	Human Resources Policy Document	
		Effective Date:
	Working at ESF Centre Policy	22 Sept, 2009


Title : **Working at ESF Centre Policy**

Status : **New Policy**

Approval Date : **22 September, 2009**

Date for Next Review : **September 2010**

Originator : **Keith Tucker, Director, Human Resources**


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Originator: *Human Resources, ESF Centre*

Originator:	Reviewed by:	Approved by :
Keith Tucker Director, Human Resources	SMT	Functional Director/ Chief Executive
Date:	Date:	Date:


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REVISION STATUS TABLE

Revision No	Effective Date	Summary of Revision	Reviewed		Approved	
			By	Date	By	Date
A		For review by SMT	Keith Tucker	6 Jun 2009	SMT	15 Jun 2009
B		Add emergency evacuation procedures	Keith Tucker	22 Sep 2009	SMT	

POLICY DOCUMENT ANNUAL REVIEW

This Policy document is subject to an Annual Review by ESF that is formally documented to ensure its continuing suitability, adequacy and effectiveness. Areas subject to review include, but are not limited to, follow-up action from previous reviews, policy conformity, review of complaints, status of corrective and preventive actions, and improvements for the forthcoming year. ESF reserves the right to amend this Policy by notice following such review in circumstances in which it considers such change to be necessary or appropriate.

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1. PURPOSE

The English Schools Foundation (ESF) makes every effort to promote a workplace which is conducive to Staff Members' health and safety, professional development and job enrichment, as well as to enhance organisational effectiveness and efficiency. To achieve these, it is expected that Staff Members understand and observe the following guidelines:

- Conditions of Service
- Working hours
- Work beyond office hours
- Working environment
- Environment protection
- Dress code
- Use of telephones, email and internet
- Emergency evacuation

This policy also aims to provide information to Staff Members regarding access cards, salary payment methods, ENet and EAccess.

2. SCOPE

This Policy applies to all Staff Members in ESF Centre and ESL Office.

3. DEFINITIONS / ABBREVIATIONS

ESF	- the English Schools Foundation
ESL	- ESF Educational Services Limited
Senior Managers	- Members of the Senior Management Team of ESF
Staff Member	- Any employee of ESF or ESL
Director HR	- Director Human Resources of ESF
HR Department	- the HR Department of ESF Centre
Support Staff	- An inclusive description for all non-teaching roles in ESF, including but not limited to; Support Staff in schools and ESF Centre, Education Assistants and Senior Managers.


4. RESPONSIBILITIES

4.1 Senior Managers

Senior Managers are responsible for the implementation of the Policy.

4.2 Staff Members

Staff Members should observe the work conditions as outlined in this policy. They should inform the HR Department, immediately in writing, of any changes in personal circumstances that may affect their conditions of service.

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4.3 HR Department

The HR Department is responsible for reporting to Staff Members any changes or variation to work conditions.

5. PROCEDURES

5.1 Conditions of Service

Staff Member employment is guided by the individual Staff Member's Conditions of Service. Conditions of Service vary for different types of positions but at a minimum contain information regarding:

- (a) Position
- (b) Contract Duration
- (c) Salary Payments and MPF Obligations
- (d) Benefits Eligibility
- (e) Leave of Absence
- (f) Notice Period
- (g) Retirement
- (h) Termination of Employment
- (i) Outside Employment
- (j) Protection of ESF's Interests
- (k) Conflict of Interest
- (l) Grievance against Application of Conditions of Service
- (m) Governing Law

5.2 Working Hours

All Support Staff are normally required to work a minimum of 39 hours per week (excluding lunch breaks). Normal working hours are 8:30am to 5:30pm and Senior Managers have the discretion to decide on the exact start and finish times for their Staff Members to allow for meeting customers and work needs and for efficient operations.


A one hour lunch break will normally be taken by all Staff Members. Staff Members are normally expected to take this break sometime between 12:00 noon and 2:00pm. Lunch hours in any department may need to be split among Staff Members to ensure customer needs are covered.

5.3 Work beyond office hours

If necessary, all Staff Members are expected to contribute to working beyond normally required hours to meet organisation work needs. Overtime pay is not applicable to Staff Members except workmen as outlined in the Compensation Policy. However, Staff Members may apply for time in lieu, if eligible, as outlined in the Other Forms of Leave Policy.

