



Isle of Man Gambling Supervision Commission

Staff Handbook

Contents

1. The Commission and its functions	5
1.1 Introduction	5
1.2 The Commission	5
1.3 Regulatory Objectives	5
2. GSC Standards	6
2.1 Our Values	6
2.2 Code of Conduct	6
2.3 Equality and Diversity	7
2.4 Wellbeing	7
2.5 Fairness at Work	7
2.6 Staff Meetings	8
2.7 Money Laundering Reporting Officer (MLRO)	8
2.8 Dealing with customers	8
2.9 Teamwork	8
2.10 Communication, written and spoken and tasks	8
2.11 Dress code/External Image	9
2.12 Working environment	9
3. Policies, Procedures & Contractual Obligations	9
3.1 Absences	9
3.2 Procedures on Requesting Leave	9
3.3 Paid Leave	10
Emergency Leave	10
Bereavement Leave	10
Compassionate Leave	10
Participation in Sporting Events	10
Unpaid Leave	11
Jury Service	11
Study Leave	11
3.4 Absences Through Sickness or Accident	11
3.5 Return to Work	12
3.6 Sickness and Annual Leave	12
3.7 Flexible Working & the Flexi Scheme	12
Flexible Working	12
Flexi Scheme	13
3.8 Absence Management (Managing Attendance at Work)	13
3.9 Adverse Weather Conditions – Policy on Attendance at Work	14
3.10 Bankruptcy, Insolvency and Executions for Debt	14
Bankruptcy and Insolvency:	14
Execution for Debt	15
3.11 Capability Procedures	15
3.12 Confidentiality	16
3.13 Conflicts of Interest	16
3.14 Disciplinary Procedures	17
3.15 Gross Misconduct	17
3.16 Expense Claims	17
3.17 Grievance Procedures	18
3.18 Hospitality and Gifts	18
Gifts	18
Hospitality	18
3.19 Hours of Work	19
Standard Working Week	19
Out of Hours Operations	19
3.20 Operational Cover	19
3.21 Outside Employment	20
3.22 Overtime	20
3.23 Personal Property	20
3.24 Personnel Records	20
3.25 Part Time Working	21

3.26	Political Activities.....	21
3.27	Reporting of Arrests and Convictions	22
3.28	Union Recognition	22
3.29	Media Relations.....	22
3.30	Security Awareness and Device Use.....	22
	Physical Security	22
	Information Systems and Data	22
	Use of Internet and Email	23
	Social Media	23
	Use of Telephone Including Personal Mobile Phones	23
3.31	Supporting Staff Through Trauma	24
3.32	Confidential Reporting (Whistleblowing)	24
3.33	Anti-Bribery.....	24
4	Learning and Development.....	25
4.1	Induction	25
4.2	Mandatory Training	25
4.3	Internal Job Opportunities	25
4.4	Learning and Development Strategy	25
4.5	Performance Management	26
4.6	Annual Performance Review.....	27
4.7	Probationary Period	27
5	Benefits	28
5.1	Car Parking	28
5.2	Leave Entitlement	28
5.3	Long Service Award.....	28
5.4	Maternity Leave	28
5.5	Maternity Pay.....	29
5.6	Repayment of Maternity Pay	29
5.7	Parental Leave	30
	Who is eligible to apply?	30
	How to make a request?	30
	How to appeal?	30
5.8	Paternity Leave	30
5.9	Adoption Leave	31
5.10	Professional Qualifications.....	31
5.11	Public Holidays.....	31
5.12	Refreshments.....	32
5.13	Relocation Expenses	32
5.14	Salaries.....	32
5.15	Superannuation and Retirement	32
	Scheme Provisions Including Ill Health Retirement and Redundancy	32
5.16	Death in Service Benefit.....	33
5.17	Retirement.....	33
	Preparation for Retirement	33
5.18	Reward and Recognition	34
5.19	Sabbaticals	34
6	Health and Wellbeing	34
6.1	Drugs and Alcohol in the Workplace	34
6.2	Health and Safety.....	35
6.3	Smoking Policy.....	35
7	Leaving the GSC	36
7.1	Exit Interviews	36
7.2	Notice.....	36
8	Appendices	36
	Appendix One	36
	Appendix Two – Study Leave	37

