

Community Law **Waikato**

TE TARI TURE-Ā-HAPORI O WAIKATO

Part of the National Community Law Movement



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GENERAL CODE of CONDUCT and POLICY

POLICY & PROCEDURE

This document sets out policy and procedure.

Reference may be made to additional and separate policies for example the *Health and Safety Manual*.

The policy and procedure contained herein and in all other separate codes apply to ALL EMPLOYEES, VOLUNTEERS, and where applicable other individuals or contractors performing work.

Best efforts have been made to cover all scenarios however should a situation arise which is not covered prescribed (or requires update) please approach Management.

IMPORTANT NOTE: a breach or breaches of CLW policy may be deemed as misconduct and disciplinary action may follow.

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PART A:

COMMUNITY LAW WAIKATO (“CLW”) AT A GLANCE

Community Law Waikato is a registered charitable trust and has been in operation since 1995.

CLW is one of many community law centres in New Zealand. All law centres are voluntary members of a national body, *Community Law Centres Aotearoa* (CLCA). CLCA’s function is to support and coordinate the community law movement.

Community Law is funded through a variety of streams with one of the main sources being a public fund. The *Lawyers and Conveyancers Special Fund* is derived from interest accrued in law firms’ trust accounts. Banks retain 40% of the interest and 60% is legislated to fund community legal services. The Secretary of Justice administers this fund by way of individual contracts for service with community law centres. This public source of funding alone is not sufficient to sustain the demand for community legal services. The government (Justice budget) tops up the funding (which fluctuates depending on where the special fund is sitting). Centres also choose to source additional funding such as community grants and service contracts.

CLW operates from a central hub based in Hamilton and service the greater Waikato region. Our office and an 0800 line is the triage point for all incoming queries. Each query is assessed and either dealt with by way of legal information and or a referral, or alternative an appointment is made for an interview and legal advice.

CLW is committed to ensuring that services are accessible and relevant to the community’s needs. The service delivery approach is holistic which identifies not only legal issues but also any contributing / underlying social factors. Referrals are made which address the client’s needs in a broader context, aiming to empower individuals so that in many instances, they can help themselves. Staff regularly meet with other service providers in the community such as budgeting services, social workers, addiction services and housing providers to establish on-going relationships.

Although the operation is a not-for-profit entity, we believe our clients expect and deserve a professional quality service. Community law centres are NOT exempt from compliance from the *Lawyers and Conveyancers Act* and *Client Care and Conduct Rules*.

When the organisation first opened in 1995 there were two paid staff members. The centre has grown significantly with a current team of more than 12 paid staff and 100 volunteers. The team includes two legal supervisors and a mix of lawyers and administrative support.

The centre is governed by a Board of Trustees, usually no less than seven members. Trustees offer their time and expertise on a voluntary basis. They bring a mixture of experience and qualification, fit to serve the various operational demands.

CLW is fortunate to have trustees, staff, and volunteers who are truly passionate about making a difference in the lives of individuals and ensuring that all New Zealanders have genuine access to legal services. The demand for legal services is ever increasing and the success of the service lies in the contribution and commitment by a large group of stakeholders.

The mission of ensuring that all New Zealanders have access to legal services is a huge challenge. Unfortunately, limited resources means targeting the very highest need. Eligibility for service depends on the nature of the legal problem, financial means, and other factors that pose as barriers to access legal services such as debt, mental illness, and age.

CLW cover an extensive range of legal areas to cater for the diverse needs. In some instances, a client may only need basic legal advice or information, whereas in other instances a client may require extensive assistance or representation by a solicitor. Some matters only take an hour to resolve whereas some matters take years to resolve.

In the event that an individual falls outside our criteria, we refer them to local solicitors, firms or other free legal services.

Legal aid is a grant scheme that is available to those in New Zealand who qualify. This scheme is limited to some of the same criteria as our service; legal issues and financial means. The main difference is that legal aid criteria is extremely narrow and huge volume of legal matters fall outside the scope of this scheme. Hence the need for community legal services to fill the gap.