Staff Members who are required to work overtime beyond 9:00pm on a normal working day may claim reimbursement for their meal at a maximum of HK\$65 per person, subject to prior approval by their Senior Manager or delegated officer.

Staff Members who are required to work overtime beyond 10:30pm on a normal working day may claim reasonable transportation costs for the direct route travelling from office to home on actual reimbursement basis, subject to prior approval by their

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Senior Manager or delegated officer. Receipts for transportation reimbursement should be presented to support the claim, whenever possible.

5.4 Working environment

Staff Members are expected to present and maintain a tidy and professional work environment. Each Staff Member is responsible for the tidiness of his or her work station; ornaments and toys should not be visible above partition height; files and working documents should be stored securely over night, not left on open view.

Smoking is prohibited in the office building including public areas stairs and toilets.

5.5 Environmental protection

In line with ESF values, to be accountable for what we do and the resources we use. Staff Members are encouraged to recommend new initiatives on green management in the office through waste management, economical use of paper, energy and other forms of conservation. Examples of practicable green measures are:

- (a) Ensuring that the last person leaving a functional area or department turns off the lights
- (b) Using both sides of paper when printing, and
- (c) Collecting used paper for recycling

5.6 Dress Code

Staff Members are expected to present a clean and professional appearance when they represent the organisation and are at work in ESF Centre offices and schools. All Staff Members who are in contact with external stakeholders (e.g. schools, parents, students, vendors, etc.) are expected to dress in business attire. Business casual attire may be worn on Fridays, during the school Summer Vacation and for training events.


5.7 Use of telephones, email and internet

Telephone, email and internet facilities are provided to Staff Members to allow them to undertake their work duties and support the business of ESF or ESL. It is important to use these facilities appropriately to safeguard the interests of both the Staff Members and ESF or ESL.

There are occasions when Staff Members might make private use of their telephone to send or receive calls, use a computer to send and receive personal email and use ESF provided Internet access for private use. In circumstances described below, such private use may be considered as legitimate, but it does not mean that such use is a formal benefit, nor does give Staff Members a right to such access. A number of jobs in ESF or ESL do not require access to these facilities and hence they are not provided.

5.7.1 Telephones

It is recognised that there will be occasions when Staff Members need to make short, personal telephone calls using ESF or ESL telephones, both fixed lines and mobiles, in order to deal with occasional and urgent domestic crises. Other personal calls should be made by use of personal mobile phones. Where possible, these non-urgent calls should be made during scheduled breaks or when they do not interfere with work requirements. Equally, it is legitimate to receive personal calls about

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domestic crises and arrangements, and occasional, short, non-urgent calls can be received providing they do not adversely affect work requirements.

For further information on reimbursement of mobile phones or PDA costs refer to the Mobile Phone Policy.

The use of ESF or ESL telephones for either private or business purposes, which are in any way excessive (i.e. outside of the limits defined above), defamatory, obscene or otherwise inappropriate, will be treated as misconduct under the Disciplinary Policy. In serious cases this could be regarded as serious misconduct and may lead to dismissal.

Where ESF or ESL has grounds to suspect possible misuse of its telephones, it reserves the right to monitor the destination and length of out-going calls and the source and length of incoming calls. This would not normally involve the surveillance of calls but in certain circumstances, where there are reasonable grounds to suspect serious misconduct, ESF or ESL reserves the right to record calls (for further information refer to the Employee Monitoring Policy).

5.7.2 Email

As with telephone usage, it is recognised that Staff Members may use email for personal means in certain circumstances. Email should be treated like any other form of written communication and, as such, what is normally regarded as unacceptable in a letter or memorandum is equally unacceptable in email communication. It is acceptable for Staff Members to make use of email within the normal working day for personal reasons to send messages that are in no sense obscene or defamatory or otherwise inappropriate, but such use should not interfere, either by timing or extent, with the performance of the Staff Members' duties.


Staff Members should bear in mind that emails received on or sent from ESF email accounts are the property of ESF.

Staff Members should be careful that before they open any attachment to a personal email they receive, they are confident that the content is not infected with any virus or is in no sense obscene or defamatory. Equally, if Staff Members receive an obscene or defamatory email, whether unwittingly or otherwise and from whatever source, they should not intentionally forward the email to any other address, except for investigation purposes as instructed by the Manager, Information Technology.

