

KEA CHURCH

STAFF HANDBOOK

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# INTRODUCTION

This Staff handbook applies to all employees of St Kea PCC.

Welcome to St Kea Church.

St. Kea is an evangelical parish and we are happy to be described as such. We deliberately avoid positioning ourselves in any particular group within evangelicalism though. This is helpful as there are few evangelical parishes in this part of Cornwall, and our membership reflects a broad spectrum of different backgrounds and opinions. It is our strength that this enables us to work with a wide variety of other churches and bodies.

Kea has a dual character as both an eclectic evangelical church, which has developed over the last 40 years, and as a Cornish parish church, reflecting the fact that it is one of the oldest parishes in the County. We have a core membership of about 220 adults and 60 children & young people. The age profile is genuinely mixed with significant numbers of families at different stages, working and retired people, and a number of elderly members. Members come from all over the area with about 50 living in the Parish. There is a daughter church at Old Kea where we worship twice a month.

Relationships within the congregation are good. We are committed to serving the community, which is a key element of our mission statement, and involvement with the parish is another area with real potential for development.

# Ministry & Vision

In 2017 we reviewed our values and beliefs with a new mission statement; “Seeing God transform lives”. This reflects our desires, to be a community where people can encounter the living God and develop a deeper relationship with him, and to be a church which gets its hands dirty in serving the community around us.

# Leadership & staff

Although the incumbent maintains overall leadership, we work on a team basis. The PCC works with four Leadership teams which represent the four main areas of our church life; All Hallows congregation, Truro congregation, CAP and Lanterns and the Old Kea congregation. The work of the leadership groups helps to allow progression of activity in the congregations and development of work and allows the PCC to focus more on the business of church, working with the standing committee. The churchwardens meet with the Vicar regularly to discuss matters of church life and ministry.

Our staff team is positive and dynamic, meeting weekly to review, plan and pray.

Clearly, as Christians, we believe that God is leading us in our work and any success we achieve must be due to Him. However, God works through the church and the church works through its members, and specifically through its employees. The success of any enterprise depends in a large part on the employees and we look to you to play your part as we will play ours in supporting you. This Handbook is to ensure that you have clarity about your contract, your duties and your rights and entitlements.

We sincerely hope you will be happy in your post here. Please read this handbook carefully and don’t hesitate to seek clarification if you have any questions. Please note that this document accompanies your statement of particulars of employment.

# PERSONNEL RULES AND PROCEDURES

## LEAVE ENTITLEMENT

### Bank Holidays

* + 1. Statutory Bank Holidays

|  |  |
| --- | --- |
| New Year’s Day | The last Monday in May |
| Good Friday | The last Monday in August |
| Easter Monday | Christmas Day |
| May Day | Boxing Day |

* + 1. If it should be necessary for you to work on a Bank Holiday, you will be allowed a day off in lieu, e.g. Christmas.

### Annual leave

* + 1. The holiday year begins on the first day of the month in which you start work with St kea (for example August) and runs to the end of the previous month the following year (for example the end of July). Your holiday allowance is as stated on your particulars of employment.
    2. Posts considered part of the church ministry team have a longer average working week and usually work 6 days; therefore annual leave allowance is greater than that of non-ministerial posts.

### Time off in Lieu (TOIL)

* + 1. Working hours are stated in your particulars of employment and may differ from other staff members. It is accepted that at times you may be required to work longer hours for specific purposes. If you are required to work on your normal day off, this will be given as TOIL. Requests for TOIL must be taken to your Line Manager.
    2. If requests for TOIL are received on a frequent basis, this will be reviewed with your Line Manager in order to monitor your workload, provide additional support if required and to ensure that your performance is satisfactory.

### Additional Leave for Charity/ Missionary Work

* + 1. As this post is part of a Christian organisation, it is recognised that employees may wish to undertake specific charity or missionary work. Requests for Additional Leave may be made to PCC via your Line Manager. A maximum of one week of leave may be granted in any three year period (once the employee has been in post for a minimum of two years). This leave may be taken in conjunction with annual leave.