Although a significant proportion of Community Law services could be described in the sense of “being the ambulance at the bottom of the cliff”, another aspect of the service is about being the “fence at the top”. The emphasis on educating the community has grown over the years and it is part of our contracted services.

Community Law Waikato’s education and information functions are designed to increase awareness of legal rights and obligations within the community as well as the availability of legal and other services.

PART B:

PURPOSE AND SCOPE

As above:

- The following code sets out key policy and procedure.
- Reference is made to additional and separate policies for example the *Health and Safety, File Management, Finance, IT, and Privacy*.
- The policy and procedure contained herein and in all other separate codes apply to ALL EMPLOYEES and VOLUNTEERS at ALL TIMES. Referred to as “CLW workers”.
- Best efforts have been made to cover all scenarios however should a situation arise which is not covered in the manual (or requires update) please approach Management.

IMPORTANT NOTE: a breach or breaches of CLW policy may be deemed as misconduct and disciplinary action may follow.

1. GENERAL CONDUCT

- CLW workers must act to the highest standard of **professionalism, honesty and integrity at all times** (including whilst attending work related business and / or situations where an association with CLW may be established).
- CLW workers must maintain a **safe and harmonious work environment**.
- **Zero tolerance** apply in regards to harassment / bullying, discrimination, disrespectful / disruptive conduct, and unprofessional office gossip.
- CLW workers are expected to apply **common sense and initiative**.
- CLW workers are expected to maintain a high standard of **timely, effective, respectful, and responsive communication**. This applies at all levels – clients, colleagues, volunteers and the general public.
- CLW workers must be **punctual** at all times.
- CLW workers must be presented in **tidy and professional attire** during work hours and all other work related business / events.
- CLW workers must maintain **work spaces and electronic records in an organised and tidy state** at all times.
- Smoking is permitted in the **designated smoking areas**.
- CLW workers must **comply with all applicable legislative duties / principles** for example the *Client Care and Conduct rules, the Health and Safety Act, and the Privacy Act*.

2. BUILDING ACCESS

- Employees have key/code access to the CLW office / building.
- Access to the CLW office is for work related business only.
- Key/code access is for CLW employees use only. Key/code access must not be shared with any non-authorised individuals.
- After hour access is as per the *Health and Safety* policy – it requires PRIOR authorisation by Management.

3. CASH / CREDIT / FEES / DONATIONS

- Employees who receive money on behalf of CLW must act with the **highest degree of integrity** and follow the cash handling procedure.
- IMPORTANT NOTE – CLW does not operate a trust account and cannot hold any funds on trust / on behalf of a client. **Settlement payments or cost reimbursements by third parties must be made directly to a client.**

DONATIONS / LEGAL EDUCATION FEES

- All donations / fees must be recorded in the receipt book. The front slip is given to the person donating / paying AND the carbon copy is photocopied and placed in the Administrator's in tray along with the cash.
- Make sure the receipt is clear with the amount, name and reason for deposit.
- Receipts should be provided for all donations (anything over \$5 is tax deductible for individuals).

PETROL CARD

- A petrol card(s) is generally stored in the company vehicle.
- If a card is missing it must be reported to the nominated person immediately.
- The pin for the card must NOT be recorded anywhere.
- A receipt for each transaction must be provided to the nominated person immediately upon completion of a transaction.

SUPERMARKET CARDS

- Supermarket vouchers are used for office supplies and kept by the nominated person.
- A receipt for each transaction must be provided to the nominated person immediately upon completion of a transaction.

CREDIT CARD TRANSACTIONS FOR CLIENTS

- The CLW credit card may be used for payment of client fees for example courier fees.
- Any such transaction requires management approval PRIOR.
- This only applies where the equivalent sum of cash is immediately received (a separate loan policy applies where clients pay off fee loans)
- The cash must immediately be given to the nominate person WITH the appropriate note entry.

4. CLEANING AND RECYCLING

- All CLW workers are expected to contribute to the cleanliness and organisation of the CLW office including all shared spaces.
- The team room etiquette is displayed by the kitchen sink.
- The dishwasher is emptied and switched on by reception but stacking is a shared responsibility of all employees.

