



Scottish Natural Heritage  
All of nature for all of Scotland

Welcome to SNH

[snhjobs.co.uk](http://snhjobs.co.uk) | thig nas fhaisge

get closer



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The guidance in this document is current at the time of issue. You'll find a regularly updated electronic version on our intranet. You'll also find the HR Policies online as part of the [Intranet](#). Your line manager will show you how to access the intranet once you start.

## Part one

# Introduction

## Welcome

Congratulations on your appointment and a very warm welcome to SNH. We hope your time with us will be happy and productive.

This induction package has been designed to provide information to help you during your first few months at SNH. It should be read in conjunction with your Schedule of Terms and Conditions and provides links to our intranet where more information is available to help you learn about, and settle into, SNH.

## What is induction?

Induction's a planned process where you'll find enough information, support and guidance to help you settle in quickly, confidently and effectively.

We understand the stress associated with starting a new job or joining a new organisation, and that's why we won't leave you to find your own way through your first few months with us.

A structured induction programme has been arranged for you consisting of the following elements.

## **This document**

By reading through this package before you join us, you'll

- Gain an overview of what we do and how we're organised
- Get to know what we expect of all staff in terms of conduct
- Become familiar with the main conditions of employment
- Gain an appreciation of the roles of Employee Assistance Programme, Health and Safety and the Trade Unions in SNH
- Be aware of our policy on Equality and Diversity
- Become familiar with the way we communicate internally with our staff (appendix 4)

## **Local induction**

On arrival on your first day, and over the first few weeks, your line manager will provide an introduction to your local working environment and colleagues, the details of your job, and an outline of your first year with SNH.

So that your local induction covers all the items intended, you'll work through a checklist (Appendix 1) with your managers and colleagues. Your manager will also take you through corporate induction topics to extend and supplement your initial local induction.

## **Guidance and support**

Over your first 6 months with us, guidance and support is available from your line manager and other colleagues to help you settle in and gain confidence. Please don't hesitate to ask if you're unsure about anything. We were all new to SNH at one time. But sometimes we might forget newcomers need explanations.

## **Buddy system**

Our informal buddy system recognises that, when starting a new job, most people feel a mixture of excitement and apprehension. It's not always easy adjusting to a new job – you aren't sure where everything is, can't remember the names of all the people you've met, not sure of IT systems and so on. To help, a buddy can be assigned to provide informal advice, support and to assist with questions. If you feel you'd benefit from being assigned a 'buddy', please discuss this with your line manager as part of your local induction process.

## **Roles and responsibilities**

Each unit in SNH has its own dU[Y on the intranet – these detail the role of each unit and outline their specific responsibilities in achieving our targets and aims. Please spend some time exploring these dU[es – they're the best place to learn about SNH and what we do.

## Part two

### What we do

SNH is a public body that provides information, advice and support to people in Scotland. We deliver our remit through a network of 8 areas, located throughout Scotland, supported by a Policy and Advice Directorate, a Corporate Services Directorate and a Chief Executives' group.

An organisational structure chart is available online to give you a brief introduction to the way we're organised, the titles and locations of our areas and groups, and the names of our senior colleagues who manage these.

#### **Our mission statement**

All of nature for all of Scotland

#### **Our operating principles**

We work in partnership, by co-operation, negotiation and consensus, where possible, with all relevant interests in Scotland – public, private and voluntary organisations, and individuals.

We operate in a devolved manner, delegating decision making locally to encourage and assist SNH to be accessible, sensitive and responsive to local needs and circumstances.

We operate in an open and accountable manner in all our activities.

## Our framework

The business of central government – of which we're part – is discharged through

- Departments
- Executive agencies within departments
- Non-Departmental Public Bodies (NDPBs).

The staff of departments and agencies are Civil Servants – those of NDPBs are Public Servants. SNH is a NDPB.

The Scottish Government is the devolved government for Scotland. It's responsible for most of the issues of day-to-day concern to the people of Scotland – including health, education, justice, rural affairs, and transport. The Government was established in 1999, following the first elections to the Scottish Parliament. Since 2010 the Scottish Nationalist Party have the majority seats in the Scottish Parliament, and is led by a First Minister who is nominated by the Parliament and in turn appoints the other Scottish Ministers who make up the Cabinet.

Executive civil servants are accountable to Scottish Ministers, who are themselves accountable to the Scottish Parliament. SNH is the Executive's statutory advisor on natural heritage and nature conservation matters and is sponsored by the Environment and Forestry Directorate, which is one of the six directorates of the Scottish Government. Environment and Forestry Directorate is responsible for advising Ministers on policy relating to agriculture, rural development, food, the environment and fisheries, and for ensuring the implementation of those policies in Scotland.