### Conditions applying to your annual leave.

* + 1. Should you have untaken leave remaining at the end of the year, this can only be taken forward into the next year on agreement with your Line Manager and for a specific purpose. This should be taken as soon as possible in the new leave year, but must be taken within six months of the New Year. If it is not taken within six months it shall be forfeit. Payment will not be made for holiday not taken.
    2. Holiday requests must be presented in writing to your Line Manager. At least two weeks notice is required for approval of holidays of up to 1 week’s duration. At least 4 weeks notice is desirable for approval of holiday exceeding 1 week in duration, although your Manager will always endeavour to honour reasonable holiday requests. Appropriate staff cover should be maintained whenever possible and it may not be possible to grant leave requests if this would leave the office unmanned; however, this is at the discretion of your Line Manager.
    3. Reasonable requests for occasional days off will be honoured.
    4. Payment for your holidays is calculated on your basic salary.
    5. Upon termination of your contract, payment will normally be made for all unused accrued holiday entitlement. If you have taken more holiday entitlement than you have accrued during the holiday year, the balance will be deducted from any outstanding pay, unless otherwise agreed with your Line Manager and the PCC HR Lead.

## ABSENCE PAYMENTS AND CONDITIONS

### Sickness/Injury payments

* + 1. You will receive up to eight weeks full pay (including any entitlement to SSP) in the event of absence due to sickness/injury in any twelve month rolling period. Any additional payments or adjustments to this will be made at the PCC’s discretion.
    2. You are entitled to Statutory Sick Pay (SSP) during any absence of more than 4 days due to sickness/injury provided you meet the criteria laid down in Government SSP Regulations. SSP is payable by your employer for up to 28 weeks of absence.
    3. You are required to follow the notification and certification regulations and fully complete the requisite information in relation to absences. The procedure for notification of sickness is detailed in 2.2.1

Failure to adhere to these conditions may mean that your entitlement will be invalidated in part or in full.

* + 1. If management considers it necessary, arrangements may be made for you to be medically examined.
    2. If you are absent from work due to sickness/injury caused by the action of a third party, then any claim for compensation, loss of earnings etc made by you against that third party must include any payments made to you by the Church under the Church’s contractual and/or/ sick pay schemes. Any compensation received by you from the third party for loss of earning in respect of that period of absence will be repayable by you to the Church either in a lump sum or by way of instalments deducted from your earnings.

### Notification and certification

* + 1. Unplanned sickness: You are required to notify us on the first day of sickness absence and at the earliest opportunity, to your Line Manager or by phone to the Church Office. If possible give an indication of how long you think you may be absent from work. In the event of the Church Office being unattended, please notify the PCC HR Lead, or the vicar.

You may self-certify for the first seven days of absence which includes non-working days. On the eighth day and onwards, you will need to present a sickness absence form from your General Practitioner (GP) which will then cover a specified period during which time you are considered “not fit for work”. If you feel you are ready to return to work before the end of your sickness period then you will need to revisit your GP and ensure that it is appropriate for you to return.

Planned sickness: in the event of a planned absence for surgery or similar sickness, please notify your line manager as soon as you are aware of the dates and we can plan appropriately for covering your work where this is possible.

* + 1. On return to work after a period of sickness you are required to complete the Sickness Self Certification Form in respect of absence of up to 7 days duration and hand this to the Church Administrator. (In the case absence of the Church Administrator, then to the Line Manager.)
    2. In the case of absence of longer than two working weeks duration, a return to work interview will be completed. This will enable your Line Manager to ensure you are fully fit for work and to enable modification of duty or graded return to work if required.
    3. Phased return to work will be implemented for any absence longer than four weeks duration. The phased return will be agreed either prior to return or on the first day of return and will cover a period of four weeks, after which point the employee should be able to work their normal hours. If this is not possible, then a temporary or permanent request for a change of hours should be considered.