5. COMMUNICATION

- ALL communication is a reflection of CLW standards and must be professional and in keeping with privacy policy and general code of conduct.
- In particular the following applies:
 - Written communication must be grammatically correct, succinct and accurate
 - All communication must be carried out in a timely manner
 - Check the intended recipient's address very carefully to avoid privacy breaches
 - Be conscious of confidentiality /privacy with verbal communication (lower your voice or shut your door or remove you and the other person to a private space)
 - Any templates /copies of documents must be checked and updated for each use
 - All employees and volunteers must use the approved font / templates for all written correspondence.
 - Stick to facts – do not add personal opinions or adjectives to file / client notes
 - Seek an objective perspective on potentially emotive communication from a colleague or management
 - "Save as Draft" and avoid instantaneous replies where it involves a debate

MEDIA STATEMENTS

- Under no circumstances are employees permitted to talk to media in relation to CLW business. All queries / contact must be referred immediately to Management.

6. COMPLAINTS

- The purpose of a complaint policy and procedure is to provide a fair and timely process for complaint resolution. It ensures that risk and areas for improvement are identified and addressed.
- All complaints must be taken seriously and must be handled in a timely and respectful manner.

CLIENTS / PUBLIC

- The complaints process is outlined for clients on the *Client Information* document
- Clients may choose to complain directly and in the first instance to the person they are dealing with including the lawyer assigned to their file, volunteers, reception or anyone else representative of CLW. You must inform management at which point instructions to proceed will be made.
- Where a client does not feel comfortable raising a complaint with you directly, refer the client to either the online feedback form (website) or directly to management.
- Complaints are confidential to Management and those involved. Employees and or volunteers must not discuss complaints with others unless authorised by Management.
- Where complaints remain unresolved, management will direct the complainant to the Chair person and Law Society Complaints process as applicable.

INTERNAL

- CLW Management adopts an open door policy.

- Complaints about co-workers and or workplace aspects can be sensitive in nature and principles of integrity, respect, and good communication apply.
- Direct all complaints to the General Manager or the Legal Services Manager (or for whatever reason if either those options are not deemed appropriate or the complaint remains unresolved, the complaint may be referred to the Chairperson of CLW)

7. DOCUMENT CERTIFICATION / DECLARATIONS / AFFIDAVITS

- Lawyers have a professional duty to witness affidavits and declarations / certify documents (free of charge) unless they are too busy.
- A guide for lawyers is available on the New Zealand Law Society website under resources for practitioners.
- A guide to assist with authenticity is also saved in the general CLW network.
- Irrespective of the JP service, reception must see if a lawyer is available for a document certification / declaration request. If a lawyer is not available, provide alternative referrals or arrange with the person to return.
- Request for certifications / declarations come in MANY variations. Certain documents can be signed by a JP whereas some require a lawyer's signature. Documents from international jurisdictions require Notary Public signature. **If in doubt, check with a management.**
- Lawyers - always check the instructions of documents carefully.
- We do not charge for photocopying but we do encourage a gold coin donation. However for excessive amounts of copying approach management for directions.

AFFIDAVITS

- Lawyers with a current practising certificate may witness affidavits.
- Follow the guide on the Law Society website.
- Affidavits prepared by a CLW employee CANNOT be witnessed by another CLW employee – an independent lawyer must be used (ask either a volunteer lawyer or another lawyer in the building).

CERTIFIED COPIES

- Lawyers with a current practising certificate may certify copies of documents as a true copy of an original(s).
- The lawyer must sight both the original and the copy to ensure authenticity.
- There is no restriction on them bringing their own photocopies (a lot of individuals are under the false impression that part of the certification involves the certifier making the copies).
- The lawyer is NOT required to verify the person's identity (unless you are specifically processing an identification request).
- Where there is more than one page in a single document, the lawyer must stamp the last page and initial the corners of the preceding pages with "p1/19" or similar.

STATUTORY DECLARATIONS

- Lawyers with a current practising certificate may take statutory declarations (some exceptions may apply as below).
- The lawyer must read any special instructions carefully.