The use of email for either personal or business purposes to send or forward messages or attachments which are in any way defamatory, obscene or otherwise inappropriate will be treated as misconduct under the Disciplinary Policy. In serious cases this could be regarded as serious misconduct and may lead to dismissal.

Where ESF or ESL has reasonable grounds to suspect misuse of email in either scale of use, content or nature of messages, it reserves the right to monitor the destination, source and content of email to and from a particular address (for further information refer to the Employee Monitoring Policy).

ESF or ESL also reserves the right to access Staff Members' ESF email accounts in cases of unexpected or prolonged absence (e.g. due to sickness) to allow the

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organisation to continue to undertake the Staff Members' normal role. In normal circumstances, where it is possible to contact the Staff Member concerned, access will be with the Staff Member's prior knowledge.

5.7.3 Use of the Internet

Internet access is provided to enable research and easy retrieval of information relevant to Staff Members carrying out their professional roles. As with email usage Staff Members may make occasional use of the Internet in its various forms for personal purposes as long as it is not used to view or distribute improper material such as text, messages or images which are derogatory, defamatory or obscene. It is recognised that there may be occasions where it is sensible for Staff Members to make occasional use of the internet for personal reasons, rather than having to spend considerably more time out of the office (e.g. making bank transactions or the booking of a holiday). As long as personal use does not interfere, either by its timing, extent, or intent with the performance of the Staff Members' duties.

Unauthorised use of the Internet will be treated as misconduct under the Disciplinary Policy. In serious cases, unauthorised use may be treated as serious misconduct and may lead to dismissal.

ESF reserves the right to monitor the use of the Internet from personal computers or accounts where it suspects misuse of the facility (for further information refer to the Employee Monitoring Policy).

5.8 Access Card and Office Doors

All ESF Centre Staff Members are issued with access cards enabling entry to the ESF Centre. Such cards are to be worn or carried at all times during work. Access cards are the property of ESF and upon resignation Staff Members are required to return their access card prior to leaving.

Loss of an access card must be reported to Office Manager as soon as possible so that it can be cancelled and a replacement issued.

All access doors to the office must remain active at all times to ensure the safekeeping of the office. No door must be deactivated or propped open.


Staff Members should not allow non Staff Members to use their access cards to enter ESF Centre.

5.9 Emergency evacuation (ESF Centre specific)

An emergency evacuation plan, floor plan with emergency exits for each floor and the map of the assembly point is attached in Appendix I.

Staff Members are required to make themselves familiar with the nearest and alternative emergency exits from their work area and attend fire drills organised by the building management office every year.

Each department has an appointed Fire Warden(s) to whom each member from the department should report at the assembly point in the case of an emergency evacuation. In the event of an evacuation, all Fire Wardens report to the Fire Safety Officer.

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5.10 Salary Payment Methods

Salaries are paid monthly in arrears in Hong Kong currency directly into the Staff Members' bank account. Normally, the pay date is 20th of every month, or the following date if 20th is a Sunday, Public or Statutory Holiday. The salary payment schedule is available from the Finance Department at ESF Centre.

5.11 ENet and EAccess (Human Resources and Payroll Information System)

5.11.1 Employee Net ("ENet") is an HR and Payroll Information System and contains all Staff Members' salary, benefit and personnel information. ENet also serves as an online personnel file with document management function.

The HR Department creates an ENet profile for Staff Members when they join ESF or ESL and attaches related documents to the Staff Member profile. Principals (in schools) and Senior Managers (at ESF Centre and ESL) as well as administrative staff have defined access rights to Staff Members' ENet profiles. Access rights to the ENet core module is restricted and only the Principal and the Senior Manager at the administration site have access to full staff salary and benefits data.

The full staff profile normally contains the following data:

- (a) Name & Hong Kong Identity Card Number
- (b) Phone, EMail & Address
- (c) Emergency Contact details
- (d) Job Details / Salary / Benefits
- (e) Job History at ESF and ESL
- (f) Past Employment
- (g) Professional / Academic Qualifications
- (h) Document Management (contract copy, HKID copy, etc)

5.11.2 Employee Access ("EAccess") is ENet's web based module which allows Staff Members to view their own personal details. It contains five main functions:

EAccess: Allows Staff Members to view personal and dependants' information, salary and benefits details, printing of a salary slip and a tax return form, self changing of emergency contact details


iLeave: Allows online application for annual leave

iRecruitment: Allows job application and processing online for Teachers and Support Staff

iTraining: Allows training application and approval online, selection of ESF Centre organised courses online for Support Staff


iAppraisal: Access to performance management proforma online

The goal of the ENet and EAccess implementation is to move away from hard copy paper processing and filing. Online personnel files shall contain documents such as contracts, academic qualifications and passport copies. The systems will facilitate and provide much more effective and efficient workflows with its online application and approval functions which will allow Staff Members to spend less time with administrative tasks and focus on more important work.

