



The University of Manchester

# UMC Ltd

(The University of Manchester  
Conferences Limited)



Employee Handbook

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# 1

# Welcome to The University of Manchester Conferences Limited (UMC) Ltd

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**Welcome to UMC Ltd. This Employee Handbook has been designed as a helpful and user-friendly guide from day one of your employment. The handbook is your reference point for most, if not all, you will need to know about working for UMC Ltd.**

UMC Ltd is a wholly owned subsidiary company of The University of Manchester providing hospitality staffing and services to the University, its customers and visitors, on behalf of the Hospitality and Events (H&E) department, which sits within the University's Directorate of Estates and Facilities.

The company is committed to being the preferred provider of Hospitality & Events at The University of Manchester delivering value for money, excellent customer focused services and working as a team, committing to team values of integrity, quality, team work, responsibility, leadership and positive thinking.

UMC Ltd is determined to ensure that every one of its employees fully understands their own job role and where it fits within the operations of the business, whilst constant customer-focused, all-round professionalism is key to achieving our shared goals.

Employees are expected to uphold stated values and standards of H&E in every part of their working day, enabling them to continuously improve and develop their own professional awareness, skills, knowledge and, ultimately, their contribution to the business. For you, this should offer greater opportunities for personal and professional growth.

**Once again, welcome to the team!**

Best Wishes



**Alison Shedlock**

Head of Hospitality and Events

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# Hospitality and Events (H&E)

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Understanding what UMC Ltd is requires an understanding of the Hospitality and Events department.

H&E sits within The Directorate of Estates and Facilities and is comprised of the following teams:

- **Conference and Venues** (*not UMC Ltd*)
- **Chancellors Hotel**
- **The Chancellors Collection**
- **University Catering**

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## UMC Ltd

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### 3.1 Chancellors Hotel and Collection (UMC Ltd)

#### Chancellors Hotel

Chancellors Hotel is a grade II listed mansion with extension. It has 72 bedrooms and offers facilities for meetings and conferences.

[www.chancellorshotel.co.uk](http://www.chancellorshotel.co.uk)

#### The Chancellors Collection

The Collection delivers a range of hospitality services across campus.

##### Christie's Bistro

[www.Christie'sbistro.co.uk](http://www.Christie'sbistro.co.uk)

##### Alliance Manchester Business School (AMBS)

[www.chancellorscollection.co.uk/mbs](http://www.chancellorscollection.co.uk/mbs)

##### Café Vivo at Manchester Cancer Research Centre

[www.chancellorscollection.co.uk/vivo](http://www.chancellorscollection.co.uk/vivo)

##### The Smith Café at the Michael Smith Building

[www.chancellorscollection.co.uk/smith](http://www.chancellorscollection.co.uk/smith)

##### The Collection Events Team

The team deliver fine dining, private dinners, conference catering and receptions within the Whitworth Building and Manchester Museum, as well as other venues on campus.

[www.chancellorscollection.co.uk/events](http://www.chancellorscollection.co.uk/events)

## **3.2 University Catering (UMC Ltd)**

### **FoodInResidences**

FoodInResidence operates 9 catered halls feeding in excess of 2,300 students daily from small traditional halls to larger residences. It also delivers conferences throughout the year and more events during vacation period.

[www.manchester.ac.uk/accommodation](http://www.manchester.ac.uk/accommodation)

### **FoodOnCampus**

FoodOnCampus operates many retail catering outlets across campus ranging from small Cafés to larger restaurants.

[www.manchester.ac.uk/foodoncampus](http://www.manchester.ac.uk/foodoncampus)

### **Taste Manchester**

Taste Manchester delivers catering to conference, events and meetings across campus from small working lunches to sit down evening dinners for 400 or conference buffets up to 1000. It also oversees the catering for graduation serving in excess of 10,000 people in this fortnight.

[www.tastemcr.com](http://www.tastemcr.com)

### **Bars**

Bars operate the student bars within University of Manchester residences, supporting the whole student experience at Manchester.