SNH employs more than 800 people – a range of people whom contribute to and advise on environmental policy, operational people who deliver these policies through working with Scotland's people and communities, and people who provide the support to help the strategic and day to day functioning of the organisation e.g. HR, Finance, IT, Procurement. However, the central aim is the same for everyone in SNH and that is to deliver our natural heritage objectives. A core feature is that we deliver services at a local level and are responsive to local needs and circumstances – in fact, our current structure places increased emphasis on local decision-making. You will find information on the current structure of SNH (including the Management Team) by clicking **here**.

To guide our efforts, we produce a Business Plan every year, which sets out our key tasks and targets. Each unit also produces a plan and every member of staff's contribution to the delivery of those plans is set out in individual job plans. These are reviewed regularly with each employee's line manager.

### **Sister agencies**

SNH works closely with our sister organisations in England and Wales. These are JNCC and Natural Resources Wales. To find out more about the work of our sister agencies please visit their websites:

**[www.jncc.defra.gov.uk](http://www.jncc.defra.gov.uk)**

**[www.naturalresourceswales.gov.uk](http://www.naturalresourceswales.gov.uk)**



## Part three

### Working in SNH

Here, you'll find information about the terms of your employment, our expectations of your conduct, and some important features of working with SNH.

The essential terms of your employment with SNH are contained in your Schedule Terms and Conditions, which were issued to you at the same time as your offer of employment. What follows is by no means comprehensive but does cover some very important employment aspects.

As a public body, we expect a high degree of integrity from our people. Our rules of conduct, loyalty and confidentiality are designed to protect staff, and it's important they're rigorously observed.

**More information is available in the [Standards of Conduct Policy on the HR microsite](#).**

#### Conduct

We expect a high standard of conduct from our staff – whether that's the way we conduct our working lives, and to some extent, our private lives too.

As a representative of SNH, you have a responsibility to work in the public interest, impartially and efficiently. You must also behave in a way that does not damage our reputation. So you must not accept gifts, hospitality or benefits of any kind which might be seen to compromise your personal judgement or integrity – or ours.

While your private life is, of course, largely your concern, the conduct of your private affairs must not give rise to any criticism of you as an employee. This is particularly important in leisure and recreational activities related to our work. Our staff must not use their position in SNH to further private interests or those of others, and where a conflict of interest arises, you must declare your interest. Your line manager or HR Services can advise you how to do this. Our disciplinary procedures provide a framework for dealing with any alleged instances of misconduct. The aim of the procedure is to bring about improvements in conduct but, in serious cases, dismissal can result.

## **Grievances**

If you feel you've been unfairly treated, you have the right to appeal through our grievance procedure. Normally, the first step is to raise your grievance informally with your line manager. If that process does not resolve your grievance, you can raise it formally. If you belong to a trade union, you have the right to its assistance at any point in the procedure.

**More information is provided in the [Grievance Policy on the HR Microsite](#).**

## **Loyalty**

While you're employed by SNH, you owe a duty to provide loyal service. You should not take part in any political or public activity which compromises, or is disloyal to, SNH, our staff, our Board, our Protected Areas Committee, the Scientific Advisory Committee and the Audit and Risk Management Committee. Please refer to the [Standards of Conduct policy](#) which can be accessed on the HR microsite.

## **Confidentiality**

You also have a duty of confidentiality – in relation to any confidential information which comes to your knowledge in the course of your appointment and is related to our activities. So you're not free to discuss, or make known, any confidential information to other people, outside organisations or the media. The exceptions are where, in the course of your work, it is proper for you to provide such information or where you are ordered to do so by a court of law or a tribunal. You must be very cautious about discussing sensitive issues. If you are in any doubt, seek advice from your line manager. This is, of course, subject to the terms of [The Freedom of Information \(Scotland\) Act 2002](#).

## Conditions of employment

For detailed information on the following, please see your Schedule of Terms and Conditions of Employment, as well as the HR Mircosite.

- Probationary period
- Pay
- Hours of work
- Overtime
- Holiday working
- Weekend working
- Annual leave
- Sick absence
- Mobility
- Maternity and paternity leave
- Notice
- Pension arrangements
- Retirement
- Discipline
- Grievance
- Representation

### Annual Leave Entitlement

Our annual leave year runs from 1 January to 31st December. If you arranged a holiday prior to joining us, you should let your line manager know, so that, as far as possible, it can be honoured. Everyone working in SNH is entitled to 30 days holiday in each leave year plus 11.5 public & privilege holiday days every year, 4 of which are fixed and the further 7.5 days are flexible and can either be taken on the recognised holiday date or an alternative date within the annual leave year.

**More information is provided in the [Annual Leave and Public & Privilege Policy on the HR Mircosite.](#)**

## **Sick absences**

If you are unable to attend work because of illness, you or someone on your behalf must notify your line manager by telephone by 9am on your first day of absence. You should also try to keep your line manager informed of your progress, the likely length of your absence and when you expect to return to work. This will help your line manager decide how best to deal with your work while you are off.

