

## Section P – General

RECORD DETAILS	
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<b>CONTRIBUTORS:</b> <i>(By Job title, department, directorate)</i>	
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### CONTENTS

1.	Wellbeing and the Library's Employee Assistance Programme (EAP)	2
2	Health and Safety – First Aid and Accidents	2
3	Compensation for loss / damage to personal property on Library property	
4	Compensation for loss / damage to personal property whilst on official duty off-site	3
5	Legal Representation of Staff	4
6	Emergency Contact Record	4
7	Disruption of Public Transport	4
	7.1 Disruption	
	7.2 General Rules	
	7.3 Leave	
	7.4 Working at home	
	7.5 Hours of Attendance 5	
	7.6 Additional Expenses 5	
	7.7 Payment of Salary	
8	Petty Cash and Expenses	6
9	Uniforms and Protective Clothing	6
10	Best Value Use of Library Equipment, facilities, stationary and office requisites	7
11	Acceptable Use and Safeguarding of Library Property	7
12	Care and Use of the Collections	7
13	Stationary and transmission of papers	7
14	Use of Mail services and Franking machines	8
15	Personal Use of telephone or fax machines, computers, photocopiers and other equipment	8
16	Library Property or Equipment taken off site	9
17	Monitoring	9
18	Failure to comply	9
19	Responsibility	9
<p><b>Appendix 1</b> – Letter to staff to inform them of their pay following an accident  <b>Appendix 2</b> - BL form of undertaking by an employee of the BL injured due to negligence of a third party.  <b>Appendix 3</b> - Reimbursement Claim form can now be filled in online, see: <a href="http://intranet.ad.bl.uk/how-to/claim-my-expenses">http://intranet.ad.bl.uk/how-to/claim-my-expenses</a> for details  <b>Appendix 4</b> - See the Intranet 'Fill in a Form' - Claim for Compensation for Damage to Personal Property (Other than Money or Luxury Articles) Form</p>		

## **1. WELLBEING AND THE LIBRARY'S EMPLOYEE ASSISTANCE PROGRAMME (EAP)**

- 1.1 The Library provides all its employees with access to a free Employee Assistance Programme EAP which is run by an external specialist company on behalf of the Library. The EAP provides guidance, advice and support on a wide range of everyday matters, such as legal, finance, welfare and benefits, psychological, elder/younger care, stress, medical and domestic issues. Employees can use this service whenever they need it with the knowledge that all discussions/sessions will be treated as strictly confidential.
- 1.2 The service includes a telephone counselling referral service that is available 24 hours a day, seven days a week and on site counselling clinics once a week in Boston Spa and St Pancras. Counsellors can arrange to see staff outside normal working hours and away from Library premises if necessary. Staff should let their manager know if they have an appointment during work time. However, staff do not have to disclose the reason(s) for their visit to their manager unless they wish to do so
- 1.3 The EAP also advises managers who are supporting staff in fulfilling basic welfare and wellbeing responsibilities. The Library can also refer an employee for free face to face counselling for a number of sessions. For further information on the services provided see the Employee Assistance programme on the intranet.

## **2 HEALTH AND SAFETY - FIRST AID AND ACCIDENTS**

- 2.1 The Health and Safety Policy can be found on the intranet and provides information on responsibilities and expectations to promote and maintain a positive safety culture. The fundamental aim of Health and Safety is to ensure no one suffers an accident or an injury while on a Library site.
- 2.2 The provision for First Aid can be found in the Health and Safety Policy on the intranet, page 39 and provision for Accidents and Reporting can be found in the Health and Policy on Page 19. In non-emergency situations if staff become too ill at work to continue to carry out their duties, only a line manager has the authority to send staff home. Should transport be required, the Library takes no responsibility if the ill member of staff is transported off-site in a private motor vehicle of a colleague.
- 2.3 In non-emergency situations - line management may approve the hire of a taxi (whose insurance will cover this eventuality) but expense should be borne by their Responsibility Centre.