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6. COMPLIANCE

Any matters concerning the implementation of this Policy in a particular school/organisation should be raised with the Principal or Senior Managers with a view to reaching a mutually workable solution. Any matters of non compliance should be raised with the Director, Human Resources, ESF Centre.

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Appendix I – Emergency Evacuation Procedures

If you discover a fire (Unless the fire is very minor and capable of being extinguished immediately):

1. Sound the fire alarm
2. Activate the alarm by means of the nearest break-glass point
3. Call the fire service by dialing 999
4. Leave the building by the nearest floor exit and fire stairs

In the event of an emergency evacuation (e.g. on hearing the fire alarm)


1. Health and safety is the priority of all concerned, so do not put yourself or others at risk
2. Stay calm
3. Leave the building by the nearest floor exit and fire stairs (see Floor Plan)
4. Use alternative escape route in case the fire blocks the primary route
5. Assist visitors and disabled persons
6. Don't run and don't use lifts
7. Do not delay in leaving the building
8. Do not lock any doors
9. Do not return to check for missing persons
10. Go to assembly point at Greig Road Sitting-out Area (Map below)
11. Report to respective Fire Warden(s)
12. Do not attempt to leave the site or re-enter the building unless authorised to do so

The role of the Fire Warden(s) for each department


1. Be aware of the name and number of persons in your department
2. Check attendance at assembly point
3. Report to the Fire Safety Office any person injured or missing