### Statutory maternity and paternity leave.

* + 1. Employees are eligible for two weeks fully paid maternity leave. In line with Government guidance, it is expected that this will be taken within the first 56days of the birth. This can be supplemented with annual leave if the employee wishes to take this.
    2. To qualify for maternity leave you will need to notify us in writing, no later than the end of the of the 15th week before the expected week of childbirth, that you are pregnant, wish to take maternity leave and when you would like that leave to begin. Maternity leave can start from the 11th week before the expected week of childbirth. You will also need to provide a medical certificate, usually a Maternity certificate, which must also be signed by your doctor or midwife.
    3. You are required to notify us immediately if you are taken into legal custody or start work for another employer during the Maternity Leave period.
    4. Failure to abide by the above requirements may result in disciplinary procedures and the loss of SMP.
    5. The Church’s Maternity and Paternity Pay provisions are in line with statutory requirements. Eligible employees can take up to 52 weeks’ maternity leave. Statutory Maternity Pay for employees will be paid for up to 39 weeks as follows: the first 8 weeks - 90% of the employee’s average weekly earnings (AWE) before tax. The remaining 33 weeks will be paid at the current rate for SMP as set by the Government. Tax and National Insurance will need to be deducted. Annual leave and bank holiday allowance will be accrued during maternity leave.
    6. You are required to give a minimum of 28days notice of an intention to return to work following maternity leave.

### Adoption leave

* + 1. Application for adoption leave under the work and families act should be made to your Line Manager. Payment for adoption leave shall be made in accordance with statutory rights.

### Flexible working

* + 1. Agreement to flexible working under the Work and Families Act should be made to your Line Manager. Agreement for flexible or home working will be shown on your contract and any variation must be agreed by your Line Manager.

### Family emergencies, carers leave and compassionate leave.

* + 1. Carers leave will be paid and will usually be given for emergency carers responsibilities and covering a one day period during which time arrangements must be made for future days or annual leave requested. Carers leave will be limited to maximum of five days per year with no more than one day granted in a given week.
    2. Any application for unpaid time off work for family and carers responsibilities should be made to your Line Manager.
    3. Compassionate leave must be requested via your Line Manager. This will be granted at the discretion of your Line Manager. (It is not expected that paid time off will be granted for funerals other than family members but employees may work flexibly to enable them to attend a funeral)

## CONDUCT AND MISCONDUCT

### Rules covering unsatisfactory conduct and misconduct

* + 1. It is not practicable to specify all disciplinary rules or offences which may result in the use of the disciplinary procedure as circumstances can vary depending on the nature of the work. The following rules (which are not exhaustive) and disciplinary procedures form an important part of your contract of employment and they should **be carefully read and understood.**

### Health and Safety

* + 1. You should make yourself familiar with our Health and Safety Policy and your individual Health and Safety duties and responsibilities which are specified separately.
    2. You must abide by the above mentioned general health and safety rules, procedures and responsibilities at all times.
    3. No action is to be taken by you which could threaten the health and safety of yourself, or other persons.
    4. Smoking on any part of the church site, either grounds or buildings, is forbidden.

### Absence/Timekeeping

* + 1. You must attend for work punctually at the specified or agreed times. Lateness in attending will render you liable to disciplinary action.
    2. All absences must be notified in accordance with the procedures laid down in the Staff Handbook. Failure to follow such procedures will render you liable to disciplinary action and/or loss of the appropriate payment.
    3. All other absences from work, including leaving before the normal finishing times will be treated as unauthorised and render you liable to disciplinary action unless express permission for the absence has been given.
    4. Unacceptable levels or patterns of absence will be investigated and may result in disciplinary action. The investigation will be led by the PCC HR Lead.

### Working Standards

* + 1. If your standards of work are not satisfactory to us and are caused by your carelessness or neglect of duty, you will be subject to disciplinary action.