Version control

Version	Date	Changes	Made by
3.0	7 November 2012		
3.1	8 November 2012		
4.0	April 2020		
5.0	July 2020		
5.1	21 June 2022		N. Libreri
6.0	4 December 2023	<ul style="list-style-type: none"> • Section 1.3 added about the functions of the Commission. • Section 4 – rearranged to include new section 4.2 on mandatory training courses added. • Sub headings re-numbered. • Organisation chart updated. • Removal of temporary provision to carry forward 17 days in 2020/21 leave year in section 3.2 	N. Robinson
6.1	January 2024	<ul style="list-style-type: none"> • Section 3.7 - Flexible working (logging on Leave Tracker) • Section 3.19 - Core Hours updated times 	
6.2	February 2024	<ul style="list-style-type: none"> • Section 3.6 - Removal of references to Covid • Section 5.2 – Sale and purchase of annual leave • Section 6.2 - Removal of references to Covid • Appendix 3 - Organisation chart updated 	J. Hughes

1. The Commission and its functions

1.1 Introduction

The purpose of this Staff Handbook is to—

- Provide employees with the operational rules and useful information relating to their employment with the Isle of Man Gambling Supervision Commission (GSC)
- Set standards, policies and procedures for general use throughout the GSC
- Set out the terms and conditions of employment.

Not all details are included in this document and items that refer to job responsibilities and expectations are normally conveyed to an employee by their line manager. If an employee is unsure as to the GSC's policy in relation to a specific matter, they must contact their line manager.

Where the GSC does not implement its own policy and guidance it will adopt wider Government policies where referenced in the body of this handbook as best practice, and any subsequent changes to those policies.

A structure diagram is provided at [Appendix 3](#).

1.2 The Commission

The GSC is a non-political statutory board whose board members are drawn from the public

Appointments to the Board of Commissioners are made by the Treasury subject to the approval of Tynwald. Treasury will appoint one member of the Commission to be the Chairperson and another, the Deputy Chairperson. When making appointments Treasury must ensure that at least one member of the Commission is an advocate, barrister or solicitor of at least five years' standing, one member has experience of online business and one member has experience of gambling business.

A member of the Commission is appointed for a five year term and is eligible for reappointment on conclusion of that term.

1.3 Regulatory Objectives

The GSC has three core principles for its work in the gambling sector and one core for its work in the medicinal cannabis sector. They are:-

- ensuring that gambling is conducted in a fair and open way;
- protecting children and other vulnerable persons from being harmed or exploited by gambling;
- preventing gambling from being:
 - a source of crime or disorder;
 - associated with crime or disorder; or
 - used to support crime; and
- preventing the misuse of cannabinoil, cannabinoil derivatives; cannabis or cannabis resin;

and where these key principles are not compromised:

- ensuring that gambling products promoted by operators in the Island can compete effectively throughout the world; and
- Facilitating competition and the provision of modern products and services in the gambling sector.

The term 'misuse' in relation to controlled drugs, including cannabis, is inspired by the United Nations Single Convention on Drugs from 1961, which identifies the medical benefits of certain narcotics (for example, in anaesthetics), but condemns the effect of addiction on society. How we apply our regulatory objectives.

In satisfying our regulatory objectives, we apply three organisational values:

1. We seek to be trusted with our custody of the sectors we regulate, which means that we pride ourselves on understanding the complex technicalities of the sectors and managing the risk that arises from them;
2. We seek to be balanced, so that those who deserve our trust, because they are compliant with our requirements, have more freedom to operate; and those who fall short receive more of our attention until they have come up to standard; and finally
3. We seek to be efficient with the resources entrusted to us by Government. We try to retain our staff because recruitment is expensive on time and resource. We try to economise when we make decisions on equipment and travel; and we employ the minimum number of staff in order to remain effective for licensing and supervision.

2. GSC Standards

2.1 Our Values

The GSC promotes the following values in its employees—

- Trusted – Staff will be expected to strive to build relationships that engender trust, with operators, other regulators, players, business and government departments, politicians and members of the public
- Efficient – effective use of resources and time is encouraged and supported
- Balanced – In order to not stifle business with unnecessary controls the GSC use a risk based approach to ensure we build trust, enable efficiency and target our resources where most needed.

2.2 Code of Conduct

The GSC provides staff with a Code of Conduct outlining what is expected of them. It also sets standards relating to the interaction between staff and other people and standards the GSC may be expected to provide for its staff.

This document should be read in conjunction other publications produced by the GSC.

The Code covers—

- Dealing with customers
- Teamwork
- Personal conduct
- Communication, written and spoken and tasks
- Dress code/External Image
- Working environment.

Full details of the code can be found in [Appendix 1](#).