[www.accommodation.manchester.ac.uk/hall-life](http://www.accommodation.manchester.ac.uk/hall-life)

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## Induction

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An induction process is designed to help employees settle into their new job role and workplace as quickly as possible, from the time at which they commence employment.

The Induction Checklist (below) provides useful information relating to the working environment, its facilities, as well as aspects of the job role – such as the quality and standards expected of the individual and the team, both in terms of performance and professional conduct.

The checklist is a useful guide for all managers and their staff.

### Induction Checklist (Important items to be covered)

Information to be provided and/or reviewed and discussed	✓
Access to UMC and University facilities and services (check Staff Card obtained)	
(Current Team) Aims and Objectives	
Break and refreshment arrangements	
Car parking arrangements / public transport / travel information	
Dress code / uniform (if applicable)	
Fire Safety and Evacuation Procedures	
Health and Safety training/guidance	
Holiday arrangements, including Bank Holidays – as per the employment contract	
Hours of Work – discuss and check receipt/understanding of employment contract	
Job Description – review of its contents, the expectations of the role and practical arrangements for undertaking the role	
Pay arrangements – as per the employment contract	
Performance and Development Review (P&DR) and Personal Development Plan (PDP)	
Pensions	
Policies and Procedures: <ul style="list-style-type: none"><li>• Where to find the policies and procedures;</li><li>• How to obtain guidance in referring to the policies and procedures;</li><li>• Run through the key policies and procedures and how they are applied – e.g. for smoking, dignity at work/equality and diversity, grievances ...etc.</li></ul>	
Probationary Review arrangements – as per the employment contract	
Questions?	

## Useful Contacts

Role/Person	Telephone/ Staffnet link	Email / Websites
My Workplace/s		
My Manager/s		@manchester.ac.uk
		@manchester.ac.uk
HR contacts	0161 275 4499	@manchester.ac.uk
	<a href="http://www.staffnet.manchester.ac.uk/human-resources/about/askhr/">www.staffnet.manchester.ac.uk/human-resources/about/askhr/</a>	@manchester.ac.uk
IT Helpdesk	0161 306 5544	it-servicedesk@manchester.ac.uk <a href="http://www.itservices.manchester.ac.uk">www.itservices.manchester.ac.uk</a>
Security	0161 306 9966 <a href="http://www.estates.manchester.ac.uk/services/security">www.estates.manchester.ac.uk/services/security</a>	security@manchester.ac.uk
Health and Safety		@manchester.ac.uk
Occupational Health and Safety		
Trades Union representative/s		
Hospitality and Events Useful contacts		
FoodOnCampus Admin Office	0161 306 6170	
Central Production Unit	0161 275 7162	
Taste Manchester	0161 306 4083	<a href="http://www.tastemcr.com">www.tastemcr.com</a>
Marketing	0161 306 4101	<a href="http://www.manchester.ac.uk/foodoncampus">www.manchester.ac.uk/foodoncampus</a>
Conferences and Venues	0161 306 4100	<a href="http://www.manchester.ac.uk/conference">www.manchester.ac.uk/conference</a>
FoodOnCampus Food and Beverage Areas		
Alan Gilbert Learning Commons	0161 306 4319/ 0161 306 4318	
Bake Off (University Place)	0161 275 2758	
Café Library lounge (Main Library)	7759501	
Chromozone - Medical (Stopford Building)	0161 275 5533	
EATS (University Place)	0161 275 7164	
Enigma (Renold Building)	0161 306 2285/6/7	
Greenhouse (George Kenyon building)	0161 275 7577	
FoodOnCampus Retail Areas		
Arthurs Brew (Arthur Lewis Building)	0161 306 8378	
Atrium (Jean Mcfarlane Building)	0161 306 7399	
Browsers (Sackville Street Building)	0161 306 4086	
Byte Café (Kilburn Building)	3061628	
Café 204 (Chemistry Building)	0161 275 1329	



