



# NEWSLETTER

AUGUST 2006

In this month's newsletter we cover, Managing Employee Holidays, Taking Notes, Your Questions Answered, Managing Internet Access and information on training using TetraMap.

## MANAGING EMPLOYEE HOLIDAYS

We are now well into the holiday season and managing employee's holidays fairly is vital to team harmony. Here we give you some hints and tips to help you manage your employee's holiday requests and to avoid (hopefully) any disputes occurring.

- ❖ Make sure you give your employees the right amount of holiday leave under the Working Time Regulations.
- ❖ Use a holiday request form to avoid any doubt with holiday requests.
- ❖ Make sure any bank holiday days are highlighted as a separate entry on the request form.
- ❖ Ensure all holiday requests are processed immediately and at least within 2 days of receipt. Employees do want to make plans and keeping them waiting does not help.
- ❖ Offer holidays on a first come first served basis to ensure fair allocations.
- ❖ Ensure another person is available to authorise holiday forms if you (as the manager) are on holiday.
- ❖ Ensure the employee is informed of the reason(s) if their holiday request is rejected
- ❖ Have clear rules as to how many employees can take holiday leave at any one time.
- ❖ Have a holiday planner on display so others can see in advance the availability of holiday time.
- ❖ Ask employees to have injections if they are travelling to locations where these are required.
- ❖ Conduct counselling sessions with employees who take unauthorised leave.
- ❖ Conduct counselling sessions with employees who return to work late after holiday leave.
- ❖ Ensure employees who resign or are dismissed are paid any outstanding holiday entitlement.
- ❖ Ensure holiday pay is paid at the time the holiday leave is taken. It cannot be rolled up into the rate of pay. This ensures the employees have adequate rest time under the Working Time Regulations. **Caulfield versus Hansan Clay Products Ltd**

To find out more about managing holidays contact [lyn@lynchr.co.uk](mailto:lyn@lynchr.co.uk). Alternatively a full holiday policy & procedure booklet including all template forms and letters can be purchased from LYNC HR.

# TAKING NOTES

The importance of note taking, recording events must not be underestimated.

**Put simply, if it is not recorded it did not happen.**

When taking notes remember the following:

- ❖ Record the time, dated, venue and who are present.
- ❖ Record what each person says as near verbatim as possible.
- ❖ Ensure the notes are checked by all parties at the end to confirm accuracy of what has been said.
- ❖ Ensure all parties receive a copy of the notes.

LYNC HR can assist with template forms for meeting notes, counselling notes, disciplinary & grievance record notes etc.

# Your Questions Answered

**At Lync HR Limited we want to help you manage your people effectively. We will share real questions and answers that have been brought to our attention, obviously not disclosing your identity.**

This month we have a question that an employer asked us regarding work performance:

**Question:** I had a meeting with an employee 2 months ago about their work performance. I did not record the meeting. Their performance has not improved, what can I do?

**Answer:** As you did not record the previous meeting about their absence, then it did not happen. You can now hold a meeting with them (recording the details) to discuss their work performance, what the required standards are and listen to their reasons for their work standards. Assuming that the employee has no warning on their file it is recommended that you record this as an Improvement session, unless they have mitigating circumstances that you consider to be acceptable. Set them clear targets to improve their performance, give them dates when you expect an improvement to be made and hold regular reviews with them. If at the end of the review period their performance has not improved you may wish to consider implementing the disciplinary procedure.

**Note:** Don't forget to use the LYNC HR Improvement Note system for these issues. If you have not got this in place – YOU NEED IT!

**Question:** An employee was using their own car for business and had an accident. It was later discovered that the car was not roadworthy and needed servicing, etc, which was found to be the cause of the accident. Is the company responsible?

**Answer:** In this case yes because it is evident that the employer has failed to carry out safety checks on the employee's vehicle that is being used for company purposes.

- ❖ The company has a liability for any equipment that an employee uses even if the equipment is not the company's.
- ❖ The company has a duty of care to ensure that employees have insurance for business purposes where they are requested to use their vehicle for work. It is therefore the company's responsibility to check such documentation at least annually.
- ❖ The company has a duty of care to ask employees to report any changes to the status of their license as and where they occur.
- ❖ The company also has a duty to ensure that regular checks take place on the vehicle; therefore, asking for service and MOT records on an annual basis is not unusual.

## Managing Internet Access

Your company may have a sound harassment and bullying policy that encompasses the use of the Internet and accessing porn, etc. However, has your company dealt with the issue of employees using the Internet for online shopping and auctions?

This has now become a big concern to businesses that are quickly realising that employees are wasting considerable amounts of time on the Internet for personal use. A recent survey by Peninsula found that 4 out of 10 employees regularly visited the auction site, eBay during their normal working day for surfing and buying and selling goods. Other research indicated that employees are spending up to 3 hours of working time per day surfing the Internet.

So what can you do:

- Have an information screen that appears every time an employee logs into their computer detailing the company Internet policy.
- Restrict access to the Internet to employees that genuinely need it to carry out their work.
- Ensure employees who have access to the Internet know that it is a privilege and not a right.
- Ensure employees are aware that access to the Internet can be stopped at any time.
- Allow (if it is company policy) personal use during specific times, eg, lunch breaks.
- Define what personal use is, eg, online shopping.
- Block certain sites, eg, eBay.
- Ensure employees are aware that non-compliance of Internet usage will be a disciplinary matter, which may include summary dismissal and apply this consistently.
- Consider purchasing tracking software to track Internet use and tell employees that you are doing this.
- Ensure employees use passwords as per company rules.

To find out more about managing email and Internet use contact LYNC HR Ltd

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# TRAINING – Using TetraMap

TetraMap is a holistic approach that uses the 4 elements to identify individual strengths and behavioural styles.

Earth, Air Water Fire

TetraMap helps us consider the value of a balanced, more holistic perspective; whether it is to improve relationships, strengthen teamwork, clarify a corporate vision, or provide a framework for organisational development.



The whole intent of TetraMap is to improve communication, by increasing understanding of your own behavioural style, and that of others who may be different to you.

**Workbooks and sessions include:**

- |                                |                                  |
|--------------------------------|----------------------------------|
| Why are you like that?         | - Our behavioural style          |
| Why are we like that?          | - Understanding team work        |
| Why is the Customer like that? | - Customer Service understanding |
| Why are we doing this?         | - Planning mission & values      |

For further information on how TetraMap can be utilised within your organisation check out our training workshops at [www.lynchr.co.uk](http://www.lynchr.co.uk) also visit: [www.tetramap.com](http://www.tetramap.com)

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**STOP PRESS**

**Check out our new web site at [www.lynchr.co.uk](http://www.lynchr.co.uk)**

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