## **3 COMPENSATION FOR LOSS OR DAMAGE TO PERSONAL PROPERTY ON LIBRARY PREMISES**

- 3.1 For further details on the handling of the loss or damage of personal property please see Section 8 of the Conduct at Work Policy. In general the Library has no liability to prevent the theft of a member of staff's property. Nor is the Library liable for damage to, or theft of such property resulting from defective furniture, or locks if the defect is known to the member of staff or is obvious when reasonable care is exercised.
- 3.2 Staff should take care to ensure that money and other valuables are kept securely and not left on tables etc or in unattended jackets, bags, or in rooms /

areas. Defective locks or damaged furniture should be reported promptly to the Estates Helpdesk.

- 3.3** Consideration will be given however to a claim where personal property (other than money or luxury articles, e.g. jewellery, expensive watches, cameras, personal lap-top computers) is lost or damaged during the course of employment provided that:
- the loss or damage is not covered by the employee's insurance or by any provision for free replacement and;
  - the employee has not been negligent.
- 3.4** Claims should be made on the Damage to Personal Property Form (see the Forms section on the Intranet), via your line manager with a detailed statement of the circumstances and the extent of the loss or damage incurred plus the damaged item. Your line manager will pass the claim form to Estates for assessment.
- 3.5** If payment of compensation is approved the amount would normally be calculated as the current cost of replacing the item/s less an amount for depreciation if appropriate, or, if less, the full cost of repair. Compensation may similarly be considered for articles lost or damaged through the negligence of a colleague.

#### **4 COMPENSATION FOR LOSS OR DAMAGE TO PERSONAL PROPERTY WHILST ON OFFICIAL DUTY OFFSITE**

- 4.1** If the personal property of staff on duty offsite is lost or damaged in transit or while that person is receiving subsistence allowance, the Library may at its discretion pay compensation at the current cost of replacement, less depreciation for wear and tear. Alternatively the Library may refund the cost of repair if that is less than the cost of the above. If the loss etc was caused entirely by the negligence of staff no payment will be paid.
- 4.2** Such compensation is discretionary and applies if the loss or damage was not covered by an existing insurance provision or free replacement scheme. It does not apply to the loss of cash or luxury goods (e.g. expensive watches, jewellery, cameras, personal lap-top computers, etc.). However, if the loss of luxury goods was not caused in any way by negligence or carelessness by staff, the Library may consider making a contribution providing evidence is produced. This does not apply to cash. Staff are expected to insure items where possible.
- 4.3** It is not necessary to insure against loss or damage to official property while on duty (See Section L – Travel and Subsistence – Appendix 4).
- 4.4** The Library will not reimburse any premium paid by staff for private insurance, because of the provisions detailed above, although staff may take out insurance at their own expense.
- 4.5** Staff involved in a third party claim and who as a result incur sick absence, are required to seek the recovery of salary costs for the duration of the sick absence (minus Statutory Sick Pay) from the third party and refund the Library. Such claims must be notified to Payroll (See Section L– Travel and Subsistence - Appendix 7).

## **5. LEGAL REPRESENTATION OF STAFF**

### **Civil or Criminal Proceedings brought against staff**

- 5.1** If civil or criminal proceedings are brought against a Library employee for an act or offence, including a road traffic offence, which occurred in the course of their employment, then provided they were not acting outside the scope of their official duty at the time, or given legal aid, the Library will consider in consultation with its legal advisers whether to provide representation or to contribute to the costs of the defence.

### **Civil or criminal proceedings brought by staff**

- 5.2** A member of staff injured in the course of their employment may be required by the Library to pursue an action for damages against a third party, in which case arrangements would be made by the Library for legal representation.
- 5.3** Any incident, such as an assault on an employee arising out of their employment in the Library and which may constitute a criminal offence must be reported immediately to Human Resources, so that criminal proceedings may be considered.
- 5.4** If an employee is injured as the result of an accident occurring off duty the arrangements described in [Section G](#) – Sick Leave and Sick Pay - paragraph 23 will apply, though the Library will not normally give financial assistance for proceedings to be taken.