Café Arts (Martin Harris Centre)	0161 275 8753	
Café De Paris (Parisa Building)	0161 306 2808	
Café Devas (Ellen Wilkinson building)	0161 306 1691	
Café Interface (MIB)	0161 306 2556	
Café North (Barnes Wallis Hub)	0161 3061973	
Coopers (Mansfield Cooper Building)	3062700	
Error Bar (Schuster Building)	0161 306 4109	
Food For Thought (Zochonis Building)	0161 275 1303	
GB Café (George Begg Building)	0161 275 7175	
Kaffe K (Humanities Bridgeford Street)	0161 275 7882	
Lime Café (Samuel Alexander Building)	0161 275 3240	
Mess (Maths and Social Science)	0161 275 0911	
Mumford Room (Manchester Meeting Place)	0161 306 4085	
Pi in the Sky (Alan Turing)	0161 306 4079	
Starbucks (Sackville Street)	0161 306 2975	
The Shop (University Place)	7759165	
<b>FoodInResidences Areas:</b>		
Ashburn Hall	0161 306 9712	
Dalton Ellis Hall	0161 306 6810	
Hulme Hall	0161 306 9884	
Little Court	0161 306 9770	
Source Café	0161 306 6132	
St Anslems Hall	0161 306 9870	
Tower	0161 306 9927	
Tree Court	0161 306 9759	
Woolton Hall	0161 306 9807	
<b>Chancellors Hotel and The Collection:</b>		
Chancellors Hotel	0161 907 7414	chancellors@manchester.ac.uk
Christie's Bistro	0161 275 7702	Christie's.bistro@manchester.ac.uk
Alliance Manchester Business School (AMBS)	0161 275 6432	www.chancellorscollection.co.uk/mbs
Café Vivo at the MCRC	0161 306 0877	www.chancellorscollection.co.uk/vivo
The Smith Café	0161 275 1694	www.chancellorscollection.co.uk/smith
Collection Events Team	0161 275 6433 / 0161 275 2675	www.chancellorscollection.co.uk/events

# 'The Working Day'

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## **Arriving / Departing Work**

In order to ensure the business runs smoothly, UMC employees are expected to arrive at their workplace and be ready to begin work by the agreed start time.

Where there is a requirement to "clock in" and "clock out" via the time log system, this may be required for accurate accounting for an individual's hours of work and, of course, this will ensure that accurate wage payments can be made. For this reason it is also important that the individual records their own time personally, and doesn't allow anyone else to do this on their behalf.

Staff are expected to inform their manager or supervisor as they are finishing work each day. This ensures that the whereabouts of all staff can be accounted for in the event of an emergency, such as a fire evacuation for example, as well as ensuring that the details of completed and unfinished tasks are discussed. It creates in effect a 'handover' and allows for effective re-planning of any work as required.

## **Personal Hygiene Standards**

Staff are expected to maintain the required standards of personal hygiene, in relation to specific health and safety and food safety legislation requirements within the individual's role; e.g. Food handlers – both production and service - maintaining personal cleanliness.

Information, training, support and guidance on these very important aspects are provided locally by management through the induction process and in line with the Food Safety Policy. Thereafter the responsibility to uphold them rests with the employee, not only in their own compliance, but also with regards to addressing or raising any issues or concerns relating to the workplace with their manager/s (immediately, but discreetly) as they might arise.

## **Professional Attire and Presentation**

Hospitality and Events needs to be a very customer-focussed business in order to be successful, which is why it is expected that all staff present a professional image of themselves at all times.

Agreed dress codes, although the specific details will change over time, will be made clear by management, and uniforms will be provided in many work areas.

Where this is the case, it is important that clothing is cleaned regularly and worn appropriately... although the meaning of this will be obvious to most people, in order that there is no misunderstanding, instructions about dress codes, uniform provision and care will always be made clear at a local level.

## **Professional Conduct and Service**

As previously mentioned, Hospitality and Events is a very customer-centric business, and therefore it is vital that staff interact in the workplace with everyone - colleagues and customers alike, in a courteous and professional manner.

Whilst at work or when attending work-related events the employee is an ambassador for her or his workplace and the company.

First impressions are vital of course, but the overall impression is critical from a customer experience view.