### Behaviour at Work

* + 1. You should behave with civility, politeness and warmth at all times to all those you work with and meet in connection with your work. All those who work in the church must always be mindful that we are doing God’s work and others must see that in the way we behave towards them.
    2. Confidentiality must be maintained at all times. You shall not, during, or after the termination of, your employment, disclose any confidential information connected with your work.
    3. Alcohol must not be consumed during the working day nor may it brought onto the premises without the permission of the Vicar.
    4. Because the work of the church demands that we reflect Christian standards, we expect employees not to take action outside of work that might bring the church into disrepute.

### Property

* + 1. Use of church property must only be used for defined work purposes unless permission has been given by your Line Manager or the Church Administrator.
    2. Church property must not be taken away from the church without prior approval. You must immediately notify the Church Administrator of any damage to property or premises which comes to your attention.

## DISCIPLINARY PROCEDURES

* + 1. The disciplinary procedure is designed to ensure fair treatment for those whose job performance is below requirements and those involved in breaches of discipline. Depending on the seriousness of the case, the disciplinary procedure may be entered into at any of the stages outlined below. Except for instances of gross misconduct, dismissal will not be the first step. In general, particular shortcomings in meeting job requirements or standards will be initially brought to your attention by your Line Manager in informal conversations accompanied by the offer of assistance towards achieving improvement.
    2. Every effort will be made to ensure that any action taken under this procedure will be fair and you will be given the opportunity to state your case and appeal against any decision you consider to be unjust.

### Guidelines for the Conduct of Disciplinary Meetings

* + 1. You have the right to be accompanied by a person chosen by you, if you wish, at any meeting held under the disciplinary procedure.
    2. Your Line Manager will state the reasons for invoking the disciplinary procedure, the disciplinary action to be taken and the corrective action required from you, together with a specified date by which acceptable improvement should be made.
    3. Full opportunity will be given for you to state your case.
    4. You will be advised of the full disciplinary procedure, including the provisions for appealing against disciplinary action, and the consequences that will follow if acceptable improvement is not made.

### Stages of the disciplinary procedure

* + 1. Stage 1 – Verbal Warning.

Should your conduct or performance remain less than satisfactory after an informal warning, the situation will be formally reviewed with your Line Manager, who will talk to you about your shortcomings and suggest ways in which these might be put right. An improvement plan, with agreed targets, will be put into place to assist you in improving your conduct or performance and your Line Manager will put in place any measures deemed appropriate to assist you in achieving these targets.

* + 1. Stage 2 – Written Warning.

If your conduct or performance remains less than satisfactory in relation to the agreed improvement plan made at Stage 1, the situation will be formally reviewed with you by the PCC HR Lead. In cases of more serious issues concerning conduct or performance, it may be necessary to start the disciplinary process at Stage 2.

Following this meeting, you will receive from the HR Lead, a letter recording the nature and outcome of the disciplinary meeting. You will be asked to sign a copy of the warning letter to confirm understanding of the terms of the letter. The letter will clearly state a plan of improvement and deadline dates for achievement and a copy will be held on your personal file.

* + 1. Stage 3 – Final Written Warning.

If your conduct or performance fails to meet the standards established at Stage 2 or, in very serious cases, the situation will be reviewed with you by the HR Lead. Following this meeting, you will receive from the HR Lead a letter recording the nature and outcome of the disciplinary meeting. You will be asked to sign a copy of the warning letter to confirm understanding of the terms of the letter. The letter will clearly state a plan of improvement and deadline dates for achievement and a copy will be held on your personal file.

* + 1. Stage 4 – Dismissal.

If your conduct or performance fails to meet the standards established at Stage 3 or, in the most serious case, the situation will be reviewed with you by the HR Lead. The decision to dismiss you must have the agreement of the Church Wardens and HR Lead prior to implementation. The decision will be confirmed to you in writing and this letter will also confirm to whom any appeal should be made and details of the procedure to be followed.