2.3 Equality and Diversity

The GSC is committed to promoting equal opportunities and fairness at work in line with the Equality Act 2017, the Employment Act 2006 and the Rehabilitation of Offenders Act 2001 subject to our statutory objectives. Where necessary the GSC will undertake reasonable adjustments as defined in Chapter 6 of the 2017 Equality Act.

As an equality aware employer we understand that alongside our public sector duty to promote equality and diversity that staff have rights to not be discriminated or victimised under the following protected characteristics—

- Gender reassignment
- Marriage & Civil Partnership
- Race
- Religion or belief
- Sex
- Sexual Orientation
- Pregnancy & Maternity
- Age
- Disability.

As an employer the GSC offer flexible working hours to ensure that staff can maintain a good work life balance and it is open to all staff, more information can be found at [3.7](#)

For support and advice relating to equality and diversity in the workplace and procedures for addressing equal opportunity issues (Grievance, Discipline and Capability) please refer to the [*Isle of Man Government Promoting Equal Opportunities Handbook*](#).

2.4 Wellbeing

Staff wellbeing is important to increasing employee engagement, promoting a positive work culture, improving performance, reducing sickness absence and reducing turnover. The GSC encourage staff to make healthy choices, get motivated and involved and be informed.

Staff can access learning and development opportunities, staff welfare services, occupational health services and workplace coaching in order to support wellbeing. Wellbeing forms part of the Isle of Man Government's [*People Strategy 2018-2022*](#).

2.5 Fairness at Work

Fairness at work is about creating an environment where concerns can be dealt with openly and do not result in dissatisfaction, impacting negatively on working relationships.

The GSC promote being proactive and intervening early where there is perceived or actual unfairness to ensure staff feel valued, supported, included and listened to. Staff individually have a responsibility to understand and adhere to acceptable standards of conduct and take responsibility for their own behaviour. All staff have a role to play in creating a culture of fairness at work.

Approaches, both formal and informal, complaints and standards are outlined on the [*Fairness at Work website*](#)

2.6 Staff Meetings

Regular staff meetings take place where Senior Management provide an update on current issues and developments within the GSC, and Inspectors and Officers update on any points of relevance arising from their portfolio of work. Additional meetings can be called at any time for discussion points. Participation is expected as is preparation.

2.7 Money Laundering Reporting Officer (MLRO)

The Director is the designated MLRO for the GSC.

All GSC personnel have a responsibility to report to the MLRO any knowledge or suspicions of Money Laundering activity either as a result of a visit, meeting or other communication with a licence holder, a member of the public etc, or an activity within the GSC itself.

The MLRO will report any knowledge or suspicions where appropriate through the FIU's reporting system Themis. Themis is available online at <https://disclosures.gov.im>

2.8 Dealing with customers

When dealing with customers employees must be professional, polite and courteous at all times. For the purpose of this handbook, customers are defined as anyone who has dealings with the GSC. This would include licence holders, Government employees, private sector professionals and members of the public.

2.9 Teamwork

A fundamental philosophy of the GSC is that every individual is respected and contributes in their own way to the success of the GSC's work. Working together to achieve our key objectives is an important part of the GSC ensuring its reputation as a well-respected regulatory authority and creating a positive working environment.

2.10 Communication, written and spoken and tasks

Employees must answer any questions promptly. If queries are taken over the phone or at the counter cannot be answered fully, then advise when a response will be available and endeavour to meet that commitment. Email and hard copy communications must be responded to promptly. Again if the answer is going to take time to provide, then employees will communicate that to the correspondent advising when they will provide the answer.

The GSC views communication as a vital process to its overall success and is committed to promoting effective communication throughout the organisation. Great emphasis is placed on well written documents, whether these take the form of letters, memos, reports, speeches etc. Care must be taken to achieve a high standard in the presentation of all written communication being sent from the GSC and that documents are well constructed and reasoned, free from spelling mistakes or grammatical errors and conform to internal guidelines.

Communication is a two way process and there are a number of methods in existence, written, spoken, electronic etc. that will improve communications across the GSC.

The effectiveness of communication is only as good as its delivery and later retrieval. Preparation is key, all employees should prepare ahead of any meeting, phone call, email or counter visit to ensure they are as familiar as they can be with discussion topic or subject matter. After any such encounter, brief, but

concise notes should be made using the appropriate [template](#) and stored in the relevant area of the network.

Where specific communications or tasks are mandated by our compliance and monitoring regime there are defined expectations in the relevant KTI for each task. It is expected that employees will abide by the outlined expectations and where these cannot be met to refer any issues to their line manager

2.11 Dress code/External Image

The GSC is a professional office environment and as such an employee's attire should reflect that. Use sound judgement to decide what is appropriate. If standards slip, then a more prescriptive definition will be included here.

