communities, and with that aim in mind we provide a comprehensive quality annual training programme. Access to this level of training should be viewed as a privilege, not a right, and therefore treated with respect and a positive approach.

Please refer to the Training Manual for full details on the Training Policy.

Vehicle Policy

The purpose of this Policy is to ensure all employees who drive a YMCA vehicle have a clear understanding of the policy and regulations that relate to the use of YMCA vehicles. A breach of any terms of this policy may constitute misconduct or serious misconduct that could result in disciplinary action and/or dismissal.

YMCA Vehicle

Vehicle Selection:

The YMCA has sole discretion to select the vehicle make, model and colour, for any role attracting a YMCA vehicle. The vehicle criteria may change at the YMCA's discretion to suit prevailing business needs. There is nothing implied in your terms of employment that the existing standard or type of vehicle is either a contractual right or a fixed value of your package.

Drivers:

Those permitted to drive your YMCA vehicle, providing the driver has a valid driving licence, possesses an acceptable driving record, and abides by the conditions of the YMCA Motor Vehicle Policy are:

- Yourself
- Other employees of the YMCA
- Your partner
- Other people approved in writing by YMCA Management

Drivers Licence:

- Your drivers licence must always be current and any endorsements, such as restricted hours, must be advised to your Manager.
- If your position requires the use of your vehicle to perform your duties, it may follow that the loss of your driving licence may result in the loss of your job.
- Any change in the status of your drivers licence and driving record must be immediately reported to your Manager.

Private use:

- Your vehicle has been primarily provided so that you can carry out your business duties.
- Use of your vehicle for social, domestic and pleasure purposes is a privilege, not a right.
- The vehicle is not to be used for the conveyance of fare paying passengers, motor sports or competitive activities of any kind or for the business of other parties.
- All drivers are expected to pay for the cost of petrol used for extended private use during holiday running (ie out of town vacation travel).

Availability:

- Your vehicle must be available for YMCA use each working day unless there is specific approval from your Manager to vary this.

Driver Responsibilities

The following actions in YMCA vehicles will be viewed as serious misconduct and may result in dismissal:

- Being under the influence of alcohol or drugs. Don't drink and drive. If you have been drinking, secure the vehicle and make other arrangements to get home. The YMCA will hold you personally responsible for any damage that occurs to the vehicle whilst under the influence of alcohol or drugs;
- Driving while disqualified, or not having the correct driving licence;
- Reckless or dangerous driving causing death or injury;
- Failing to stop after a motor vehicle accident or incident;

- Demerit points suspension;
- Any actions which warrant suspension of a driver licence.

While driving YMCA vehicles drivers must:

- Comply with traffic legislation; be conscious of road safety and demonstrate safe driving and other good road safety habits. You must be fully responsible for the security and operation of YMCA vehicles while under your control.
- Maintain vehicles in a neat and tidy condition at all times. The presentation of your YMCA vehicle is important.
 - Your vehicle should be cleaned both inside and outside on a regular basis.
 - Any damage must be repaired immediately.
 - The cost of repairing and grooming your vehicle may be deducted from your salary if upon vehicle transfer or employment termination the vehicle is found to be in a poor condition.
- Not permit animals in the vehicle unless authorised by Management to do so.
- You are responsible for having and displaying a current WOF and registration. A vehicle without a warrant of fitness is not insured and you will be liable for the cost of any damage if insurance cannot be claimed. You are responsible for ensuring renewal of the registration.
- You are responsible for having the vehicle serviced. Remember to also check: oil, water, battery and tyres on a regular basis.
- Keep the YMCA vehicle in a locked and secure condition whenever unattended. The vehicle keys must always be kept in a secure place. Cover all items or equipment so they are not visible. Do not keep laptops or mobile phones in cars.
- Report any damage, wear and tear, warrant, registration or safety concerns to your Manager.
- Any repairs or maintenance requirements must be approved by the Chief Financial Officer or the Chief Executive Officer.
- Return the vehicle in reasonable condition, and its keys, to the YMCA immediately on the termination of employment, or end of use.
- Not drive a vehicle in a manner that discredits the YMCA. Be cautious and courteous to other road users.
- Not exchange, loan or let an unauthorised person drive any YMCA vehicle that is in your charge.
- Not be in breach of any condition of the YMCA's insurance policy e.g. reckless driving. The YMCA reserves the right to recover costs from any employee where the vehicle they are driving or are in charge of, or another vehicle or property has sustained damage while being used in such a manner that it is uninsured. In the event that the insurer of the vehicle considers the employee responsible for an accident, then the YMCA reserves the right to recover from the employee any excess charge on the policy. The employee gives the YMCA authority to deduct any such excess charge from the employee's salary, provided the employee is given written notification of the YMCA's intention to recover the payment. Any accidents must be dealt with in accordance with the Motor Vehicle Accident Procedures located later in this policy.
- Immediately report to your Manager any traffic infringement, or offence demerit points, suspensions or disqualifications. The payment of all fines and penalties incurred while in charge of a YMCA vehicle is the sole responsibility of the employee and must be paid immediately. The YMCA reserves the right to recover the amount of any unpaid infringement fines from the employee's salary, provided the employee is given written notification of the YMCA's intention to recover the payment, should the employee fail to pay any fine, which results in the YMCA being pursued for payment.

