



Title: HR - Group Policy

Business functions: Applicable to all functions across Sanctuary Group

Author: HR Services

Authorised by: Executive Committee

Sanctuary Group:
Sanctuary Group is a trading name of Sanctuary Housing Association,
an exempt charity, and all of its subsidiaries.

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Review schedule

Date	Details
May 2020	New document to encompass all HR Policy information.

Appendices

Appendix 1 - Code of Conduct

Appendix 2 - Glossary of Terms and Resources

1. HR policy statement

At the core of Sanctuary Group (the Group) are the Group's values: ambition, diversity, integrity, quality and sustainability. These set out the way the Group does business, and how all members of staff should conduct themselves.

The Group prides itself on its high standards of customer service. The Group therefore has clear standards of conduct, behaviour, performance and attendance that apply to all employees.

Ensuring all services are delivered fairly and equally to all and to the highest possible standard is one of the key objectives of the group and is in line with current legislative and associated regulatory requirements. The continuity of delivery of services to our customers depends on all employees providing effective and regular attendance at work.

The overall aims of this policy and associated procedures are as follows, to:

- encourage and support all staff in achieving and maintaining the Group's high standards of performance and contribution, enabling provision of the best service possible to customers;
- provide clarification around HR processes and procedures, and guidance to managers when dealing with any employment related matters;
- promote a fair, equal and consistent approach to all HR and employment practices throughout the business; and
- support employees while at work, by providing a working environment that is safe, supportive and free from any unfair treatment.

2. Roles and responsibilities

Directors (or equivalent) are responsible for ensuring adoption of and adherence to the is policy and all HR procedures.

All managers are responsible for effectively applying this policy and all HR procedures fairly and consistently. Managers are responsible for ensuring that there are regular opportunities for employees to be involved in discussions about their performance, wellbeing, concerns or queries they may have.

Employees are responsible for ensuring their understanding of and adherence to this policy and HR procedures in every aspect of the work they undertake for the Group. Employees are responsible for achieving agreed standards and performance levels; acting in line with the Group's values and behaviours.

HR Services is responsible for advising all staff on the application of this policy. HR Services is also responsible for ensuring that this policy and HR procedures are maintained in line with regulatory and legal requirements.

3. Impact on diversity

The Group demonstrates its commitment to diversity and promoting equality by ensuring that this policy and all associated procedures are applied in a manner that is fair to all sections of the community, with due regard to the protected characteristics identified under the [Equality Act 2010](#) and in accordance with its [Fairness for All](#) Single Equality Scheme.

The Group aims to value diversity and promote equality, ensuring people are treated according to their individual needs. This ensures that no person is discriminated against on the grounds of race, colour, nationality, ethnic or national origins, sex, disability, sexual orientation, gender reassignment, marital or civil partner status, pregnancy or maternity, age, religion or belief, class, appearance, responsibility for dependants, unrelated criminal activities, illness, or any other matter which may cause a person to be treated with prejudice.

4. Resident, Client, and Customer consultation

This policy is for internal use only and third party consultation is not required.

5. Monitoring and compliance

The contents of this policy and associated procedures will be updated by HR Services accordingly in line with legislation and the Group's objectives

Until a new policy is formally adopted, this document will remain in force and operational.

This policy will be reviewed in accordance with the policy review programme agreed by Executive Committee. If there are significant changes to legislation or regulation, or there are found to be deficiencies or failures in this policy as a result of complaints or findings from any independent organisations, the Group Director - Corporate Services will initiate an immediate review. Where appropriate, key stakeholders and interested parties will be consulted as part of any review of this policy.

6. Approval

This policy is approved by Sanctuary Group's Executive Committee.

7. Operational arrangements

This policy must be applied consistently across all business areas, and in conjunction with all HR procedures.

8. Sanctuary Group's processes and procedures

The Group's procedures are grouped into four key areas, which are detailed further below.

In addition, and in support of this policy and HR procedures, is the Group's Code of Conduct (**Appendix 1**) which must be adhered to at all times.

All members of staff must also familiarise themselves with their Contractual Statement of Terms and Conditions, which outlines the specific terms of their employment.

8.1 Working at Sanctuary Group

- [Absence Management](#)
- [Capability and Performance](#)
- [Criminal Records](#)
- [Disciplinary](#)
- [Driving at Work](#)
- [Grievance](#)
- [Homeworking](#)
- [National Minimum Wage Compliance](#)
- [Probation](#)
- [Recruitment and Selection](#)
- [Redundancy](#)
- [References](#)
- [Right to Work](#)
- [Sports and Social Clubs](#)
- [Travel, Subsistence, and Expenses](#)
- [Work Experience](#)

8.2 Support and advice

- [Drugs and Alcohol](#)
- [Employee Wellbeing](#)
- [Employment Support: Domestic Abuse](#)
- [Equality and Diversity Statement](#)
- [Flexible Working](#)
- [Gender Identity and Transitioning at Work](#)
- [Retirement](#)
- [Staff Council](#)
- [Support at Work: Adjustments](#)

8.3 Family focus

- [Family Responsibilities](#)
- [Maternity, Paternity, and Adoption](#)

8.4 Career focus

- [Career Breaks](#)
- [Learning and Development](#)
- [My Performance](#)
- [Recognition Awards](#)

8.5 See **Appendix 2** - Glossary of Terms and Resources, for clarification on terms used in the HR Procedures.