The GSC is a professional organisation held in high regard with expectations that our staff are professional and courteous and adopt a helpful, friendly yet professional attitude in their dealings with other organisations. Employees should always offer and endeavour to make themselves available to meet, support and help all of its customers.

2.12 Working environment

The work environment is open plan and can be seen from the public counter area. All desks should be tidy and any papers, files etc. not in use should be filed away. Confidential information should not be able to be seen by the public either when they are at the counter, as they pass through the office or in any of the meeting rooms. Attention should be given to the contents of whiteboards and pin boards.

In keeping with our image, it is expected that each area of the office is kept free from rubbish, delivery boxes, old papers etc. This is especially true of the reception area and meeting rooms. All employees must play a part in ensuring that we work in a pleasant and safe environment.

3. Policies, Procedures & Contractual Obligations

3.1 Absences

All absences from the office must be approved in advance by an employee's line manager and, in the case of all business travel, the Chief Executive. Where appropriate, approval of the Commission may also be required (e.g. foreign trips).

Absences are recorded on a shared spreadsheet named Leave Tracker and requested through individual absence leave forms. All employees are responsible for ensuring that timely and accurate information is recorded on their absence record to assist in the management of the GSC.

3.2 Procedures on Requesting Leave

The holiday year runs from 1 April to 31 March and employees will be entitled to the pro-rata equivalent holiday during this time (e.g. holiday will be adjusted for staff that start or leave part way through the leave year and for part time staff).

A maximum of 12 days may be carried over to or brought forward from the following year, any surplus holiday not taken during the year will be lost. Full holiday allowance for all staff is 30 days standard.

Requests for extended leave (leave in excess of 3 weeks) will be considered as and when they arise, taking into account the operational needs of the GSC. Requests for leave at busy periods i.e. TT Week or

Christmas should be made well in advance and recorded on the Leave Tracker's Advance Requests tab. All requests at busy periods will be subject to the GSC having sufficient operational cover.

Holiday should be booked as far in advance as possible, and must take into account an employee's projected work commitments and the operational needs of the GSC. Leave should be agreed and authorised by an employee's line manager ahead of any booking confirmation. All leave must be recorded using the GSC Leave Tracker and MS Outlook as soon as approved.

For any instances where an employee will be out of the office for one day or more they will be expected to utilise the 'Out of Office' feature in MS Outlook.

3.3 Paid Leave

Paid leave may be granted as follows:

Emergency Leave

Up to 3 days leave, per calendar year, may be granted to staff to care for emergency situations, e.g. a child or spouse has been hospitalised. Clearly there will be cases when staff cannot attend work due to such reasons, however, it should not be automatically assumed that in all cases paid leave will be granted.

With the availability of flexi-leave this does provide staff with the ability to use it or annual leave as an alternative to special leave, and we would expect them to do so where the circumstances may be less serious, e.g. child has a cold etc.

Bereavement Leave

Up to 5 days paid leave may be granted relating to immediate family bereavement. This includes the death of parents, parents in law, husbands, wives, sons, daughters, brothers or sisters. One day paid leave may be granted for the death of all other relatives.

An extension of 1 or 2 additional days may be added, at the discretion of the Chief Executive, when travelling is involved. Applications for such leave should in the first instance be made through your line manager.

Compassionate Leave

If a situation arises where a member of staff has encountered serious misfortune then the Chief Executive may exercise discretion in allowing additional time off with each case being judged on its own merits.

Discretion and flexibility may be exercised by the Chief Executive to permit staff the ability to have time off to care for a sick dependent. Applications for such leave should in the first instance be made through your line manager.

Participation in Sporting Events

A member of staff who has been selected to compete in an international sporting event will be granted paid leave to enable them to participate.

Any additional time required should be made up from either annual or flexi leave.

The table below sets out the relevant entitlements:

Event	Paid Leave Entitlement
Olympic Games	10

Commonwealth Games	10
Island Games	5
Other major events	On application/At Chief Executive's discretion

Unpaid Leave

The Chief Executive may consider requests for unpaid leave. Such requests will be subject to the organisation's ability to satisfy the demands of the employee's post within the existing resource, and should be made via the employee's line manager.

Jury Service

If an employee is called for Jury Service or have been called to appear as a Witness in a court case, they should inform their line manager providing a copy of the Court Notice. Depending on the likely length of absence, they will continue to receive full salary from the GSC.