- The lawyer is NOT required to verify the person’s identity (unless in special instructions i.e. loan applications, passport applications, and other visa applications).
- The lawyer must NOT take or sign declarations which do not fall under the NZ Oath & Declarations (i.e. “overseas documents”). Refer the client to a Notary Public (a list is available at the front counter).

OTHER WITNESSING & IDENTIFICATION

- There may be other documents which lawyers may be witness to (i.e. loan documents where you witness signatures).
- The lawyer must check the instructions carefully (i.e. passport applications where there are specific requirements for the witness).
- We are NOT able to witness certain land transfer documents – check with Management.
- We must NOT sign or witness Power of Attorney documentation (strict legal requirements apply).
- In certain circumstances we may witness a Will.
- Be aware that some special rules apply where it relates to a Will and other original docs (where it is attached to affidavits it must NOT be initialled).

8. DRESS CODE

- CLW workers are expected to maintain a high dress standard at all times (including work related functions/ events).
- The dress code will be relaxed on a Friday provided a smart casual appearance is maintained AND provided the below is complied with.
- If a CLW worker is required to attend legal proceedings they must ensure their level of dress parallels the expected dress code for their proceedings. This includes but is not limited to attendance in Court.
- Body piercings and tattoos that are visible must not be offensive or detract from a professional and tidy appearance.

9. EXPENSES TO BE REIMBURSED

- Any work related expenditure sought to be reimbursed require PRIOR management approval (with the exception of travel reimbursement which must be in accordance with the *Vehicle and Driving* provisions).
- A signed approval for reimbursement must be submitted to the nominated person with a GST receipt.
- Reimbursements must be submitted by the 10th of each month (paid on the 20th).

10. GOVERNANCE AND CHARITABLE STATUS

- The *Community Law Waikato Trust Deed* sets out the full detail including the objectives, establishment, trustees/powers, meetings, appointments, liabilities, accounts, audits and termination
- A copy is available on the Charities Commission register.

11. HEALTH AND SAFETY

- Refer to the Health and Safety Policy in the general network share.
- NOTE:
 - Health and Safety is paramount at all times
 - Everyone is responsible for their own and other's safety
 - ALL hazards must be reported to Management immediately
 - ALL incidents/accidents must be reported as per process in policy
 - The Evacuation Procedures are displayed on notice boards
 - A minimum of two staff are required in the office AT ALL TIMES during work hours
 - After hour access to the office requires PRIOR approval by Management

12. INFORMATION & COMMUNICATION TECHNOLOGY

- Network and cyber security is paramount.
- CLW provides *Information and Communication Technology* ("ICT") **for work related** activities only (*with the exception of wifi access for personal use on personal device in which case all other policy still apply*).
- ICT includes internet connection, network shares / drives / platforms, computers / laptops / tablets, telephones, etxt, photocopier, office 365, CLW FaceBook and website.
- CLW ICT must NOT be deliberately used for any illegal or inappropriate conduct / activity.
- All CLW ICT must be cared for in a responsible manner including keeping it free from damage and reasonably safe from theft.

SECURITY

- Passwords must be strong (a combination of upper and lower case letters, numbers and symbols, and a minimum of 8 characters).
- Passwords must be kept confidential (it must NOT be noted or saved in writing unless in an approved digital safe).
- Users must not allow any person access to any equipment / device logged in under their own user account, unless as part of authorised work.
- CLW user passwords must be completely different to personal passwords.
- When using a CLW device in a public domain, NEVER leave the device unattended or within reading

view.

- Whether working remotely or in the office, always use a screen lock or sign out when leaving your device for longer than a few minutes.
- ALWAYS disconnect or sign out after use of a remote connection to the network.
- When using a personal device for remote access of the CLW network, you must ensure you have adequate antivirus software.
- Be on alert for phishing and scams.

DOWNLOADS & SHARING

- When using CLW ICT you must NOT initiate access to, save, copy, show or print inappropriate, objectionable and /or illegal material.
- Users must not download, install or connect any software or hardware to CLW ICT equipment/devices unless authorised by Management.
- Copyright laws and licensing agreements must be respected at all times.