Every attempt must be made to offer either a prompt and helpful professional service to customers, or professional assistance to colleagues, and thereby maintaining professional and discrete relations in the workplace, with employees addressing each other in a mutually respectful tone and using appropriate language.

Contract workers and consultants visiting the workplace must also receive the same professional and courteous service and assistance. These people are business partners and will have an influence on the future success of Hospitality and Events; better that they are naturally inclined to 'go the extra mile', because of positive and professional relations.

# Performance & Development

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In order to achieve success, business operating standards and future aims must be clear to those who are required to work towards their attainment. These will be clearly expressed in team briefings and individual staff reviews alike, and management will ensure that all stated and agreed working standards and business aims are accessible to all staff.

## 6.1 Business Aims and Objectives

Identifying and defining business aims and objectives can bring about initiatives for improving and developing the business.

Each team's aims and objectives may look quite different from others, as they relate to their particular part of the business. Discussions at the planning and monitoring stages should include as many colleagues as possible, in order to make the aims and objectives relevant and effective in bringing positive developments and improvements for the improvement of the business.

- i. Creating an agreed set of aims and objectives should start with an understandable statement of what the team aims to achieve; this is sometimes called a 'vision' or 'mission statement' and should be recorded on a shared/accessible document for the team to refer to as a useful 'focal point'.
- ii. From the organisation's vision, business plans and aims the team will identify the aspects which may involve their own work activities and then together plan, through discussion and agreement, development and improvement plans for their part of the business.
- iii. This plan will be a shared, accessible document which records the team's aims and objectives, and most importantly the activities and initiatives to enable achievement of them, helps chart progress.
- iv. There should be a manageable number of aims stated on the plan, which clearly describe what these 'look like'.
- v. The aims should be measurable.... in other words they will have 'targets' or 'key performance indicators' (KPIs).
- vi. The Team Scorecard should describe what activities or initiatives will be undertaken towards the stated aims.
- vii. All targets should naturally involve one or more of the following types of business improvement/development:

- Financial
- Process
- Customer
- Learning

## **6.2 Performance & Development Review (P&DR)**

An annual P&DR is an opportunity for the employee and their line manager to review the individual's work performance and development and other relevant matters that have occurred over the past year. Of course there should be 'no 'surprises' in these discussions, as it will be an overall review of the important performance and development subjects which are discussed between a manager and their staff during 'job chats/one-to-ones etc.' throughout the year.

Most importantly, the P&DR will also provide the chance to plan forward for the individual employee's further development, through training, learning and 'other work-related experiences'.

However, this will be better done when it is based upon discussions and consideration in the P&DR of what has been achieved and where there may be gaps or opportunities for gaining further knowledge, abilities and skills.

## **6.3 Performance Development Plan (PDP)**

A PDP can simply be the information pertaining to the planned further development agreed and recorded on the P&DR forms. However, it may be preferred that a 'local' pro-forma or other means of recording and reviewing the employee's on-going performance and development is used.

# (Main) Terms and Conditions of Employment (Contractual)

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The following terms and conditions of employment set out below form part of the employee's contract of employment. In the event of any conflict between the terms set out in this handbook and the individual employee's contract of employment, it is the contract of employment that will prevail.

## 7.1 Hours of Work

i. The full-time working week for some employees within UMC may vary both in terms of the total numbers of hours as well as when those working hours are required. This is due to the variable demands of the company's business across the University campus and residences, the hotel and its collection of catering outlets and services.

ii. Managers are expected to work the required hours per week in order to effectively manage their role; for other employees, hours of work should average no more than 40 hours per week over the period of any month.

iii. Hours of work include all rest and meal breaks for every employee within UMC Ltd. Breaks are arranged locally within each team, as allocated and agreed fairly amongst the team with the senior post-holder on duty, with business levels taken into account on a daily basis. Even during the busiest days, all staff should take a 20 minute break for every 6 hours worked.

**NOTE** - It is important that smokers do not assume that they may take more break-time than non-smokers and, very importantly, that they observe the required hygiene issues of hand washing and breath-freshening at all times before returning to the workplace.