Employees should claim all allowances available from the Court and any allowance paid to them by the Court as compensation for loss of earnings should be paid back to the GSC.

Compensation paid if they were required to perform jury service on a non-working day (i.e. a weekend or during annual leave) and any travelling and parking expenses may be kept. Employees should attend work on any days or half days that they are not needed by the Court.

Study Leave

In order to support our staff through periods of study, leave may be granted at the discretion of the Director. Such requests will be discussed and considered in advance of a training request being made. For a guide to Study Leave allowances see [Appendix 2](#).

Paid leave can only be granted at the discretion of the Chief Executive under a formal written request.

3.4 Absences Through Sickness or Accident

On the first day of sickness, employees should speak to their line manager by telephone as early as possible, but no later than 10.00 a.m. advising of their absence. A text message may be sent to your line manager initially advising of an absence, but this must be followed up by a telephone call to your line manager as soon as possible to advise of any work commitments, etc. If an employee fails to report sickness absence within the agreed timescale the absence may be treated as unauthorised and may lead to sick pay being withheld and/or disciplinary action.

On an employee's return to work a Sickness Declaration Form, which will be commenced on the first day of their absence from work, will be completed and signed by the employee (as self-certification) and their line manager. The procedure for sickness absence is as follows—

- Employee to complete a Sickness Declaration Form for absences of 1 to 3 days
- Any Doctor's notes issued during an absence must be sent to their line manager
- On day 4 of absence employees must again notify their line manager giving details of continuing sickness and an indication of when they may return to work
- If an employee is absent for 15 or more consecutive days (including weekends) they must obtain a Doctor's note
- When an employee goes on to half sick pay or no pay they must submit a completed Incapacity Benefit Claim Form (S1) directly to Social Security.

Paid sick leave is not an automatic entitlement. However, provided there is a reasonable prospect of eventual recovery and return to duty, an employee may be allowed sick leave as follows—

- Up to 6 months' service: 6 weeks at full pay and 4 weeks at half pay
- 6 to 12 months' service: 12 weeks at full pay and 10 weeks at half pay
- 12 plus months' service: 6 months at full pay and six months at half pay (subject to a maximum of 12 months sick leave in any period of 4 years, or less).

Note: Full pay provision during a period of absence may be extended if the absence is due to an injury/disease incurred at work. Staff on authorised absence with reduced pay or no pay because of an injury or disease mainly attributable to their employment may apply for Temporary Injury Allowance (TIA). TIA is subject to Income Tax and National Insurance deductions.

In the event of employment coming to an end, eligibility to sick pay ceases from the last day of employment. Sick pay is calculated on the basis of basic pay and needs to be inclusive of any statutory benefits. The combined addition of incapacity benefit to half pay must not exceed full pay.

3.5 Return to Work

An employee's line manager will hold a return to work meeting after every sickness absence, this is to ensure that they are fit to return to work, can discuss any appropriate support required, address any concerns and helps to show employee wellbeing is important to the GSC. It may be helpful to consider a phased return to work when a member of staff is returning to work from Ill health or injury and the operational requirements of the GSC allow it.

Consideration will be given to limitations and restrictions or health and safety implication, any reasonable adjustments that may be necessary and a firm date for return must be agreed. For more information on how this may be managed see the [Phased Return to Work Policy Guidance](#).

3.6 Sickness and Annual Leave

Annual leave allowance for full time staff is 30 days per year (annual leave year runs 1 April to 31 March), this will be pro-rated for any staff not on full time hours.

Annual leave may not be taken instead of sick leave. Additionally, the GSC will not re-credit annual leave under the following circumstances—

- if an employee falls ill whilst on annual leave; or
- a period of certified sickness includes or overlaps with a period of annual leave authorised by a line manager prior to an absence on sick leave, and the employee undertakes personal travel during the period of absence.

However, the GSC may re-credit annual leave in a situation where the employee has had to cancel a holiday due to incapacity provided the period of incapacity seriously interrupts the period of leave (i.e. 4 or more days of serious illness). In these circumstances a doctor's certificate is required to be submitted to your line manager.

3.7 Flexible Working & the Flexi Scheme

Flexible Working

In accordance with the Flexible Working Regulations 2020 all staff (with the exception of agency staff) have the right to request flexible working regardless of length of service from 1 June 2020. Any previous

requests would be subject to the requirements of the Flexible Working Regulations 2007 and restricted to individuals caring for dependants.

