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|  | <b>Human Resources Policy Document</b> |                 |
|   |  | Effective Date: |
|   | Working at ESF Schools Policy          | 16 June, 2009   |


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Approval Date : **16 June, 2009**

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


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Originator: *Human Resources, ESF Centre*

|   |              |   |
|---|--------------|---|
| Originator:                               | Reviewed by: | Approved by :                           |
| Keith Tucker<br>Director, Human Resources | SMT          | Functional Director/<br>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 June 2009 | SMT      |      |
|             |                |                     |              |             |          |      |
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**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
- Operation of School Offices during School Holiday Periods
- Dress code
- Use of telephones, email and internet

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 all ESF and ESL schools.

## 3. DEFINITIONS / ABBREVIATIONS

|                 |  |
|-----------------|--|
| ESF             | - the English Schools Foundation   |
| ESL             | - ESF Educational Services Limited   |
| Senior Managers | - Members of the Senior Management Team of ESF or the management team of ESL   |
| Staff Member    | - Any employee of ESF or ESL   |
| Director HR     | - Director Human Resources of ESF  |
| Principal       | - Principal of an ESF School or ESL School or kindergarten   |
| HR Department   | - the HR Department of ESF Centre  |
| Teaching Staff  | - An inclusive description for all teachers; Full-time and Part-time.  |
| 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 Principals


Principals are responsible for the implementation of the Policy.

### 4.2 Staff Members

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

### 4.3 HR Department

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

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## 5. PROCEDURE

### 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

#### Teaching Staff

All Teaching Staff are required to perform such professional duties in such hours according to the time tables assigned to them reasonably from time to time by the principal of the school to which they are appointed.

#### Support Staff

All Support Staff are normally required to work a minimum of 39 hours per week (excluding lunch breaks). Part-time and hourly Staff (including Educational Assistants) are required to work such hours according to the work schedules assigned to them reasonably from time to time by their line managers. Discretion around the normal start and finish times and lunch break is granted to Principals to allow for work needs and for efficient operations.


### 5.3 Work beyond office hours

#### Teaching Staff

All Teaching Staff are required to fulfil a number of reasonable duties outside normal school or office hours and no overtime allowance will be paid.

#### Support Staff

If necessary, all Support Staff are expected to contribute to working beyond normally required hours to meet organization 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.

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#### **5.4 Operation of School Offices during School Holiday Periods**

Principals are responsible for organising appropriate staffing to ensure seamless operation during school holiday periods by planning Support Staff leave well in advance so that it is possible to have some office staff available and in school throughout the holiday period. There is a need for all school offices to be operational during school holiday periods to ensure that applications or enquiries from students or parents are dealt with and that building works can continue efficiently. Additionally Teaching Staff will be in contact over the holiday period so that they can prepare classrooms and facilities. The office should only remain unmanned with the permission of the Director HR under exceptional circumstances.

#### **5.5 School Calendar**

All Staff Members shall observe all requirements as outlined in the school calendar.

#### **5.6 Dress Code**

Staff Members are expected to present a clean and professional appearance which conforms to the school dress code when at school and when they represent the school.

#### **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 their 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 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.

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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 legitimate 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 appropriate disciplinary procedure. 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 organization 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 for 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

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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 Procedure. In serious cases, it could 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**

Staff Members of some ESF and ESL schools are issued with access cards enabling entry to the school premises. Such cards are to be worn or carried at all times during work. Access cards are the property of ESF or ESL. Upon resignation, Staff Members are required to return their card prior to leaving.

#### **5.9 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 20<sup>th</sup> of every month, or the following date if 20<sup>th</sup> is a Sunday, Public or Statutory Holiday. The salary payment schedule is available from the Finance Department at ESF Centre.


#### **5.10 ENet and EAccess (Human Resources and Payroll Information System)**

##### **5.10.1** 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)

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**5.10.2** 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.

## **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.