- n) Participate in all YMCA provided vehicle training.
- o) Practice safe driving and good road safety habits.
- p) In particular drivers must not:
 - Consume food or drinks or read maps, newspaper etc while driving;
 - Drive a vehicle if they feel tired, weary or exhausted;
 - Carry alcohol in the cab of the vehicle;
 - Smoke in YMCA vehicles.

Further, drivers must:

- Drive appropriately for the weather and road conditions;
 - Take regular and adequate rest breaks in accordance with the Land Transport NZ working times+ eg take a break once every two hours for at least 15 minutes when travelling long distance;
 - Advise their Manager of any medical or health condition that may affect their performance while driving;
 - Wear appropriate footwear;
 - Always wear safety belts.
- q) Comply with all legislation relating to the operation of motor vehicles, and observe/obey all traffic laws that include the following:

Land Transport Safety Authority that includes:

- Having an appropriate and valid drivers licence at all times;
- Carrying a drivers licence at all times;
- Using all safety fixtures provided within the vehicle e.g. head restraints, seatbelts;
- Not driving a vehicle after drinking alcohol or taking drugs including prescription medicine that may impair driving;
- Ensuring all goods are safely secured and sufficiently covered.

Management Responsibilities

The YMCA is firmly committed to ensuring the maximum safety of the driver, occupants and other road users at all times and is responsible for:

- (a) Encouraging safe driving practices and not requiring employees to drive under conditions that are unsafe and/or likely to create an unsafe environment;
- (b) Giving priority to safety by ensuring:
 - Vehicles are legally compliant;
 - Vehicles are serviced regularly in accordance to the manufacturer's recommendations;
 - Any failed maintenance checks are reported immediately to the Manager;
 - All vehicle maintenance and repairs are completed as quickly as possible;
 - All vehicles have the appropriate safety equipment;
 - Safe driving practices are encouraged by monitoring and managing work rosters, and ensuring compliance with the law with regards to working hours;
 - Employees are aware of and comply with safe driving practices;

Fuel Cards

Some YMCA vehicles have fuel cards designated for refuelling that vehicle. Keep card secure at all times. This card is only to be used by the person authorised to use the card and for the vehicle it is intended for. The fuel card must only be used for petrol unless otherwise agreed by Management. Confectionary, food or other products must not be put on fuel cards and must be paid for separately.

Fuel cards are supplied to support YMCA business related travel. Significant fuel use for personal travel (eg: travel outside of the Gisborne region) is at the expense of the employee. The use of fuel cards will be monitored to ensure compliance.

Lost fuel cards must be reported immediately to the Chief Financial Officer. You will be liable to pay for charges made to lost fuel card if there is a delay in reporting the card lost.