Flexible working can mean flexible working time, reduced hours, varying the place of work or job-sharing. To determine if an employee is eligible for flexible working the GSC will act reasonably and consider—

- The nature of the employee's job and workload
- The needs of the organisation, for instance the GSC require the office to be staffed during core operating hours
- The impact on other staff members and how it would affect the team
- The duration of the request, for instance a request could be a temporary one
- The impact on the GSC's activities, as a regulatory body it is important that key functions are carried out consistently.

The GSC will consider any specific requests for flexible working not already offered by the flexi scheme in place and an employee can apply for flexible working in writing to their line manager.

Staff must date their request, state if they have made any previous applications and note when any other applications were made. Requests will be responded to within the decision period of three months from the application being made or a mutually agreed longer period.

Flexi Scheme

The current flexi scheme is available for all staff and works as follows—

- Maximum 20 days flexi leave per leave year
- Employees can take 4.5 days in any one leave period (as per flexi sheet)
- The maximum an employee can be 'up' at any time is 22 hours 12 minutes (**You must never go above this**)¹
- The minimum an employee can be 'down' is 11 hours 6 minutes (**You must never go below this**).

There is a periodic cut-off (as per flexi sheet); as such it is worth emphasising that employees will not be credited for any additional hours accrued over 22.12 hours.

Each employee will be required to record their attendance via their personalised flexi sheet, which will be issued and regularly 'signed off', by their line manager. Any full day's flexi leave should also be recorded on the Leave Tracker (half days only need to be recorded on the flexi sheet).

The flexi scheme operated is generous and as such there is an expectation it will be adhered to. Should an employee not adhere to the rules of the flexi time system (as set out above), this will be regarded as a breach of employment and be dealt with under the discipline or capability procedures.

Please see [3.19](#) for the core business hours and [3.20](#) for information about flexible starts and finishes and the need for operational cover.

3.8 Absence Management (Managing Attendance at Work)

The GSC adopts the [Attendance at Work Procedures](#) as set out in Civil Service Regulations Handbook and will automatically adopt any changes to these regulations.

¹ For the 2021/2022 holiday year high flexi balances have been enabled to allow staff to convert carried over annual leave balances affected by Covid-19 restrictions into flexi. Up to 37 hours of flexi can be carried over temporarily increasing the maximum flexi allowance to 59 hours and 12 minutes.

The Capability Procedures referenced in [3.6](#) may also provide additional guidance when managing attendance at work should absences escalate and this course of action prove appropriate.

The Procedures will enable the GSC to support the quality of service provided to both customers and colleagues and to maintain its reputation as a caring employer.

3.9 Adverse Weather Conditions – Policy on Attendance at Work

When external factors e.g. adverse weather/road conditions occur, employees must make every reasonable effort to attend for work as a condition of their appointment. Any absence due to such conditions will be dealt with fairly and consistently across the GSC.

The GSC's view is that no employee should be required to travel to work by vehicle or on foot when the weather/road conditions are so bad that to do so would put them (and/or others) in danger. However, employees must contact their line manager in accordance with the established procedures for reporting unexpected absences to discuss the situation if they feel they will be unable to attend the office at their scheduled start time.

In the event that adverse weather conditions affecting travel within the Island occur during normal office hours the Management will contact the Highway Authority, the Meteorological Office and Isle of Man Transport for guidance.

Advice obtained will be communicated to all employees, together with advice about whether employees should leave work early, and, if so, on the timing of their departures. This advice will take into account conditions locally according to where people live. In the event of an emergency or national disaster, following advice from the responsible agencies and taking into account any public warnings, the Business Continuity Plan will be implemented.

An employee who does not attend the office because of adverse weather/road conditions has no entitlement to be paid for the period of absence but each case should be taken on its own merits, taking into account the following factors—

- The reasons given for late or non-attendance
- Any advice obtained by the GSC from the Highway Authority, Meteorological Office and IOM Transport regarding the weather conditions and public transport services at the time of the absence
- The geographical location of the employee's home and the extent to which the employee relies on public transport
- The efforts, if any, made by the employee concerned to attend for work
- Whether any other employee living in the same, or similar, vicinity attended work.

The above factors will be considered before deciding on whether the absence should be met from an employee's own leave entitlement or from special leave approved by the Chief Executive.

Non-attendance due to domestic responsibilities should be debited against either annual or flexi leave entitlement and will not qualify for paid special leave.