If you think your absence will be fairly short, and you do not need medical treatment, you don't need a medical certificate from your doctor. You must, however, record your absence on iPeople, our electronic "self-service" people database. If your absence lasts – or is expected – to last more than seven days (this includes weekends during your absence), you should see your doctor, get a medical certificate and send it immediately to your line manager.

Your Schedule of Terms and Conditions of employment will explain your entitlement to pay when absent due to illness.

We appreciate people can't help being ill from time to time. Allowance will be made for accidents, injuries or surgical operations. Serious or long illnesses will also be treated on a different basis from minor, non-recurring ailments. For the latter, SNH does not expect staff to exceed 8 days or no more than 4 sick absence instances in any 12 month period. Your line manager will advise you if a problem with the frequency and level of your sick absences become apparent.

**[More information is available in the Managing Absence Policy on the HR Microsite.](#)**

## **Using computers**

It's likely you'll use a computer in your job. Current Health & Safety legislation means you're able to do so safely and without detriment to your health. This means you will have an appropriately set-up work station and periodic breaks away from the computer screen. In most jobs, natural breaks or pauses occur as a consequence of the type of work. Where this does not occur, there may be a need to introduce deliberate breaks or pauses, and your line manager will ensure that an appropriate arrangement is made.

**[More information is available in the Working with Visual Display Units Policy on the HR Microsite.](#)**

## **Travel and subsistence**

We all have a responsibility to travel on SNH business in an efficient and effective way – taking account of financial, operational and environmental considerations. We meet the travel costs necessary for you to carry out your work, but this doesn't include home to office journeys. However, you can apply for an advance of salary to purchase a season travel ticket, and we actively encourage our employees to think “green” and maximise opportunities to car share or cycle to work.

If you incur costs on our behalf, your line manager will help you access the Travel & Subsistence Policy on the HR Microsite and to submit an expense claim using iExpenses, our electronic “self-service” T&S claims system in line with the timescales for making claims.

**More information is available in the [Travel and Subsistence Policy on the HR Microsite](#).**

## **Equality and Diversity**

SNH wholeheartedly supports the principles of equality and diversity – equality of opportunity is not only important in terms of law and social justice, it's also best management practice. We want all our team to make the most of their abilities and to make sure no-one is unfairly treated. We will strive to promote and mainstream equality and diversity in all our activities and functions. Therefore we will continually improve our ability to meet the needs of all sectors of the community and to maintaining a culture and philosophy, which recognises and rewards individual achievement and merit regardless of gender, age, marital status, disability, working pattern, colour, religion or deeply held philosophical belief, race, nationality, ethnic or national origin or sexual orientation.

Our Equal Opportunity Policy Statement is set out in Appendix 2.

**More information is available in the [Managing Equality and Diversity Policy on the HR Microsite](#).**

## **Learning and development**

We're also committed to encouraging and supporting staff development, and we aim to help each member of staff reach their full potential. That's why we offer many different types of training, learning and development to help you achieve your work objectives and develop your career.

It's also why everyone here keeps a Personal Development Plan (PDP) on iPeople, our electronic "selfservice" people database. Your PDP reflects discussions with your line manager about your training and development needs, and should be followed through by applications via iPeople where appropriate.

**More information is available in the [Performance Management and Development Policy on the HR Microsite](#)**

Training courses are held at various venues – and sometimes involve an overnight stay away from home. A lot of training takes place on the job, and includes coaching, desk training, studying manuals, computer assisted learning, shadowing, mentoring and, of course, practical experience. All of these provide useful development opportunities – as well as increasing your level of job satisfaction.

**More information is available on the [training team's intranet site](#).**

## **The SNH People Strategy**

SNH is committed to recruiting, motivating and training/developing all of its' employees. The SNH People Strategy outlines the change projects and strategic objectives that the SNH Management team have put in place to ensure that we promote ourselves as a great place to work.

## **Private use of SNH facilities**

Telephones – staff are allowed to use the telephone systems for personal use provided they remain within the guidelines set out in our telecommunications policy. Incoming personal calls are discouraged – except if the matter is urgent or an emergency – and must be kept brief.

Fax machines – the same limitations apply to staff using the fax system for private messages.

Photocopiers and printers – staff are not permitted to use photocopying or printing machines for private or personal documents.

Franking machines – staff are not permitted to put private correspondence through the franking machine.

Stationery and office supplies – we provide stationery, envelopes, pens, pencils and a range of other office supplies and equipment. Staff are not permitted to remove any items for their private use.