REMOTE ACCESS TO CLW NETWORK

- Remote use (outside the CLW office) of CLW portable devices (for example using a laptop) is permitted to facilitate remote work of an ordinary kind for example attending mediation or a meeting, outreach clinics, or working remotely as authorised by management.
- Some portable device are labelled for a specific use for example caseworker and legal assistant laptops. These devices are not to be used for remote work unless authorised by management.
- Using a portable CLW device for personal use is strictly PROHIBITED (including individually allocated devices).
- Remote access to the CLW network (connecting to the network via an external network either with a CLW device or personal device) is permitted BUT depends on availability of secure network access and antivirus protection.
- Where a wifi connection is available (for example at Court or outreach), a VPN (virtual private network) connection should be available. Where a wifi connection is not available use of a portable data USB might be available or a “hotspot”.
- Where connection to the network is not available, confidential client information must be saved onto a CLW encrypted pen drive (NOT on the desktop). Where a network connection is available the information is uploaded straight to the relevant client file.
- Staff will not be reimbursed for data used on their personal devices when using remote access.
- Remote work outside ordinary work hours require PRIOR approval in accordance with the TOIL policy.

EMAIL & ETXT

- Employees must bear in mind that the use of their CLW email account reflect on the Centre. The communication policy applies for all use (personal and work).
- Employees must maintain their CLW email account in an ordered manner (appropriate folders, delete items DAILY and clear out the deleted items).
- The CLW email account is NOT a secure storage facility (we use a cloud based system which means emails deleted/lost are NOT retrievable through our server).
- “Etxt” function is available for WORK related communication (each user has a unique identifier).

- Email is often the medium of hacker attacks, confidentiality breaches, viruses and other malware. These issues can have devastating consequences for CLW. Users should always be vigilant to spot emails that carry malware or phishing attempts:
 - Do NOT open attachments or links when the sender and authenticity of the email is unclear. If it is from a known name or source but you are still unsure, call the sender to confirm they've sent it
 - ALWAYS be suspicious of clickbait titles
 - Look for inconsistencies or style red flags (grammar mistakes, capital letters, excessive number of exclamation marks etc)
 - Report ALL suspicious email / links to management immediately

TELEPHONES

- CLW telephones are NOT for personal calling – unless in an emergency
- CLW workers must receive prior authorisation from management for all overseas calls.
- ALL voicemail must be checked AND processed regularly and at least DAILY. Processing means responding to the caller.
- Employees must record and activate appropriate voicemail greetings when unavailable for callers.
- Employees may choose to give callers their CLW extension.
- CLW workers are expected to keep use of personal mobiles during work hours within reason. Mobiles must be kept at a discreet level or on silent to avoid disruption.

PRINTER AND PHOTOCOPIER

- The CLW photocopier is NOT permitted for personal use unless PRIOR approval by Management is granted.
- ALL printing and photocopying must be set to a default black and white and double sided.
- Secured printing must be used if necessary.
- All printing must be collected ASAP from the photocopier – anything unclaimed at the end of a day will be shredded.

13. LEGAL EDUCATION (COORDINATION, PREPARATION AND RECORDS)

- CLW deliver law related education (LRE) to the community. The details are decided by Management taking into account a range of factors such as service targets, Governance directions, community needs, resources, expertise, and workload.
- The CLW Community Liaison has overall responsibility for LRE promotion, registrations, coordination, collation of LRE job numbers and feedback, and LRE reporting.
- A CLW worker who is instructed to deliver LRE is responsible for preparation of the content (including hand outs and power points), printing of any materials, instructing reception to set up the power point presentation, and delivery. For LRE sessions at remote locations, the employee is also responsible for taking a projector, setting up the room at the remote location, recording attendees, and collecting feedback.
- ALL preparation MUST be completed 24 hours PRIOR to each seminar and checked with Management.

- CLW workers are required to use the standard templates available for handouts and power points (unless otherwise authorised by Management).
- All hand outs and power points must be saved and updated in the LRE folder in the general share (copying and creation of new versions within other folders leads to multiple versions floating around which is confusing).
- CLW workers' time for preparation and delivery (including travel) must be recorded with an LRE job number which will be provided by a CLW administrator.