## 7.2 Pay and Grading

i. The UMC Ltd Pay Scale can be obtained by the employee from their line manager.

ii. Pay Awards are periodically applied to the Pay Scale, and as such all Spine Points are adjusted accordingly. Pay awards will normally be in line with those applied to the University's pay-scale.

iii. Salary and Wage Payments are made mid-monthly by bank credit transfer. Employees should speak to their manager in the first instance should they have any concerns regarding salary/wage payments. The issue may then be referred to HR Services as necessary.

iv. Additional Hours of Work to those within the employee's contract of employment, in agreement with their line manager, are normally given back as 'time off in lieu' at the earliest opportunity.

v. Managers themselves will experience fluctuations in their working patterns due to varying business and are expected to manage their own hours of work appropriately as described in 7.1 (Hours of Work).

vi. Accruing large amounts of lieu time is not normally be permitted, and therefore it is not acceptable to 'carry over' lieu time into a new month, unless this has been agreed due to exceptional circumstances, which have been discussed and formally agreed (i.e. in writing) with the senior manager for the operational area.

vii. Bank Holidays that are worked will normally be paid at double-time; however time off in lieu may be agreed at the request of the employee and at the subsequent discretion of management.

### 7.3 Pension Scheme

i. Employees are enrolled into membership of the University of Manchester Superannuation Scheme (UMSS) on the first day of employment, subject always to the rules of the UMSS as amended from time to time and to the tax reliefs and exemptions available from HM Revenue & Customs, as amended from time to time. Further information about UMSS can be found on [www.umss.co.uk](http://www.umss.co.uk).

ii. The Employee shall pay such contributions to the UMSS as may be required by the rules of the UMSS as amended from time to time. The contributions shall be made by way of deductions from the Employee's salary.

iii. After 3 months' membership of UMSS, the employee will be automatically switched into PensionChoice, unless they 'opt out'; this is not another pension scheme but a different way of funding membership of UMSS and will save on some of the employee's national insurance contributions. Further information about PensionChoice can be found at: [www.staffnet.manchester.ac.uk/human-resources/current-staff/pensions/pensionchoice/](http://www.staffnet.manchester.ac.uk/human-resources/current-staff/pensions/pensionchoice/)

### 7.4 Probation Periods

i. Probationary Periods of Employment – are specified within the individual's employment contract, but will usually be for a period of 3 months from the start date.

ii. Support during Probation – upon appointment all UMC staff will complete an Induction and training programme provided by their Line Manager and will receive additional support and guidance as deemed appropriate, towards attaining the required performance standards.

iii. Performance Reviews – the employee's Line Manager will conduct and record performance reviews in line with company guidance, using the appropriate pro-forma document, at regular, agreed intervals during the probationary period.

iv. Completion of Probation – if performance is judged to be fully satisfactory, the appointment of the employee into their post will be confirmed in writing.

v. The Probation Period may be extended for a maximum of up to 2 months, but only when management believe performance can be improved to meet acceptable standards.

vi. If Probationary Performance is Unsatisfactory, the employment may be terminated with the appropriate notice; during the period of probation, the notice period may be varied by mutual agreement.

## 7.5 Annual Leave and Bank Holidays

Annual Leave Entitlements are clarified in the employee's terms and conditions within their contract of employment. The 'Annual Leave Year' in which employees may take their holidays runs from 1st October to 30th September; employees who join or leave the company through the year are entitled to a pro-rata annual leave allowance for each completed calendar month.

<b>Holiday Entitlement (for full-time employees)</b>	<b>Number of Days (for full-time employees)</b>
<b>Annual Leave</b> can be taken on dates chosen by the employee in agreement with their line manager	26 Days
<b>Service Days:</b> staff who have completed 5 years continuous service by 30th September (in any year) are entitled to an additional 3-days annual leave	29 Days (including 26-days annual leave)
<b>Service Days:</b> staff who have completed 7 years continuous service by 30th September (in any year) are entitled to additional 1-day annual leave (in addition to the 3-days annual leave referred to above)	30 Days (including 26-days annual leave)
<b>Service Days:</b> staff who have completed 10 years continuous service by 30th September (in any year) are entitled to additional 1-day annual leave (in addition to the 4-days annual leave referred to above)	31 Days (including 26-days annual leave)
<b>Public &amp; Statutory Days:</b> New Years Day, Good Friday, Easter Monday, May Day, Spring Bank Holiday, Late Summer Holiday, Christmas Day and Boxing Day	8 Days