## **Using SNH systems for your job**

Intranet – SNH has an intranet site which provides a wide range of information including the following:

- A staff directory of contact names, work addresses and work telephone numbers
- Corporate Communication and Instruction notices for employees
- An online library resource

Good conduct and practices are expected of staff when they communicate via this facility.

## **Internet and external e-mail services**

The internet and email are recognised as essential tools for communication. All staff are required to sign the Acceptable Internet Use Policy which is published on the intranet. Your Line manager will discuss this with you as part of your induction to SNH.

**More information of the conduct expected by all employees is available in the Standard of Conduct on the HR Microsite.**

## SNH property

We expect you to take care of all SNH property. If you're authorised to take equipment away from your unit, you must make sure it's not left unattended, forgotten or vulnerable to damage or theft.

## Recording systems

### Our work recording system

We use an electronic Work Recording System (WRS) – to keep weekly records on how employees spend their time. Key recording areas are linked to your personal job plan – and so to your unit's business plan and the overall SNH corporate plan. Your line manager will explain to you how your personal data is set up and used.

### The key purposes of the WRS

- To help you manage your time so you can make the best contribution possible to our overall aims and objectives and manage your workload as effectively as possible
- To provide information on the time spent delivering each unit's work programme throughout the year
- To inform senior management about the resources needed to support our plans for the future
- To show that the money we spend on staff salaries is justified by the results we achieve

## Our commitment to customers

### Customer care

We're committed to excellent customer service. Our external customer policies and a statement of the principles and standards we work to are contained in SNH's Commitments to Customers which is available on our intranet and website.

Government aspirations are for public bodies to increase the strategic integration of policy making – with greater focus on service users, matching services more closely to their needs and delivering ever higher quality services.



We've developed a three pronged approach to delivering excellent services to all our customers. We seek customers' views, develop our people to deliver high standards of customer care, and measure and publish our customer care performance. We also adhere to the Principles of Public Service Delivery.

- Set standards of service
- Be open and provide full information
- Consult and involve
- Encourage access and the promotion of choice
- Treat all fairly
- Put things right when they go wrong
- Use resources effectively
- Innovate and improve
- Work with other providers
- Provide customer satisfaction

## **Our customers**

Our customers are really everyone and anyone looking for support and advice about Scotland's natural heritage – including government, public and private organisations, voluntary and representative groups, and members of the public. These are also our partners – people who share an interest in achieving our goals for Scotland's natural heritage for Scotland's people.

## **Seeking customers' views**

- We try to involve as many stakeholders in consultations as possible – we always respect different opinions
- We survey our customers regularly – from time to time this will affect your work.
- We want our customers to tell us their views when they choose to, not only when we decide to carry out a survey
- Occasionally our customers' expectations won't be met – our promise is to put things right if they go wrong. For you, there's plenty of support when dealing with customer dissatisfaction, whatever the reason for their complaint

## High standards of customer care

- Your line manager will support you in delivering high standards and you should ask them any questions about performance and behaviour standards that are expected in relation to customer care
- We'll provide you with relevant training opportunities. You can help us match these to your needs by using our competency framework to build your personal development plan and your unit's training plan
- Performance and behaviours may be measured using ad hoc surveys and mystery customer exercises. However, we will always respect your rights as an individual and an employee

## Measuring customer care performance

- We directly measure a number of customer care standards – and we do this with the minimum of bureaucracy and intrusion on your work
- Our performance is measured quarterly and published externally in the annual report. Reports are available online for all staff to examine performance

Your line manager will discuss any specific customer care requirements which apply to your job. Information about which standards are measured is on our intranet and updated regularly.

**More information is available from the Customer Relations microsite.**

## Part four

### Employee Assistance Programme

SNH has in place an Employee Assistance Programme (EAP). This is a welfare initiative available to all employees by telephone on a helpline or online to give employees counselling, information, sign posting and support.

The service provides employees with telephone, online and face to face counselling (if required). The service also provides employees with a wide range of more specialist information on a number of topics including:

- legal information
- financial advice
- debt counselling
- health & wellbeing
- care for dependants
- sign posting & support

Employees can all from home and abroad 24 hours a day, 7 days a week, 356 days a year.

**[More information on the EAP Service please visit the HR microsite](#)**

## Part five

### Health and Safety

We're responsible for your health and safety – and for others affected by our operations. Remember, you're also responsible for your own health and safety and for those around you. So everyone needs to be aware of their health and safety responsibilities – although our health and safety support team and a Health and Safety Committee will support you in this

The Health and Safety Manager is

**Ian Collins**

**Great Glen House**

**Leachkin Road**

**Inverness**

**IV3 8NW**

**T: 01463 725 078 (direct line)**

**E: [ian.collins@snh.gov.uk](mailto:ian.collins@snh.gov.uk)**

Your line manager is your first point of contact on all health and safety matters. You can also contact your local Health and Safety Co-ordinator or the Health and Safety Officer for advice and information.