14. MEMBERSHIPS / SUBSCRIPTIONS

- CLW purchase / subscribe to applicable resources for example Westlaw, Lexis Nexis, EMA memberships, newsletters, etc.
- CLW workers are permitted to use such resources only for work related purposes.
- CLW workers must comply with any user terms and must not use the resources in a manner that is illegal or inappropriate.
- Passwords must NOT be shared with anyone outside CLW or as instructed. Due to the volume of volunteers it is NOT practicable to share passwords with volunteers (including evening lawyers and legal assistants), an employee may log them in.

15. OUTLOOK 365 ETIQUETTE

- CLW has a shared online calendar system which host all appointments and room bookings.
- ALL employees MUST use the online calendar to schedule ALL appointments / commitments / tentative dates (including leave and availability). Other users rely on this schedule to delegate tasks / appointments / meetings.
- The correct timeframes should be used when entering periods of unavailability.

16. OUTREACH CLINICS

- Not currently in operation.

17. PRIVACY & PERSONAL INFORMATION (INCLUDING ENTRY, STORAGE, ACCESS)

- Compliance with the Privacy Act and any other relevant privacy regulation is paramount and is the responsibility of all CLW workers.
- Refer to the CLW Privacy Policy and any other applicable policy.

18. REST AND MEAL BREAKS

- CLW is committed to a safe and healthy workplace. Rest and meal breaks are an important element of this mission.
- CLW workers are responsible to coordinate their own rest and meal breaks and ensure that it fits with their duties and schedules.
- Lawyers must coordinate lunch breaks to ensure caseworkers have access to legal advice.
- Full time employees should aim for two 10-15 minute breaks (paid) and one 30-40 minute meal break (unpaid). Part time employees' breaks will vary depending on the duration of their work day.

19. REFERENCES

- ONLY Management is authorised to provide individual references on behalf of CLW. This includes character references, certificates of service, and general performance references. These may be in writing or verbal.
- Where a CLW worker (other than Management) provides a reference for anyone associated with CLW, it must NOT by direct or indirect inference be on behalf of CLW.

20. STAFF MEETINGS & NETWORKS

STAFF MEETINGS

- All employees must attend staff meetings as notified unless it is impractical due to work commitments scheduled or notified to Management promptly.
- Management will notify the Agenda prior and meetings will be kept as brief as possible.
- ALL employees are expected to engage and participate in discussions.
- The Administrator is responsible for minutes / follow up action as directed.

NETWORK MEETINGS

- All employee must attend network meetings as notified unless it is impractical due to work commitments scheduled or notified to Management promptly.
- The purpose of network meetings is to build rapport with other organisations, learn about their services, and exchange ideas for potential collaboration.
- The Community Liaison is responsible for arranging and coordinating such meetings. Employees may suggest / request meetings.
- ALL employees are expected to engage and participate in discussions.
- Where appropriate, an invitation for a network meeting will be extended to volunteers.

21. SUPERVISION & STAFF DEVELOPMENT

- CLW place a high value on professional development and ongoing learning.

- Alongside legislative and other compliance aspects, individual supervision and training plans are adopted subject to learning styles, duties, skill sets, interests, career paths, and other factors.
- Legal supervision entail strict legislative components and will be discussed and agreed with lawyers at the outset of their employment.
- CLW workers must follow the reasonable and lawful instructions of Management at all times.
- Management has an open door policy however given everyone's busy schedules, provision will be made for regular allocated slots between individuals and Management.

INDUCTION

- All employees and volunteers (caseworkers and legal assistants) undertake an induction process upon commencement of working at CLW. This includes a range of detail including all policy, Health and Safety, job description, reporting structure, and supervision.

UP SKILLING

- Ongoing training and professional development is a collaborative exercise by both Management and individual CLW workers.
- A range of internal and external training opportunities will be facilitated / coordinated by CLW.
- The cost of approved / instructed training (including travel, accommodation and meals) rests with CLW.
- CLW workers are responsible for maintaining their own training / qualification records.