### **Formal Enquiries, Inquests and Accident Enquiries**

- 5.5** The Library will consider, in consultation with its legal advisers, whether or not to assist an employee who is involved in enquiries about incidents arising out of their employment by the Library. It is essential, therefore, that all incidents likely to result in formal enquiries are reported immediately to Human Resources.

## **6. EMERGENCY CONTACT RECORD**

- 6.1** Emergency contact information can be recorded and updated on the Human Resources Self Service System on the intranet voluntarily. However, in their own interests, staff should opt to supply and keep up to date basic information such as name, address and telephone number of the person to be contacted in an emergency. Such information is treated as confidential in accordance with the Library Personal Information Policy found on the Intranet.

## **7. DISRUPTION OF PUBLIC TRANSPORT**

- 7.1** In the event of a disruption of transport, or other public emergency, specific instructions will be announced at the time by Office Notice or other means.

The following rules will normally apply.

### **7.2 General Rules**

- (a)** Staff must make every effort to report for duty at their normal place of work unless otherwise instructed. Alternative routes or methods of transport should be used if available and practicable.
- (b)** Directors may designate some staff as essential. Staff in normal health can reasonably be expected to spend up to an hour walking both to and from their normal place of work; the distance which this would represent would

depend on age and physical fitness and should not exceed four miles each way. Terrain and weather conditions may also be factor.

- (c) Staff who are not designated as essential are subject to the same conditions with regard to walking as are set out in paragraph (b) above. For non-essential staff, these conditions apply to reporting for duty either to their normal place of work or elsewhere, as prescribed in paragraph (d) below.
- (d) Staff who cannot reach their normal Library building, and who are not given permission to work at home, and who do not wish or are unable to take annual leave, should report to any other Library building which is accessible, subject to the conditions outlined above. The former requirement to report to another Government department no longer applies.
- (e) Staff who report to another Library building, should telephone their normal office to say where they are. Subsequent changes in circumstances should similarly be reported. Staff who are unable to reach any other place of work should report that fact to their office.
- (f) During the disruption it is the duty of every member of staff, irrespective of grade, to carry out whatever Library work is allocated to them.

**7.3 Leave** - There is normally no restriction on taking annual leave immediately prior to travel disruption. Staff who take leave away from home during or just before the disruption, will be expected to make every effort to report for duty at their normal place of work if there is still disruption at the end of their leave. When they are unable to reach their normal place of work they should report the fact to their office / Line Manager.

**7.4 Working at Home** - Staff who cannot reach a Library building may, with the authorisation of their line manager, work at home. When working from home staff must ensure that all relevant policies such as information security, electronic communications and contact are adhered to. Details of any official papers to be taken home must be given to a senior member of staff. Attention must be paid to the difficulties which might arise if the emergency is prolonged and any arrangements needed to both ensure business continuity and that staff time is spent productively.

### **7.5 Hours of Attendance**

Directors should where necessary alter the hours of attendance to relieve pressure on public transport, or to avoid congestion on the roads, e.g.:

- (a) if public transport is seriously disrupted, times of arrival and departure might be altered to relieve pressure at peak travelling times,
- (b) half-day attendances of part-time staff might, with their agreement, be turned into full-time attendance on alternative days.

### **7.6 Additional Expense**

(a) **Additional expenses** necessarily incurred by travel (normally if more than four miles have been travelled each way daily) on alternative routes may be re-claimed, account being taken of any refund on a season ticket. In the case of travel by their own private motor vehicles by staff who normally use public transport, expenses will be reimbursed at the Motor Mileage Basic Rate (see [Section L – Travel and Subsistence - Appendix I](#)). No deduction should be made for normal travel costs. Passenger supplement as in [Section L – Travel and Subsistence - Appendix I](#) may be claimed for each official passenger (i.e. excluding the driver) carried in a member of staff's private car, provided that such passengers are

employees of the Library, and normally travel to work by public transport but are unable to do so because of the disruption. No additional parking facilities can be made available in London and staff are expected to make their own arrangements. Staff who drive to work in this way are asked to make all reasonable efforts to bring other British Library staff as passengers.