Parking

- Vehicles are required whenever possible to have off-street parking at night, preferably under cover.
- Parking at some YMCA premises is restricted and it will be up to the Centre Manager to decide on whether employee parking is available and who is entitled to use it.

Accessories

- No accessories may be added to your vehicle without the prior approval of your Executive Director or the Chief Executive Officer. Please ensure that no bumper/window stickers are attached to the vehicle.
- Any approved accessories added at your expense will be forfeited to the organisation at the time of vehicle disposal or your termination of employment, or the accessory must be removed in such a manner that the vehicle is not marked, disturbed or suffers any reduction in value as a result of the accessory removal. Any repair or replacement of parts necessary to restore the vehicle to its original condition will be at your cost.

Motor Vehicle Accident Procedures

Drivers of YMCA vehicles involved in a motor vehicle accident must follow the procedures below. A copy of these procedures is provided in the glove box of each vehicle. The driver must also complete an Accident Report form. Ideally, this should be completed at the time of the accident (or as soon as possible after the accident) and given to your Manager or the Chief Executive Officer as soon as possible.

The main points for drivers to be aware of:

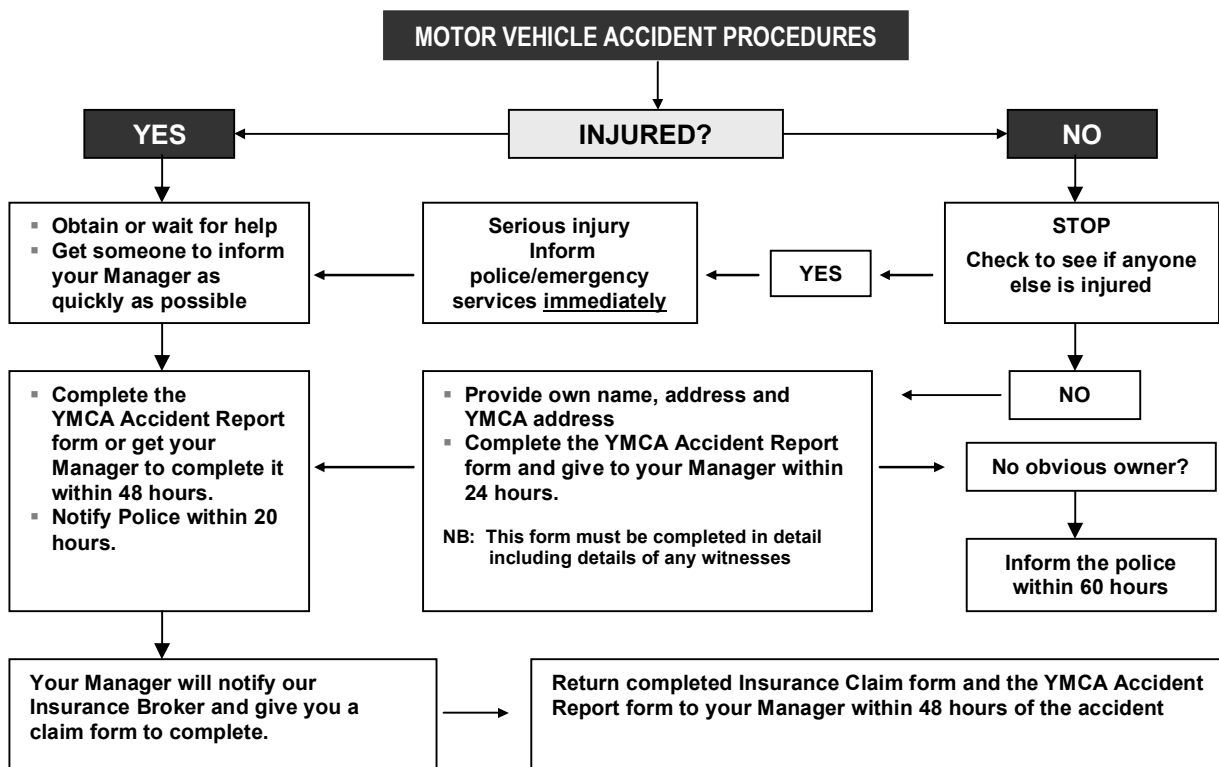
1. Immediately stop your vehicle at the scene or as close to it as possible, making sure you are not obstructing traffic;
2. Ensure your own safety first, then help any injured people and call for assistance if needed;
3. Try to obtain the following details from other parties involved in the accident:
 - Registration numbers of vehicles involved;
 - Make and model of the vehicles;
 - Name, address, drivers licence details, telephone numbers and insurance details of the drivers/owners;
 - Name, address and telephone numbers of all/any witnesses;
 - Details of any damage noted.
4. Give all parties involved your name, the YMCA name, address and telephone number and advise them to contact your immediate Manager or the Chief Executive Officer for insurance details;
5. Contact the Police if:
 - Any person is injured . you must do this no later than 20 hours after the accident;
 - There is a disagreement over the cause of the accident;
 - You damage property other than your own;
 - Damage to the vehicle looks to be more than \$2500 - report it to the police station