PERFORMANCE REVIEWS

- CLW is committed to ongoing and regular performance reviews. It enables CLW to:
 - Develop and maintain constructive and healthy workplace relations
 - Receive feedback and provide feedback
 - Evaluate and make necessary improvements / changes
 - Be responsive and innovative
 - Ensure that service delivery aligns with organisational mission, vision and values
- Management undertake to provide regular feedback that is specific, constructive, and aimed at supporting individual professional development.
- It is essential for employees to have a clear understanding of CLW's expectations. Please seek prompt clarification where needed.
- Employees complete an annual review with a Trust Board representative. The process (including any applicable self-assessments) is instructed at the time.

22. TIMESHEETS

- All employees must complete and submit timesheets to the Administrator as due.
- Where an employee fails to submit timesheets for processing, payment may be late.
- Timesheets must be complete, accurate and legible.

23. TRAVEL & VEHICLE USE

SAFE DRIVING

- While driving company vehicles or private vehicles for work purposes, employees must:
 - comply with all applicable traffic legislation/rules/regulations
 - be conscious of road safety and exercise due skill and care
 - ensure they hold a current driver licence for the class of vehicle they are driving and this licence is carried with the individual when driving
 - immediately notify their supervisor or manager if their driver licence has been suspended or cancelled, or has had limitations placed upon it
 - display the highest level of professional conduct
 - never drive under the influence of alcohol or drugs, including prescription and over the counter medication if they cause drowsiness
 - report any near-hits, crashes and scrapes to their manager, including those that do not result in injury, and follow the crash procedures outlined in this policy
 - report infringements (incurred with company vehicle) to a manager at the earliest opportunity

- The employer will:
 - take all steps to ensure company vehicles are as safe as possible.
 - not require employees to drive under conditions that are unsafe and/or likely to create an unsafe environment including fatigued drivers
 - ensure all vehicles are well maintained and that the equipment promotes driver, operator and passenger safety. This includes servicing the vehicles according to manufacturers' recommendations, keeping maintenance schedules in the glove boxes of all vehicles which are completed each time the vehicles are serviced in any way, and following the maintenance schedules in the vehicles' manual

TRAVEL & COMPANY VEHICLE

- Where the employer opts to provide a company vehicle, the following will apply:
 - A company vehicle will be available to employees for work related travel
 - A company vehicle is for CLW business purposes only & not personal use
 - Employees are expected to use the Free Bus service for mediation and meetings located within the Free Bus service's coverage
 - Company vehicles must be kept locked securely at all times
 - Employees must not leave valuables in the vehicle
 - Employees must report company vehicle defects to Management as soon as noticed
 - Employees must not allow any non-authorized individuals access or use (including family members)
 - The company vehicle MUST be the first choice of vehicle used for work related travel. Only where the company vehicle is not available then employees shall use their own private transport
 - When the vehicle is required by more than one employee at the same time, the employee traveling the greatest distance will generally get priority

- Employees must refuel the company vehicle after each long distance journey and otherwise as needed. The company Z fuel card must be used and a receipt must be handed to the nominated person
- The company vehicle must be returned in a clean and tidy state after each use (if it is not in such state at the outset it must be reported to Management)
- Management is responsible for a thorough “car wash” (separate to the general tidy) as and when needed
- Employees must pay for traffic/parking infringements incurred when using the company vehicle. If not paid within the prescribed time limit you authorise CLW to deduct the full amount owed from your wages
- The employer will reimburse employees for work related travel in private vehicles. Reimbursement will be at the prescribed rates as per the most current Tax Information Bulletin distributed by the Inland Revenue. A log book must be completed and handed to the nominated person

COMPANY VEHICLE ROSTER

- The company vehicle may be assigned on a roster basis for employees to use for travel to and from work. Inclusion is voluntary.
- The cost of this travel under this provision rests with the employer HOWEVER the use of the vehicle is NOT considered part of employee remuneration nor a term of employment and is at the sole discretion of the employer. The terms are also at the sole discretion of management and may change from time to time as they see fit.
- Travel to and from work, must be by most direct route.
- The vehicle must be parked securely off street at the employee’s home address.
- The vehicle must be handed over to the next rostered user in a clean state (interior and exterior).
- Where an employee opts to be included in the roster, the employee is responsible to ensure that the vehicle is available for work related use by other employees. This means ensuring that the vehicle is available at work premises at requested times and as directed by Management.