**(b) Special Arrangement for Accommodation and Travel** - If it is necessary to designate essential staff to attend who could not reach their place of duty by any of the methods described above, special arrangements for travel or accommodation will be made. Normally such staff will be encouraged to make private arrangements to stay within daily travelling distance (in the circumstances) and may be reimbursed reasonable out-of-pocket expenses and receive an allowance or to occupy hotel or similar accommodation and be reimbursed the charge and the cost of breakfast and evening meal.

**(c) Telephone Calls** - The cost of official telephone calls necessitated solely by the abnormal situation and made from home or from a public telephone cannot normally be reimbursed. The Library may, however, consider some reimbursement when a member of staff is clearly out of pocket taking into account savings in normal expenditure such as travelling.

**7.7 Payment of Salary** - Every effort will be made to continue payment of salary at the normal time.

## **8. PETTY CASH AND EXPENSES**

**8.1** Staff requesting reimbursement for items of expenditure (other than for travel and subsistence, for which the procedure is described in [Section L](#)) should complete a reimbursement claim form (See Section L – Travel and Subsistence – Appendix 2). Authorisation of the claim must be obtained from a member of staff senior to the claimant and not below a Grade B, prior to the claim being submitted and sent to Accounts Payable, Finance, Boston Spa.

## **9. UNIFORMS AND PROTECTIVE CLOTHING**

**9.1 Uniforms** are provided for directly employed security, messenger, driver and reception staff where it is considered that a specific dress code reflecting the corporate style is required. Items will be provided as soon as practicable after recruitment or posting, and will be replaced according to need, at the discretion of line management. On retirement or resignation, all items must be returned.

**9.2 Protective Clothing** is covered by the Health and Safety Policy which can be found on the intranet.

## **10. BEST VALUE USE OF LIBRARY EQUIPMENT, FACILITIES, STATIONERY AND OFFICE REQUISITES**

**10.1** The Library believes that all its staff, and agency staff and contractors working for the Library, should have sufficient equipment made available to them to enable the effective performance of their duties when balanced against resource, environmental, corporate social responsibility and procurement policies. The best and most economical use of resources must be observed by all staff in the use of all Library equipment, facilities stationery, office requisites and consumables at all times.

## **11. ACCEPTABLE USE AND SAFEGUARDING LIBRARY PROPERTY**

- 11.1** This section details Library's provisions with regard to personal use of its property, collection and equipment during and outside working hours and applies to all employees, agency staff, consultants, contractors and visitors to staff areas.
- 11.2** The Library recognises that equipment may be used for personal and non-Library purposes. This is acceptable provided that personal use is carried out within these guidelines and provided that the equipment is used properly and safely.
- 11.3** Staff have a responsibility for the safekeeping of the Library's property and are expected to take reasonable precautions for the safekeeping of such property as may be entrusted to them. The Library's property includes items from the collections, equipment, money and papers containing information confidential to the Library. In cases of personal negligence, the members(s) of staff concerned may be required to make good any resultant loss or damage, whether it occurred on or off the Library's premises (See the Discipline Policy).

## **12. CARE AND USE OF THE COLLECTIONS**

- 12.1** Staff are reminded that they have the responsibility to safeguard the collections under their care. As members of staff they have the privilege of access to many of the collections for personal use. It is important however, that they observe the rules for the use of that material under their care.
- 12.2** The removal of books, documents or any other items belonging to or intended for the collections, from their proper place within the Library except for authorised or Library purposes is strictly forbidden. Where staff are permitted to use books, etc. for their personal interest the prescribed procedures for recording their location must be meticulously followed. Any breach of these rules will be regarded as a serious disciplinary offence, which may lead to dismissal. See [Staff Use of the Collections Policy](#) on the policy section of the intranet.