3.10 Bankruptcy, Insolvency and Executions for Debt

Though each case of bankruptcy, insolvency and execution for debt must be treated on its merits, the following general rules apply—

Bankruptcy and Insolvency:

- An employee who becomes a bankrupt or insolvent, must at once report the fact to the Chief Executive. Failure to do so is a disciplinary offence which may result in the employee being removed from the GSC with no expectation of being reinstated
- A complete statement of the facts of the case must be submitted to the Chief Executive by the bankrupt/insolvent employee
- If public funds have been, or are likely to have been involved the employee must be suspended from duty without pay
- If there is evidence that public funds have been misappropriated, prosecution of the employee should be considered
- In no circumstances will an employee who is bankrupt or insolvent be employed on duties which will involve public money.

Execution for Debt

- An employee who has an execution for a debt granted against them must at once report the fact to the Chief Executive together with the reasons for non-payment of the debt.
- The Chief Executive shall decide whether the circumstances justify any further action (e.g. debarring the employee from being employed on duties which involve public money).

3.11 Capability Procedures

The aim of these procedures is to ensure that high standards of conduct, attendance and job performance are observed by providing a method of dealing with alleged breaches and deficiencies in a manner which is consistent and scrupulously fair.

Where a member of staff is failing in a significant or persistent way to carry out their responsibilities or duties either due to lack of ability, inadequate training or lack of experience or their attendance at work is unsatisfactory, the GSC's capability procedures are aimed at emphasising and encouraging improvements in individual performance or attendance.

Changes in an employee's performance or capability can arise as a result of—

- Changes in their personal circumstances
- Changes in their role
- Inadequate training
- Lack of experience
- Absence from work.

In determining which route is appropriate, either Capability Procedures or Disciplinary Procedures, consideration should be given to the root cause. For instance where poor performance is related to a change in personal circumstances due to disability then the GSC have a duty to make reasonable adjustments for that employee as required by the Equality Act 2017.

Disciplinary procedures are used to deal with conduct issues where the employee's behaviour has been unacceptable and is therefore issued with warnings as a result of that behaviour. Capability procedures are intended for use when an employee's inability to meet the standards required are not due to misconduct.

The procedures may be instigated when a staff member's performance has deteriorated dramatically and all other informal methods to rectify the position have failed to produce an improvement. Full consideration must be given to any relevant personal, domestic or social circumstances.

The GSC adopts the [Capability Procedures](#) set out in the Public Services Commission's Procedures December 2019 and will automatically adopt any changes to these Procedures.

3.12 Confidentiality

As part of induction employees will be required to sign a declaration which contains relevant extracts from the Official Secrets Act. Once signed this declaration applies for the duration of the appointment and also continues after the appointment has ended. A copy of the Official Secrets Act Form with extracts can be found in the [Public Services Commission Civil Service Regulations Handbook 2015](#).

All employees will keep confidential and will not (except as authorised or required by their duties) use or disclose or attempt to use or disclose to any person any of the secrets or confidential information of the GSC, or any Department or Board of the Isle of Man Government, which comes to their knowledge during their employment.

The term "secrets and confidential information" extends to all knowledge and information relating to the activities, operation, organisation, finances, processes, dealings, methods, designs and technology of and concerning the GSC, or any Department or Board of the Isle of Man Government.

The restriction above shall apply during and after the termination of employment without any time limit but shall cease to apply to information or knowledge which it is established has become public knowledge, otherwise than through any unauthorised disclosure or other breach on an employee's part of that restriction.

All records, documents, drawings and other papers including private notes concerning the GSC, or any Department or Board of the Isle of Man Government, and all copies and extracts of them made or acquired by an employee in the course of their employment shall be used for the purposes of the GSC, or any Department or Board of the Isle of Man Government only.

They shall be the property of the GSC, or any Department or Board of the Isle of Man Government as the case may be, and shall be returned to it on demand at any time and immediately without demand on the termination of employment.

3.13 Conflicts of Interest

The GSC has access to highly confidential information and is entrusted with far reaching powers, which are exercised in the interests of good regulation.

Regulatory decisions cannot command confidence and be effectively supported and enforced, unless they are taken and can be seen to be taken, with full information and free from any suggestion of improper influence.

It is also important from the viewpoint of the GSC, of the individuals involved and of those affected by their decisions, that conflicts of interests that do arise should be identified and effectively dealt with.

- Those providing information can be confident that it will be properly handled
- Regulatory decisions are not improperly influenced by conflicts of interest
- High standards of integrity are expected from all staff.

The primary responsibility for ensuring the proper handling of a conflict of interest lies with the employee. Staff must be able to identify conflicts of interest that may arise and to be aware of the appropriate action that may need to be taken to deal with them.