i. Nil-hours or Part-time employees' annual Leave entitlement is calculated pro-rata; for nil-hours employees the individual's average working hours are awarded, based upon and the above-listed entitlements, and are clarified at the start of each Annual Leave Year

ii. Holiday Card or Records for each employee are normally held by the line manager, upon which annual leave booked and duly taken by the employee is recorded. All annual leave must be agreed in advance with the employee's line manager, who will make every effort to accommodate requests dependant on operational needs.

iii. Bank Holidays are included within the pro-rated calculation of annual leave entitlement for nil-hours and part-time hours based employees, irrespective of whether the Bank Holiday falls on one of their working days.

iv. Employees will not receive pay for Bank Holidays if they are absent from work without permission on the normal working day preceding or following these days.



v. Employees who are required to work on Bank Holidays, either as 'additional hours' or as part of their standard contracted hours will be paid at the appropriate rates (\*see section 7.2 (ix))

vi. Annual Leave Requests should be submitted with at least 4 weeks' notice given from the start of the requested holiday dates, via the appropriate form, which must be formally approved by the employee's line manager;

vii. Any Holiday Arrangements that have been made by the employee (including any costs that may be incurred) without formal approval, are the responsibility of the employee, and not the line manager or the company, should an annual leave request be declined because of any relevant business operating reasons.

viii. Closure Dates - the Company will inform all employees of any intended closure dates for the business operating year ahead as early as possible, and they will be advised accordingly if annual leave is required to be taken for these days.

ix. Annual Leave Must Be Used by the end of each Annual Leave year wherever possible; in exceptional circumstances employees may carry forward up to five days (i.e. their contracted hours for one week) unused leave into the next leave year with the prior agreement of their line manager.

x. Un-taken Annual Leave upon leaving UMC Ltd - any accrued, un-taken Annual Leave that the employee was not required or not able to take prior to their leaving date will be paid in their final salary instalment; should an employee have taken more annual leave than they have accrued, the company will deduct an equivalent amount from their final wage or salary payment.

Accrual of Annual Leave during Periods of Absence

Type of absence	Accrual of annual leave	Accrual of Bank Holidays
*Paid sick leave	✓	✗
*Unpaid Sick Leave	✓	✗
Special Leave (paid)	✓	✗
Career Break or Extended Special Leave (unpaid)	✗	✗
Ordinary Maternity /Adoption Leave	✓	✓
Additional Maternity/Adoption Leave	✓	✓
Paternity Leave (paid)	✓	✓

\* Non-accrual of Bank Holidays during sick-leave is subject to employees accruing their statutory minimum holiday entitlement of 28 days

## 7.6 Sickness Absence

Sickness absence occurs when the employee is unable to undertake her/his duties safely or effectively in the workplace due to illness or injury.

i. Reporting Sickness-absence - in line with the (Management of) Sickness-Absence Policy and Procedures, payment in lieu of salary or wages is subject to the following conditions:

- The employee's line manager or other nominated person must be informed via a verbal telephone call or in person at the earliest opportunity after the illness or injury occurs, ideally in good time before the individual is due to start work;
- It should be noted that Texts and email notification of sickness absence are not acceptable and notification by someone else is only accepted if it is impossible for the employee to do it themselves.
- The employee must keep the company informed of her/his condition on a regular basis, as agreed between with the line manager whilst, at the appropriate time, notifying their manager with an expected date of return;
- If the employee is absent from work for 7 days or less, a Personal Sickness Form must be completed and handed to the line manager as soon as she/he returns to work;
- For absence over 7 days a Doctor's statement must be obtained by the employee and submitted in a timely manner to their line manager or other nominated person (in a sealed envelope to maintain confidentiality)
- Absence-related forms and other written notifications must be sent to:

<b>For FIR and FOC Catering</b>	<b>For Chancellors Hotel and The Collection</b>
University Catering Admin Office 4.64 Simon building (4th floor) Brunswick Street University of Manchester M13 9PL	Chancellors Hotel Chancellors Way Moseley Road Fallowfield Manchester M14 6NN

- Staff are allowed reasonable time off with pay to attend medical appointments, i.e. appointments should be made for the beginning or end of the working day, or wherever possible outside of working hours; reasonable time off will not be classed as sick leave, and therefore will not count towards reaching the above trigger points.
- By not following the processes described above, as required, during any period of sickness-absence, an employee's pay may be suspended.

ii. Statutory Sick Pay (SSP) - in the event of staff being unable to attend work due to sickness or injury, the employee may be eligible to receive either SSP (the Government scheme), and/or Occupational Sick Pay, in accordance with the (Management of) Sickness-Absence Policy and Procedures:

- SSP is provided by the Government and is payable from the 4th day of absence for a period of up to 28 weeks; it is a set amount which is included in full pay, but is paid in addition to half pay;
- To be eligible for SSP, staff must earn at least the lower earnings limit (i.e. the amount necessary to pay National Insurance contributions).

iii. Occupational Sick Pay (OSP) – the company provides occupational sick pay to staff who are absent due to illness or injury as set out below, subject to the following conditions:

- All employees must attend referrals to Occupational Health or any other medical professional deemed appropriate by Occupational Health, for the purpose of assessing fitness to perform their duties;
- If requested by the company, employees shall give details of any past or current illness to the Occupational Health Physician and, where considered appropriate by the physician, shall undergo a medical examination at the company's expense;
- Employees are required to follow the correct reporting procedures and keep their Line Manager informed of the likely duration of the absence in line with procedures outlined in the (Management of) Sickness-Absence Policy and Procedures;
- Employees are required to provide a self-certificate (which can be obtained via their line manager or from the web pages) from the first day of any absence and to provide a medical statement ("fit note") for any absence of 8 calendar days or more in accordance with local reporting procedures and the (Management of) Sickness-Absence Policy and Procedures;

iv. Payment – OSP for all staff is based on continuous service with the company or the University of Manchester. During a rolling 12-month period, the allowance is as follows:

Length of service	OSP Payment
0 - 3 months	1 months' full pay
3 - 12 months	2 months' full pay followed by 2 months' half pay
1 - 3 years	3 months' full pay followed by 3 months' half pay
More than 3 years	6 months' full pay followed by 6 months' half pay

v. Nil-hours contracted employees are entitled to these payments and this is calculated by the number of hours worked over the previous 12 weeks up to the point of sickness-absence leave commencing. The amount of sick pay due is calculated by deducting, from the above amounts, any periods of sick pay received during the 12 months immediately before the first day of absence.

vi. The full pay allowance is the equivalent of the employee's contractual pay, and is inclusive of:

- SSP and any other state sickness benefits
- Compensation payments under the Workmen's Compensation Acts and/or the Employers' Liability Acts;
- Any payments under any Acts amending, altering or affecting those Acts or at Common Law;

vii. The half pay allowance is equivalent to half the employee's contractual pay plus any payments in respect of 1-4 above. However, this may not exceed normal weekly pay, and will be reduced accordingly.

viii. Accident - third party claim - an employee who is absent as a result of an accident is not entitled to OSP if they may receive damages from a third party; however, the company may, with regard to the circumstances of the case, advance a sum not exceeding the amount provided under this scheme, subject to the employee's agreement to refund all or some of it from any damages received.

ix. The requirement to refund allowances from damages received does not extend to any sum awarded by the Criminal Injuries Compensation Authority.

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## Death in Service

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In the event of death in service UMC will pay a death-in-service grant. This will be paid at the UMC's discretion to the partner of the deceased or to his/her dependent children or to (an) other dependant(s), as notified on the following basis:

<b>Length of service</b>	<b>Payment</b>
up to 5 years service	1 months' gross salary
more than 5 years service	4 months' gross salary