**[More information is available from the Health and Safety Microsite.](#)**

## Part six

### Greening the Workplace

SNH has an Environmental Management System to make our own operations as sustainable as possible. The three aims of our Environmental Management Policy are:

1. To manage all of our resources more sustainably
2. To reduce our carbon dioxide emissions
3. To make our corporate processes and programmes more sustainable

Every member of staff has a duty to play their part in SNH being a “green” organisation. Each office has a Green Office Plan listing good practice actions staff are expected to follow in order for SNH to improve its environmental performance in terms of waste, recycling, energy use, biodiversity, travel and procurement. We also have a network of Greening representatives throughout SNH to help promote their actions locally, which you are welcome to join.

The Greening Officer is

**Ivana Curuvija**  
**Strathallan House**  
**Castle Business Park**  
**Stirling**  
**FK9 4TZ**

**T: 01786 435358 (direct line)**

**E: [ivana.curuvija@snh.gov.uk](mailto:ivana.curuvija@snh.gov.uk)**

[More information is available on the Greening Microsite.](#)

## Part seven

### Trade Unions

We encourage you to join a trade union that can represent your matters affecting your welfare and employment. We recognise two unions that make up our Trade Union Side.

- Prospect which traditionally represents scientific, specialist, and area based staff
- The Public and Commercial Services Union which traditionally represents corporate professionals, administrative, IT and field based jobs (e.g. Site Management Officers)

Please note: Regardless of the type of job role you are in within SNH, you can choose to join either Union.

Each union has a Branch Executive Committee in SNH whom act as local Union Representatives, elected by its members and who draw on the advice and expertise of full time union officials within each union. The two committees also meet together as a join Trade Union Side committee, chaired by the Trade Union Side Convenor – a member of our staff who dedicates 100% of their time to union business within SNH. This is the formal channel for negotiating terms and conditions of employment for all staff. The TUS Committee selects representatives from both unions to meet formally with management four times a year at the Whitley Council but regular informal contact is maintained on an ongoing basis with HR services and other management representatives.

If you want to have your say on any of these issues or need advice and assistance on how they affect you and your job, then union membership is a must.

TUS Convenor:

**Dave Lang**  
**Scottish Natural Heritage**  
**Caspian House, Clydebank Business Park,**  
**Clydebank G81 2NR**

**T: 07766505253**

**E: [dave.lang@snh.gov.uk](mailto:dave.lang@snh.gov.uk)**

## Ten good reasons to join either Prospect or PCS

- They negotiate on pay, grading, and other terms and conditions of employment on your behalf
- They provide specialist advice on work-related problems, ranging from appraisal appeals to disciplinary cases, right through to employment tribunals
- They help protect your health and safety at work, dealing with issues from stress to hazardous substances
- They provide free helplines, offering high quality legal advice on almost any problem
- Their personal injury schemes provides assistance to members and families who're injured or become ill through third party negligence
- Their benevolent funds provide grants to members, retired members and dependents in financial distress
- They negotiate for proper training and career development programmes, as well as providing a range of their own services
- They're campaigning organisations, and, while non-party political, their members' expertise makes their voices count
- They fight discrimination at work and in society.
- They have an excellent range of members' deals and discounts.

Today's unions are listened to by government and employers – and many of the rights we enjoy at work have been won by union campaigning. They're about getting things done and providing a quality service. In fact, every day, unions help thousands of people at work – and last year they won a record £330 million compensation for members through legal action, including £1 million in equal pay claims. That's an average of £15,000 for each member. And of course, unions help negotiate better pay and conditions.

But unions are not just there when something goes wrong. They also understand today's working people. Unionised workplaces are safer, and more likely to offer better training and development programmes – and in the best workplaces, like SNH, employers and unions have put outdated ideas of confrontation behind them, and work together in partnership.

So there are obvious advantages to becoming a union member. And more so if you take an active union role at SNH.

### **Benefits to SNH**

The Unions aim to improve many aspects of SNH's work and the way things are done – benefiting everyone, whether union members or not. Our management team recognise the benefits of good working relations with unions – over and above our legal responsibilities. And the union committees recognise the need to have good working relations with members right across SNH to properly represent them – naturally, formally representing views and concerns with management reduces conflict and improves partnership working. Union committees also need time to maintain communication links with the TUS chair and with each other, to communicate properly and provide information to members.

Positive working relationships – and their benefits for SNH – only succeed if members agree with managers on the time they need away from their official duties. Effective management and staff relations rely on trade union committees properly representing and negotiating on behalf of members. And this relies on committed TU members being given adequate time to do this.