## **13. STATIONERY AND TRANSMISSION OF PAPERS**

- 13.1** Stationery that is provided for use in the office must be used economically and appropriately and must not be taken away for personal use. Official paper, Library letter heads and envelopes must not be used for private correspondence (or used in correspondence with third parties by members of staff or other Library workers, except in their capacity as representatives of the Library).
- 13.2** In particular, every effort should be made to reduce consumption of paper and paper products. Letter-headed stationery should not be used for communication within the Library and scrap paper should be used wherever possible and not just for ephemeral notes. When quantities of obsolete headed paper, etc. become available with changes in location, directorate titles and telephone numbers, there is an opportunity to do routine copying using the obsolete paper.

- 13.3 The recycling of office consumables should be considered wherever practicable.
- 13.4 Where documents and papers need to be transmitted within BL buildings and between them, considerable economies can be affected by the use of transit envelopes and of other used envelopes. New envelopes should not normally be used except for official personal letters and documents etc. addressed to staff
- 13.5 As an increasing amount of correspondence is being done in electronic format, economy should be exercised when considering whether hard copy of the correspondence is required. Electronic forms of storage should be considered in the first instance
- 13.6 When using copying machines double sided photocopying should be used whenever possible.

#### **14. USE OF MAIL SERVICES and Franking machines**

- 14.1 All staff are required to exercise the greatest economy possible in the use of Mail services with second class service used for all purposes except if there is a clear, justifiable need for a quicker, more costly service. Staff may use the Library's postal collection to send stamped personal mail but must not use franking machines or prepaid stationary for private mail or any mail which is not Library business.

#### **15. PERSONAL USE OF TELEPHONES, FAX MACHINES, COMPUTERS, PHOTOCOPIERS AND OTHER EQUIPMENT.**

- 15.1 Staff may use official telephones and fax machines to make a reasonable number of local calls, or for an emergency, but this facility should not be abused for purely social purposes. Staff should try to ensure that non-urgent incoming personal calls are kept to a minimum as these can interfere with business. For further details about acceptable use see Electronic Communications Security Policy – Section 16

##### **Personal use of computers**

- 15.2 Staff may use the Library's computer systems for personal use as defined under acceptable use in Electronic Communications Security Policy (see the Electronic Communications Security Policy section 16 of the intranet). Being aware of and adhering to provisions for acceptable use is important to the Library and to staff as failure to do so may lead to work or resource issues or to disciplinary procedures.

##### **Personal use of photocopiers, printers and other equipment**

- 15.3 Occasional brief use of other office equipment (including portable and audio-visual equipment) for personal purposes is allowed provided such use is not excessive and does not interfere with the availability of the equipment for the Library's purposes. The Library also expects such personal use to be generally restricted to its premises and to non-working hours See Section 16.1 - Electronic Communications Security Policy. Occasional use of the Library's photocopiers and printers by staff for personal purposes is permitted (see Electronic Communications Security Policy)