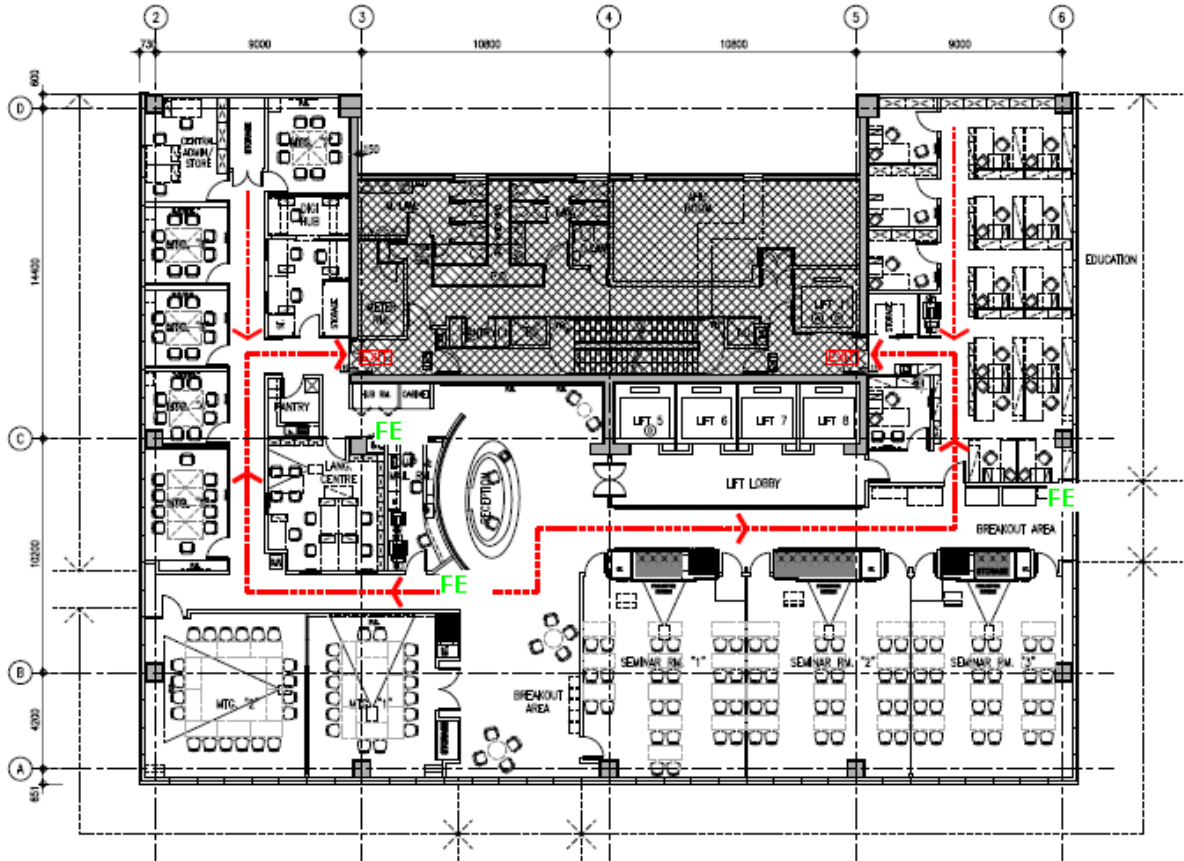
The role of the Fire Safety Officer

Gather information from Fire Wardens and report to building management office/fire department

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FIRE EVACUATION PLAN AT 25/F



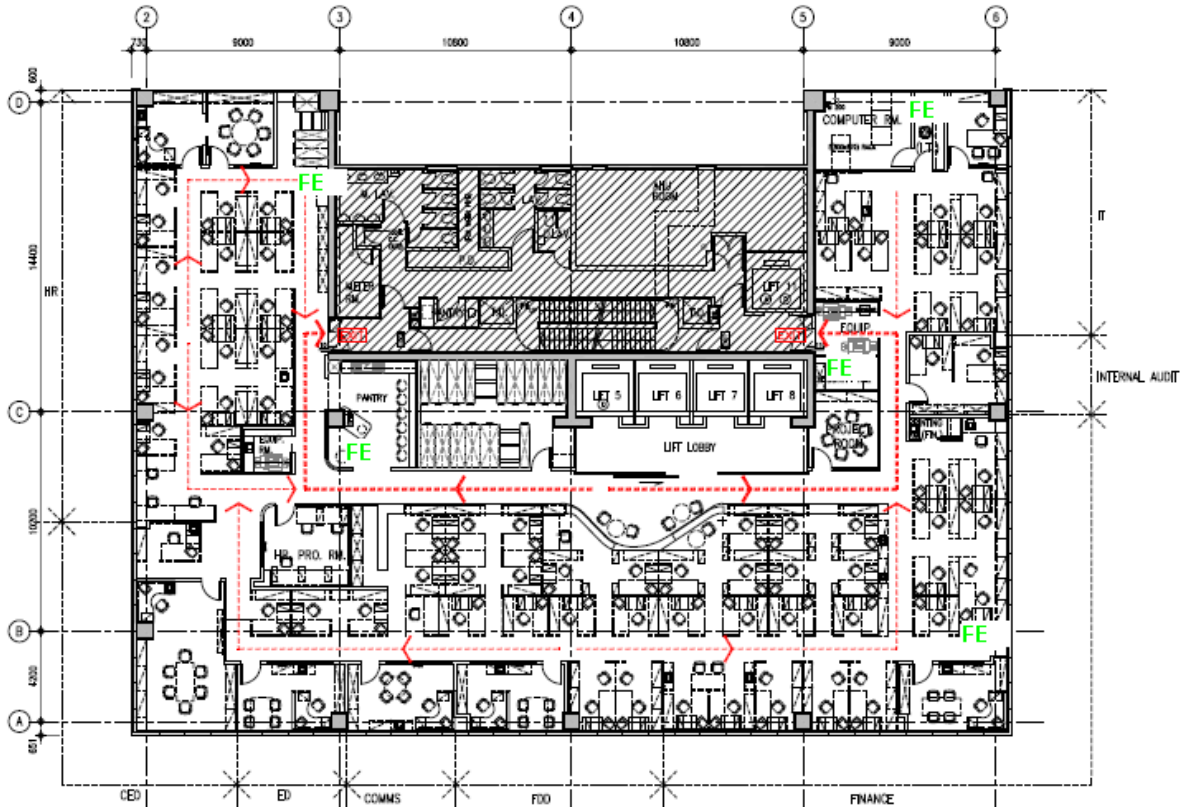


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FIRE EVACUATION PLAN AT 26/F

- EMERGENCY EXIT DOOR
- PRIMARY ESCAPE ROUTE
- SECONDARY ESCAPE ROUTE
- Fire Extinguisher(FE)
- YOU ARE HERE