### **Benefits for managers**

Managers benefit from members of their team taking an active role in union matters – members gain skills and experience, perhaps in new areas of work like negotiations or developing policy, and build relations with people from other parts of the organisation. Union involvement means taking responsibility, thinking strategically, and working with and understanding people at all levels within SNH.



## **Benefits for individuals**

This is a chance for you to express your concerns and support for colleagues in a positive and constructive forum. It'll strengthen or create opportunities to express your skills, confidence and experience, and provides an excellent basis for personal development and fulfilment, as well as opening up new training opportunities.

The TUS Convenor is

**Dave Lang**

**Scottish Natural Heritage**

**Caspian House, Clydebank Business Park,**

**Clydebank,**

**G81 2NR**

**T: 07766505253 (direct line)**

**E: [dave.lang@snh.gov.uk](mailto:dave.lang@snh.gov.uk)**

**More information is available on the Trade Union microsite, or by asking any members in your office. You can also visit the Trade Union websites at:**

**[www.pcs.org.uk](http://www.pcs.org.uk)**

**[www.prospect.org.uk](http://www.prospect.org.uk)**

## Appendix one – Line Managers' Induction Checklist

The line manager and the jobholder should keep a copy of these completed checklists. The line manager should send the completed original to HR Services.

### A. Preparation

Name of new person \_\_\_\_\_

Name of line manager \_\_\_\_\_

Management Unit \_\_\_\_\_

Location \_\_\_\_\_

Start date \_\_\_\_\_

Time of arrival \_\_\_\_\_

### 1. Check (1 week before the start date, or earlier if possible):

- A letter of welcome from the Unit Manager Yes  No
- Confirmation of start time/date of arrival Yes  No
- Name of person to whom to report to on arrival Yes  No
- A programme for the first day Yes  No
- Instructions on how to get to the office  
(e.g. maps, bus/train/cycle/walk routes, parking) Yes  No

### 2. Check:

Is all the equipment required by the new start available? Yes  No

If 'No', what is required and when will it be obtained/installed?

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That access to the network has been arranged Yes  No

That access to eRDMS has been arranged Yes  No

Are you free to meet the new member on arrival?

Yes

No

If not, who is delegated stand in for you? \_\_\_\_\_

When will you able to introduce yourself? \_\_\_\_\_

Has the receptionist been alerted to the new arrival?

Yes

No

Have you alerted other staff (especially those who will be immediate colleagues) about the new arrival?

Yes

No

It may be helpful for someone else to buddy the new member of staff. Who could do this?

\_\_\_\_\_

### 3. Introductory Work Programme

What kind of work will the new member be asked to do during the first few days in the job?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What are the objectives of these tasks?

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Have you explained the objectives to the new member?

Yes

No

How will you check/evaluate the way in which the work has been done?

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## B. Checklist for the First Days/Weeks at Work

### 1. Introduction to Colleagues.

Was the new person introduced to their colleagues? Yes  No

Who was unavailable? \_\_\_\_\_

When was the introduction subsequently made? \_\_\_\_\_

### 2. Informal discussion and action after arrival (where appropriate):

- Fire drill and evacuation procedures, First Aid arrangements, location of First-Aiders/names of fire wardens (this should be done at the outset) Yes  No
- explanation of induction programme Yes  No
- working time directive (refer to the Policies on HR Microsite) Yes  No
- hours of work (including FWH arrangements if available) Yes  No
- sick leave – notification of sick absences Yes  No
- pay arrangements Yes  No

- pension information Yes  No
- dress requirements Yes  No
- other leave (annual, special and maternity) Yes  No
- office arrangements – coffee/tea breaks, kitchen facilities Yes  No
- Smoke Free Policy  
(provide a copy or show where it is displayed) Yes  No
- the standards of behaviour expected of staff  
(refer to the HR Microsite) Yes  No
- harassment, bullying and victimisation guidance  
(refer to the HR Microsite) Yes  No
- proper use of SNH's telephone, Fax, Team Mail,  
Forum and Internet systems (refer to the Conduct  
Section of the HR Microsite) Yes  No
- data protection act 1998 (refer staffing notice 470) Yes  No
- freedom of Information - access to information law (A276378) Yes  No
- travel & subsistence policy and procedures Yes  No
- risk assessment (including DSE workstation assessment) Yes  No

- initial work objectives Yes  No
- job description Yes  No
- job plan agreed Yes  No
- information on local greening measures including the green office plan Yes  No
- general role of the section within the Unit and its relationship to SNH's role and remit Yes  No
- general introduction to training opportunities and career development Yes  No
  
- Performance Development Plan agreed Yes  No
- probation arrangements Yes  No
- iPerformance review – set dates Yes  No
- Where Guidance on the above may be found Yes  No