### GROSS MISCONDUCT: Summary Dismissal.

* + 1. In cases of gross misconduct, summary dismissal may be the only reasonable course of action for the employer. Examples of actions which are likely to be treated as gross misconduct are listed below. (These are not exhaustive.)
* A serious or wilful breach of the above Unsatisfactory Conduct and Misconduct Rules.
* Gross negligence.
* Verbal abuse of others.
* Threatening behaviour, fighting or physical assault.
* Indecent or immoral behaviour.
* Deliberate falsification of any records or documents.
* Undertaking private work on the premises in working hours without express permission.
* Theft of money or property belonging to us or to a third party.
* Gross insubordination and/or refusal to obey legitimate instructions given by or authorised by your Line Manager.
* Unauthorised entry to or use of computers.
* Any kind of criminal activity which has an adverse effect on the St Kea Church.
* Having an inappropriate personal or sexual relationship with a member of staff or of the church.
* Use of drugs on Church property.
  + 1. When gross misconduct is suspected, you will normally be suspended on full pay for up to five working days to allow for an appropriate investigation of the case. This investigation will be conducted by a nominated person (normally, neither directly responsible for you, nor necessarily involved with your work) to assure impartiality. This investigation will include a meeting with you. Following the investigation, you will be asked to attend a meeting with the Vicar. If the investigation has upheld the case of gross misconduct, you will be summarily dismissed without notice or pay in lieu. The decision will be confirmed to you in writing and this letter will also confirm details of the appeal procedure.

### Appeals Against Disciplinary Action.

* + 1. Any Appeal against disciplinary action must be made in writing within five working days of the disciplinary action.
    2. An appeal against a written warning should be made to the Complaints Committee, stating the reasons for non-acceptance of the warning. (The Complaints Committee will be formed of PCC members who are not directly involved with your post and who have not been involved in any previous stage of a disciplinary procedure). They will carry out a full review of the facts, which may include a further meeting with you and management. Following this review, they will reply in writing to your comments.
    3. An appeal against dismissal should be made to the Church Warden(s). He or she, or a nominee, will carry out a full review of the facts and will reply in writing to you within five working days.

### Records

* + 1. A record of any disciplinary action taken will remain on your personal file for three years.

## GRIEVANCE PROCEDURE

* + 1. We sincerely hope that all employees will feel free to talk openly and honestly with their colleagues and Line Manager and that in this climate any concerns or grievances can be address and sorted informally. The Line Manager should listen and discuss your concerns and seek to address them. If you are unhappy or have a grievance you should raise the matter informally with your Line Manager or the PCC HR Lead. Any subsequent meeting or discussion will be treated confidentially and no record kept. However, if you do wish to make a formal grievance then the following procedure should be followed. You have the right to be accompanied by a representative at any of the meetings.

### Guidelines for instigating a Grievance

* + 1. You should first raise the grievance in writing, setting fully the nature of your complaint, to your Line Manager. If the grievance concerns your Line Manager, you should inform the PCC HR Lead.
    2. A meeting will be held with your Line Manager, usually within seven working days of the grievance having been raised. After this meeting you will be informed in writing, of the decision and of your right of appeal.
    3. Should you wish to appeal, you must inform the PCC HR Lead in writing. They will respond to the Complaint as soon as possible and in any case within 10 days of the written complaint. You will then be invited to a meeting of the Standing Committee when your appeal will be discussed. You may request the presence of a friend or colleague at this meeting.
    4. You will be informed of the decision within 24 hours of the meeting and you will be notified of the final decision in writing.
    5. The matter is to end at employing organisation level except where it is agreed between the parties that an important issue of principle arises, which could be considered through conciliation processes. In this case, you could seek the advice of your professional organisation.

## APPRAISAL.

* + 1. Line management and support structures deal mainly with the day to day, short term aspects of the employees work and personal development. Appraisals deal with a longer term view, giving an opportunity for workers and Line Managers to discuss in more depth such issues as training needs, career development, how they feel about the current work and, importantly, how the style or practices of the Line Manager impacts on their work.
    2. As well as being honest, and frank, the Appraisal process should be encouraging for the workers, both full and part time, and should give a sense of their work being valued by the whole church. It should also enable discussion as to how they might improve performance and managers must be prepared to accept that they may have to modify their working practices where they are unhelpful to the members of staff.
    3. Volunteers should be offered the opportunity to be appraised by their Line Manager.