nearest the crash as soon as possible;

- A YMCA vehicle is damaged as a result of a criminal act - the damage must be reported to the police.

If the police attend, the name and number of the attending officer should be written down, and a copy of the accident notice kept.

6. Make no admission of fault or liability or offer payment to any other party concerned irrespective of the circumstances as you may not know all the factors involved and this may invalidate our insurance cover.
7. If your vehicle is incapable of being driven, arrange for it to be towed to your repairer. If the damage is minor proceed with your duties - but the damage must be repaired as soon as possible.
8. Advise your Manager of the full details of all accidents/incidents as soon as possible. Upon returning to your office, immediately report the accident to your Manager and promptly complete an insurance claim form and an Accident Report form. This form must be completed in all cases where a YMCA vehicle is involved in an accident, irrespective of the amount of damage.
9. If it is proved that the accident is caused by your negligence, you may, at the discretion of YMCA management, be asked to reimburse the YMCA for part of the insurance excess.



Occasionally, employees who are not issued with a YMCA vehicle may be asked to use their own vehicle on YMCA business. Due to insurance considerations, this should occur as a last resort only when no courier or YMCA vehicles are available. Employees must keep a log of such mileage and will be entitled to claim mileage reimbursement as approved by their Centre Manager or Executive Director.

Volunteers Policy

Volunteers are an important part of the YMCA and provide us with an opportunity to extend our vision of community development. It is important that volunteers are acknowledged, respected and valued for their donation of time. They should feel their commitment to the YMCA has a sense of purpose and be included as part of the YMCA team.

Volunteers are defined as people who work with the YMCA on a voluntary basis and, as a matter of personal choice, do not receive any payment for the work they do. The use of volunteers is at the discretion of the YMCA. There is never an obligation on the YMCA to employ a volunteer on a paid basis and this should never be guaranteed.

All volunteers are independent of the YMCA and therefore officially have none of the normal rights or obligations of employees. Notwithstanding this, volunteers must be accorded the same courtesies as employees particularly as they are volunteering their labour for the benefit of the organisation. Supervisors/Managers must ensure that the use of volunteers is therefore carefully monitored and in accordance with the conditions outlined in this policy.

The YMCA is committed to ensuring employees and volunteers have appropriate backgrounds to minimise risks to employees, children, internal and external customers. Police Checks will be carried out on all volunteers.

All volunteers are to complete the appropriate documentation before commencing voluntary work. Volunteers are subject to all standard YMCA operating policies and procedures and government legislation except those that apply specifically to paid employees. They must go through the appropriate induction process, must understand and must abide by any relevant procedures and policies. Volunteers only need to be fully inducted once at the time of initial engagement and updated if engaged at a later time.

A volunteer's initial training and induction should cover the following:

- Responsibilities of the volunteer
- Expectations from the volunteer
- Promoting YMCA core values in everything they do
- Representing YMCA (appropriate behaviour)
- Reporting lines
- Health and Safety policy (including hazards and risks)
- Emergency procedures
- Leadership expectations
- Being part of the team
- Programme plan and their role in it
- Any other procedure appropriate to the role being undertaken by the volunteer
- For OSCAR Programme specific:
 - Child Management
 - Duty of Care
 - Child Protection
 - Behaviour Management
 - Excursions, toilet procedures

Note: There are minimum age requirements in some programmes . please refer to the appropriate resource.