### 3. Introductions

This may include

- Area or Unit Manager Yes  No
- the Directors of Policy and Advice, Operations, & Corporate Services Yes  No
- The Chief Executive Yes  No
- Employee Assistance Programm Yes  No
- The appropriate Trade Union representative Yes  No
- Board members Yes  No
- others (including external contacts) Yes  No
- Local Greening representative Yes  No
- Fire Warden Yes  No
- Local Health and Safety representative Yes  No

## 4. Work Based Projects

### Before

- explain the objectives of what is to be achieved and why
- explain the specific tasks to be undertaken
- explain when/how the work will be evaluated and feedback given

### After

- discuss any problems encountered
- discuss performance, recognise and give credit for work well done
- discuss any weaknesses, or shortcomings identified
- identify how improvements can be made
- discuss any training requirements identified
- reinforce the lessons learned from the exercise

## INDUCTION CHECKLIST A & B

We agree that the issues in the checklist A & B have been covered, and actions taken as shown (exceptions are noted and will be covered as soon as possible).

Line manager's name: \_\_\_\_\_

Line manager's signature: \_\_\_\_\_

Date: \_\_\_\_\_

Jobholder's name: \_\_\_\_\_

Jobholder's signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Appendix two

This statement was developed in co-operation with the Trade Union Side.

1. Scottish Natural Heritage wholeheartedly supports the principle of Equality and Diversity in employment and opposes all forms of unlawful or unfair discrimination. SNH also strives to promote and mainstream equality and diversity in all our activities and functions and has published an Equality Scheme to demonstrate our commitment.
2. SNH is committed to maintaining a culture and philosophy, which recognises and rewards individual achievement and merit regardless of
  - age
  - disability
  - gender reassignment
  - marriage & civil partnership
  - pregnancy & maternity
  - race
  - religion & belief
  - sex
  - sexual orientation

3. SNH will seek to take every possible step to ensure that individuals are treated equally and fairly and those decisions on

- recruitment
- selection
- training
- promotion
- career development

are based on objective and job-related criteria.

### **Action to implement policy**

4. In order to mainstream equality and diversity into practice in the day to day operation of the organisation, we will

- develop and publish a combined Equality Scheme
- involve and consult with disabled people, stakeholders and employees in the development of our Equality scheme
- conduct equality impact assessments for all proposed and existing services strategies, policies or projects
- prepare and agree Action Plans containing explicit, measurable and achievable objectives and targets
- report on progress (annually)
- review and revise the scheme every three years

## Background Information

Equality, diversity and employment law

The main pieces of legislation covering non-discrimination and equal treatment are

- Equal Pay Act and Equal Pay (Amendment) Regulation 1983
- Sex Discrimination Act 1975 (as amended by the Sex Discrimination Act 1986)
- Race Relations Act 1976 and Race Relations (Amendment) Act 2000
- Employment Protection (Consolidation) Act 1978
- Employment Act 1989
- EEC Treaty – Article 119 and Directives
- Equality Act 2010

## Next steps

Our management team are committed to making our equality and diversity policies and practices work, but every member of staff has a part to play in making these a reality in SNH's day to day activities. We welcome views and ideas on SNH as an employer and as a public service, as far as these are relevant to equality. Please send your comments to [diversity@snh.gov.uk](mailto:diversity@snh.gov.uk).

**More information on Equality and Diversity on HR Microsite and in the SNH Equality Scheme**

**(<http://www.snh.org.uk/pdfs/disabilityequalityscheme.pdf>)**

## Appendix three – smoke free policy

### Purpose

This policy protects all employees, service users, customers and visitors from exposure to second-hand smoke and complies with the Smoking, Health and Social Care (Scotland) Act 2005.

Exposure to second-hand smoke – passive smoking – increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

Smoking is by far the largest single preventable cause of serious ill-health and death in Scotland. According to figures produced by NHS Health Scotland, it causes about one in five of all deaths in Scotland – around 13,000 each year. Under the terms of the above act – and The Health and Safety at Work Act etc 1974 – as an employer, we have to take reasonably practicable steps to safeguard the health, safety and welfare of employees at work. Additionally, our Welfare Strategy aims to improve the health of employees by raising awareness on a wide range of lifestyle health issues and risks. Our smoke free policy forms part of that strategy, and recognises the interests of both smokers and non-smokers.

### Policy

This policy replaces any existing policy on smoking already in force.

It is the policy of Scottish Natural Heritage that all of our workplaces are smoke-free and all employees have a right to work in a smoke-free environment. The policy shall come into effect immediately and be reviewed by HR Services on a regular basis.

Managers at each SNH site are responsible for ensuring the smoke-free policy is complied with. They'll also support the policy and resolve any conflicts in consultation with HR Services.

## **Who is affected**

Smoking is prohibited throughout the entire workplace with no exceptions. This includes company vehicles and vehicles hired for official use. This policy applies to all employees, consultants, contractors, customers or visitors. Employees who are responsible for bringing contractors into SNH premises must ensure they are made aware of the smoke-free policy.