### Conduct of the Appraisal.

* + 1. The appraisal will generally be carried out by the Line Manager but could also involve the PPC HR Lead.
    2. Appraisals will be held halfway through the probationary period, so that any difficulties can be raised and:-
    3. Just before the end of the probationary period, so that the worker’s appointment can be confirmed or time given to improve before the end of the period. A probationary period can be extended if felt necessary.
    4. Thereafter appraisals will be carried out six monthly or annually, as agreed between the worker and the appraisal panel.

### Preparation Guidelines for an Appraisal Interview.

* + 1. It is vital that everyone involved in the Appraisal has prepared thoroughly and comes to the meeting informed. The job description should be accessible to all and any agreed changes agreed.
    2. A standard set of questions may be prepared and given to all those participating in the Appraisal. The questions should form the basis of the discussion at the interview, but it is important that the Appraisal does not merely become a question and answer session. Everyone should consider carefully which questions are most relevant, and make a note of the areas they specifically wish to discuss at the meeting.
    3. The Appraisal will be general and will take an overall view of how the appraisee and the work are progressing. It does not pick up specific things that have gone wrong and attempt to deal with them, although specific things to highlight general areas which may need to be improved. Appraisal should not reveal anything the appraisee is not already aware of. Appraisals should not produce surprises.

### Appraisal Follow Up.

* + 1. Notes should be taken during the Appraisal so that accurate and appropriate follow up can be carried out afterwards.
    2. A Staff Appraisal Follow-up Sheet should be drawn up under headings appropriate to the Appraisal. Any follow up point should include the time scale and who will do it. The time scale might relate to a short medium or long term objective.
    3. After the Appraisal interview the follow up sheet should be typed up and two copies signed by the appraisee and Line Manager. The appraisee should be given the original copy of the follow up sheet and a copy placed on their personnel file.
    4. The Appraisal is confidential to those taking part and should not be shared with anyone unless the appraisee wishes to do so. An Action sheet resulting from the appraisal will be completed by the appraiser and shared with the Church Wardens and HR PCC rep in order that they are aware the appraisal has taken place and they are aware of any plans in place, particularly if these have budget implications, such as training.
    5. The follow up sheet should then be used by the staff member concerned and the manager as part of their ongoing line management sessions, and should form the starting point for the next Appraisal.

## Training

* + 1. Your learning and development will be supported by the employer in line with objectives set during the annual appraisal process. Under normal circumstances, a maximum of five days, pro rata, study leave will be granted in a calendar year. Study leave must be agreed by your Line Manager.
    2. Applications for support for post graduate training, or for courses lasting longer than five days, will be considered by the PCC as this has a significant impact on your availability to carry out the normal duties of your post. Support may be granted in the form of financial assistance with tuition costs, additional study leave or travel expenses.

## Dignity at work and Harassment

* + 1. As stated earlier, you are required to conduct yourself with civility, politeness and warmth at all times.
    2. Harassment of colleagues or volunteers is unacceptable and will be dealt with under the Disciplinary procedure.
    3. If you feel you have been a victim of harassment at work, you are initially required to make the harassor aware of their unacceptable behaviour. If this does not bring about a change or if you feel unable to do this yourself, you may choose to discuss this with your Line Manager, the PCC HR Lead or the Church Warden(s) who will then assist you in resolving the situation.
    4. In the unlikely case that the senior line manager (the Vicar) is accused of harassing staff the Church Wardens will investigate maintaining complete confidentiality at all times. In order that the matter be dealt with by the church the matter should be dealt with by both church wardens acting together.

## Pension

9.1.1 St Kea PCC provides an occupational pension in line with Government requirements. This is provided by Peoples Pension with employer and employee contributions as directed by Government recommendations.