Young Employees and Employees with Disabilities Policy

The YMCA wants to ensure all employees are safe in their employment and especially wants to ensure the safety of young employees and employees with disabilities that work anywhere in the organisation. For this reason this policy has been developed to highlight a range of important points that Managers and all employees need to take into account when managing and working with such employees. Consult your Supervisor/Manager or the HR Department if you require any assistance.

The principal objectives of the policy are:

1. To protect young employees and employees with disabilities working for the YMCA from any kind of harm or abuse;
2. To always endorse and abide by the values of the YMCA - caring, respect, honesty and responsibility;
3. To assist other employees so that they can fulfil their duties and work obligations;
4. To protect employees from false allegations, discrimination or harassment.

The following guidelines detail key safeguards which the YMCA expects Managers and employees to apply in their work with young employees and employees with disabilities.

Proof of Age

Young employees must provide proof of their age by showing their birth certificate, passport, drivers licence or other appropriate documentation.

It is illegal to employ persons under the age of 16 years during normal school hours unless they have an exemption under the Education Act 1989.

Signing Contracts and Documents

When the young employee or an employee with a disability is under the legal age of consent or does not have legal capacity, any contract or documentation must be countersigned by their legal guardian, care giver or case worker.

All employees (via their letter offering employment) are advised they are entitled to seek independent advice before signing and agreeing to abide by the terms and conditions of their employment paperwork.

Managing Young Employees and Employees with Disabilities

The management of young or disabled employees is the same as for all employees. However if an employee is impressionable it is important that Managers ensure that mature and competent employees are responsible for the supervision and training of that employee.

Supervision and Guidance

In a situation where an employee feels unsafe or needs assistance the following steps should be followed:

1. Consult the YMCA Employee Policies and Procedures Manual.
2. Go to your Manager or Supervisor. All employees are free to talk with any Supervisor/Manager and be listened to and constructively coached and advised. There is an obligation on all Supervisors/Managers to treat employees with fairness and dignity and to ensure that they have the resources, guidance and understanding to fulfil their jobs effectively.
3. Document the situation if asked or if preferred.

4. If at any time you feel you are unable to talk to your Supervisor/Manager please contact the HR Department and they will help you to resolve the problem.

Dealing with Personal Issues

If an employee opens up and discloses a personal problem you must follow these procedures:

- Do not promise to keep information confidential. Explain to the employee that if it involves them getting hurt or hurting anyone else then state that you are obliged to do something about.
- Ensure that you inform them that you are not a counsellor and not trained to deal with the situation they may disclose. Assist the young person to get advice / help from an organisation, which is qualified to assist such as Youth Line. Once you have made that clear to them, then listen and support the young person through their issue.

Training

All employees must go through the same induction training processes. The YMCA invests considerable time and resources to develop our employees and provides opportunities and encouragement to all employees to further their education.

Training and development is seen as a joint responsibility, shared by the YMCA and its employees. The YMCA provides the opportunities, support, advice and counselling, but it is up to each employee to take the initiative to consider and plan their own career and after discussion and agreement with their Manager to put that into action. Refer to the Training Policy or see your Supervisor/Manager for more information

Inappropriate Conduct

Inappropriate language or gestures, inappropriate sexual acts and using or having offensive material, drugs or alcohol at YMCA premises or on YMCA business will not be tolerated. This behaviour is against the values of the YMCA and such behaviour may result in disciplinary action, up to and including dismissal. Please refer to the relevant policies found in this manual.

Protection of Employees

The YMCA wants to ensure a safe workplace for all employees. In regard to young employees and employees who are mentally impaired it is even more important that they are not put into situations where they cannot be expected to make an informed decision. All employees are personally responsible for the protection of the rights of such employees. The YMCA will not tolerate any form of discrimination or harassment. Please refer to the relevant policy.