The policy also extends to any approved social events taking place in SNH premises.

## **Where can you smoke?**

Smoking is only permitted outside. You're asked to smoke only in areas that do not disturb other employees and members of the public and that do not allow smoke to drift back into the building through doors, windows etc. Smoking is only permitted during your lunch periods and morning and afternoon breaks. Each building has signage to direct you to smoking areas. Health promotion events, SNH notices, employee induction procedures and reception staff can give the locations of smoking areas.

You're also asked requested not to smoke at building entrances and exits are accessible to the general public or are the main entrance for other employees. We realise some employees wish to continue to smoke, or find it difficult to stop, and our policy offers a common sense approach that makes special provision for smokers. However, the main priority is to discourage smoking by allowing staff to enjoy a smoke-free working environment, while encouraging and helping those who want to stop.

## **Implementation**

Responsibility for policy implementation and review rests with HR Services. As an SNH employee, you must adhere to, and facilitate the implementation of this policy. We will inform all existing employees, consultants and contractors of the policy and their role in the implementation and monitoring of the policy, and it forms part of the induction process.

'No Smoking' signs will be clearly displayed at the entrances to, and inside, all SNH premises and in company vehicles. Managers at each SNH site are responsible for ensuring the smoke-free policy is complied with. They'll also support the policy and resolve any conflicts in consultation with HR Services.



## **Non-compliance**

### **Employees**

Normal disciplinary procedures will be followed if an employee does not comply with this policy. Cases should be referred to HR Services for advice.

### **Customers/Visitors/Contractors/Passengers**

The procedure to be followed for a customer, visitor, contractor or passenger who fails to comply with the policy is to

- Explain employees are obliged to refuse service if customers, visitors, contractors or passengers continue to smoke.
- If the customer or visitor carries on smoking, ask them to leave the premises (and, where relevant, inform them where they can smoke)
- If they refuse, implement the normal procedure for anti-social / illegal behaviour in the premises
- Maintain a record of all such incidents and outcomes

In all cases, where physical violence or intimidation is threatened or encountered, seek the assistance of the police.

The national compliance helpline – 0845 130 7250 – is also an option if a problem involving the new legislation cannot be resolved on the premises at the time. All reported complaints are followed up by local Environmental Health Officers. It should be noted that those who don't comply are also liable to a fixed penalty fine and possible criminal prosecution.

### **Advice for managers**

Managers should make sure you are aware of the arrangements that apply in taking breaks, including smoking breaks. Local induction arrangements should be used to make clear our smoke-free policy to you. You should also be aware that continued failure to comply with the smoke-free policy may lead to disciplinary action. If help or advice is required to implement this policy, please contact HR Services.

## **Advice for smokers**

If you're uncertain about the arrangements for smoking, ask your line manager. Failure to adhere to our smoke-free policy may lead to disciplinary action. There are immediate benefits for those giving up smoking irrespective of your age and length of time you have been smoking. Help is available if you want to stop smoking – please see below for details.

## **Help to stop smoking**

If you smoke and want to cut down or give up, contact one of the following sources of support.

- Smokeline – 0800 84 84 84, 12am to 12pm, 7 days a week. This is a freephone counselling service offering help and advice to smokers trying to give up.
- ASH (Action on Smoking). For general information on smoking and giving up, visit [www.ashscotland.org.uk](http://www.ashscotland.org.uk)
- The Public Health Department of your local NHS Board. Contact details can be found in your local telephone directory.
- Your local GP surgery. Most GP surgeries will hold regular cessation services and will be able to support your efforts to give up.
- The Employee Assistance Programme can offer general advice on sources of support.

## Appendix four – Internal Communication in SNH

Internal Communications help to smooth the flow of communication through the organisation. Internal communication is managed through SNH's Intranet in various forms.

### 1. My Messages.

This replaces our "email only notices" and will be published in the "My Message" box which appears on your intranet home page.

### 2. Blogs and Forums.

Blogs and forums are channels that allow people to communicate in an open two-way environment. From a technical perspective they are similar, however, from communication perspective, they are quite distinct from each other.

What is the difference?

Blog post: a longer think piece/general update which often spans multiple topics.

Discussion forum post: a way to illicit quick responses about a particular topic, often with the author inviting people to 'chat' which sometimes results in additional 'threads' to the original post.

### 3. My Notices and all staff weekly e-bulletin.

These are instruction, guidance or information notices, the notices can be replacements of previous notices, and the author can ensure that the notice issued is marked as a mandatory read to ensure all staff read the notice.

All staff weekly e-bulletin has replaced the weekly notices email, this is now more engaging, easier to read and only contains information that is business critical in nature.