ACCIDENTS & REPAIRS

- Immediately stop your vehicle at the scene or as close to it as possible, making sure you are not obstructing traffic.
- Ensure your own safety first. Help any injured people and call for assistance if needed.
- Contact emergency services IMMEDIATELY if medical assistance is required or there is a dispute about cause/fault, or there is damage to other property (road signs etc).
- If circumstances permit, obtain the details of the driver including licence plate number, driver name and number, driver’s insurer details, witness details. Exchange the same information about you to the other party or parties.
- In the event of an accident where a CLW driver/employee is at fault, CLW will generally pay the insurance excess.
- If a CLW driver/employee has a vehicle accident while driving a company vehicle for which the insurer refuse to pay because the driver was affected by drugs and/or alcohol or driven dangerously/reckless, this driver shall be required to pay the full cost of all repairs to the vehicle and to any third party property. If such excess or cost of accident repairs is not paid as invoiced,

the driver authorise the employer to pay the excess or cost of accident repairs on your behalf and to deduct the amounts so paid from your wages or salary.

24. WORK HOURS & LEAVE

LEAVE

- All leave requests require management approval (including bereavement and unpaid leave).
- A leave request must be submitted in writing (email) with as much notice as possible. Management will process requests promptly.
- Approval of leave is subject to entitlement, timing, and any other relevant factors.

MEDICAL ABSENCE

- If an employee is absent from the office due to illness or accident they must contact Management by telephone as soon as practicable. Instructions for urgent matters / commitments **MUST** be relayed to management promptly.

FLEXI HOURS

- Flexible work hours are at the sole discretion of Management. It is subject to numerous considerations.
- An employee who wishes to work flexibly (regularly) must discuss and obtain approval by Management
- *One off or occasional flexibility* within ordinary work hours does not require approval. It is not intended for a permanent change in starting / finish times nor an increase / decrease in ordinary hours.
- Communication is important to ensure Management is informed about your presence / absence.

TOIL / "OVERTIME"

- Overtime or work beyond ordinary hours require **PRIOR** Management approval / instruction. **NO exceptions.**
- Unless otherwise agreed, authorised overtime is accrued to be used as "time off in lieu of payment" (TOIL).
- Authorised overtime must be accurately recorded on your timesheet.
- TOIL up to 2 hours can be used as the employee chooses (a request is not necessary). Use of TOIL over 2 hours require approval by Management.
- The total of any authorised overtime must not exceed 15 hours at any given time. If exceeded, Management may direct TOIL as it deems fit.

FRIDAYS

- Reception closes at 1pm on Fridays.
- Employees who's ordinary hours extend beyond 4pm on Fridays are entitled to finish at 4pm provided they have no imminent deadlines or work that is outstanding and have not accrued TOIL in that week. The employee will be treated as having completed their ordinary hours (ie you will be paid to 5pm).

REMOTE WORK

- Completion of work remotely within ordinary hours and / or beyond ordinary hours require **PRIOR** approval by Management (meaning that which is beyond what is covered above at ICT).

- ALL CLW policy remains applicable whilst working remotely – along with the adaptation of necessary aspects.
- The policy around privacy, data and network security remain highly relevant including secure access to the network and antivirus protection.
- The Employer's duty to keep all employees safe as far as reasonably practicable applies at all times. Employees must take regular breaks, have a safe workstation / set-up, comply with reporting requirements and hazard identification. Maintaining sensible deviation between work station(s) and home life is important for a healthy work-life-balance.
- Employees who are authorised to work remotely MUST be contactable via email and telephone for the duration of agreed remote work hours. If there is a sudden change in availability the employee must notify management as soon as possible.
- Supervision will be as directed.