**16. EQUIPMENT TAKEN OFF SITE -**

- 16.1** Some staff make use of Library equipment off-site for business purposes (e.g. home workers, those on maternity leave, systems personnel, etc.). These and any other members of staff who wish to use office equipment off the Library's premises must carry authorisation to carry the equipment off-site and obtain written approval from their line manager using the "[Authorisation for the Removal of BL Property from the Premises](#)" form found on the Intranet.
- 16.2** When staff take equipment off site they are also required to sign a receipt for the equipment and appropriate security procedures must be followed. Managers should ensure that their staff are aware of their personal responsibility when property is taken off Library premises since staff in charge of such equipment are personally responsible for its safe custody and in cases of personal negligence may be required to make good any loss or resultant damage.
- 17. MONITORING** - The Library is mindful of the general right of staff and other workers to privacy at work. However, in the event of circumstances of abuse or misuse of equipment or resource, the Library may need to take appropriate action and in doing so will ensure that it does not contravene any relevant legislative provisions (such as those in relation to data protection, privacy or human rights) that may be in force. For more details see section 18 - Electronic Communications Security Policy
- 18. FAILURE TO COMPLY** - If any member of staff makes use of Library equipment in breach of the rules and provisions contained within this policy may be considered misconduct under the Discipline Procedure (see more on the People Policies section of the intranet).
- 19. RESPONSIBILITY** - All those persons referred to within the scope of this policy are required to adhere to its terms and conditions. Individual Line Managers are responsible for ensuring that staff are aware of this policy and that it is applied within their own area. Any queries on the application or interpretation of this policy must be discussed with the Human Resources Directorate prior to any action being taken.

## **APPENDICES**

### **APPENDIX I - LETTER TO STAFF TO INFORM THEM OF THEIR PAY FOLLOWING AN ACCIDENT**

PERSONAL

Dear

#### **REFERENCE - YOUR PAY FOLLOWING AN ACCIDENT**

If you suffer an assault on duty or an accident on or off duty, and propose to claim damages or loss of earnings against a third party (except when the third party is a British Library employee acting during the course of his/her duty, or when a breach of duty on the part of the British Library caused the accident), you should include a specific amount for loss of earnings in any claim against the third party.

This is because the money paid to you as salary during any sick leave resulting from the accident is regarded as an advance, which we shall require you to pay back if your claim is wholly or partly successful. If you do not claim any damages, or if the claim is wholly unsuccessful, you will not be required to repay the advance nor any part of it. If required the calculation for loss of earnings can be provided on request from Payroll.

Irrespective of the amounts advanced to you under this provision, the claim should be based on the gross salary which would have been paid to you had you not been absent from work due to the injury, plus any overtime and deputising which would also have been paid to you, less:-

- a) anticipated income tax on the total amount, and an amount equivalent to primary Class I National Insurance Contributions which would have been deducted from remuneration during the period concerned if you had been working; the amounts with-held as equivalent to primary Class I Contributions should be treated in all other respects as though they were Earnings Related Contributions.

and

- b) Statutory Sick Pay received.

Please complete and sign the enclosed form of undertaking and return it to me.

If your claim proves successful and you receive a full settlement of your claim the period of absence caused by the accident will be deleted from your sick record. If the claim is only partially successful a corresponding part of the sick record will be deleted. The deleted period will then reckon for superannuation. If a claim is not made or fails there is no requirement to repay the advance.

Yours sincerely

Employee Services

**APPENDIX 2 – BL FORM OF UNDERTAKING BY AN EMPLOYEE OF THE BL INJURED DUE TO THE NEGLIGENCE OF A THIRD PARTY**

a. IN CONSIDERATION of the British Library providing an advance of salary during my absence from duty due to an accident in which I was involved on....., I HEREBY UNDERTAKE to refund to the British Library, from any damages received, the loss of earnings as provided by the British Library, less such part of that amount as is proportionate to any contributory negligence or fault on my part.

*or*

b. If my claim is settled by a lump sum in which no specific amount is identifiable as loss of earnings, I undertake to refund a proportionate amount of money as to the success of the claim, or an amount as is, in the opinion of the Chief Executive of the British Library, fair and reasonable.

Signature ..... Witness .....  
Name in Capital Letters .....  
Address ..... Date .....

**APPENDIX 3** - The Reimbursement Claim form can now be filled in online, see: <http://intranet.ad.bl.uk/how-to/claim-my-expenses> for details

**APPENDIX 4** - See the Intranet 'Fill in a Form' - [Claim for Compensation for Damage to Personal Property \(Other than Money or Luxury Articles\)](#) Form 10