The understanding of conflicts and of ways of dealing with them is, however, only one element in effectively minimising and managing conflicts of interest. Further guidance for recognising and managing

any conflicts of interest are set out in the Code of Conduct at [Appendix 1](#). The GSC operates a Conflicts of Interest Policy GSC77 which outlines what should be declared and recorded and how the GSC assesses such conflicts.

3.14 Disciplinary Procedures

The GSC will only consider instigating disciplinary procedures when all other avenues for performance or behavioural improvement have been exhausted. The only exception to this is in cases of Gross Misconduct, see [3.15](#), where it may be necessary to instigate disciplinary procedures immediately.

It is the responsibility of the Chief Executive to ensure that all staff know what standards of conduct and performance are expected of them and it is important that capability and disciplinary cases are considered against a full understanding of any relevant personal, domestic or social circumstances.

It is also important that staff are told who will be responsible for dealing with the different stages in the disciplinary procedures. Moreover it is a requirement under Section 8 of the Employment Act 2006 that employees should receive a written statement of particulars of employment, including specifying any disciplinary rules. Employees should be advised how to obtain reasonable access to a copy of the procedures and to whom they can apply if dissatisfied with any disciplinary decision affecting them.

The GSC adopts the [Discipline Procedures](#) as set out in Annex B2 of the Civil Service Regulations and the information given at [B1-20](#) of the Regulations and will automatically adopt any changes to these regulations.

3.15 Gross Misconduct

An employee may be dismissed without notice or payment in lieu of notice in any case constituting gross misconduct. The following list gives some examples that may be considered as gross misconduct, this list is not exhaustive—

- Fighting and violent behaviour
- Deliberately ignoring health and safety at work rules, endangering yourself or others
- Obscene behaviour
- Intoxication while on duty or liable to be called for duty
- Fraud
- Wilful damage to Government property or unauthorised use of the same
- Stealing Government property or from another employee
- Conduct by word or deed detrimental to public service
- Wilful disobedience of reasonable instructions
- Criminal convictions where the nature renders the employee unsuitable or unacceptable to other employees
- Deliberate disclosure of confidential information obtained by virtue of employment.

3.16 Expense Claims

Business Travel and Accommodation will be booked and paid for by the Officers in line with KTI SEC – 010 Business and Overseas Travel. Expenses can be claimed where cost has been incurred through work related travel either on or off the Island. All expense claims are to be made on completion of a valid Expenses Claim Form and will not be paid in advance.

The GSC adopts the provisions as approved by Tynwald set out in the Isle of Man Government Civil Service Regulations C50 and C53 in respect of subsistence and mileage respectively. The GSC will automatically adopt any changes to these regulations as approved by Tynwald and reference should be made to relevant Circulars and Guidance Notes issued by Treasury.

Approved mileage distances can be found at [Annex 7](#) of the Civil Services Regulations and will be used to calculate mileage.

Permission should be sought and approval given by the Chief Executive before any expense is incurred under circumstances outside of subsistence or mileage as approved by Tynwald. Reimbursement may not be sanctioned if permission to incur an expense was not secured prior to the expense being incurred.

3.17 Grievance Procedures

All employees should have a fair and effective procedure available to them for the speedy resolution of grievances. In particular, they should—

- Be given a fair hearing by their line manager.
- Have the right of appeal to a more senior manager against a decision made.
- Have the right, if they wish, to be accompanied by a work colleague of their choice, when raising a grievance or appealing against a decision.

The aim of the procedure is to settle any grievance as quickly as possible. At all stages in the handling of a grievance, written records must be kept. A copy should be retained on the Personnel file and one copy given to the aggrieved employee. The Grievance Procedure cannot be used to deal with disciplinary matters, these should be dealt with in accordance with [3.14](#) Disciplinary Procedures.

The GSC adopts the [Grievance Procedures](#) as set out in Section B25-B36 of the Civil Service Regulations. The GSC will automatically adopt any changes to these regulations.

3.18 Hospitality and Gifts

Gifts

No employee should accept gifts, hospitality or services from anyone which would, or might appear to, place them under an obligation. The same principle applies if gifts, etc. are offered to a member of their family.

This is primarily a matter which must be left to the good sense of the individual, but any employee in doubt or difficulty over this should seek the guidance of their line manager.

The following rules apply—

- Tokens, mementos of official occasions, visits or conferences are not to be regarded as gifts unless they exceed an apparent value of £50
- Receipt of gifts should, in all cases, be reported to the Chief Executive and recorded in the GSC's [Gifts, Hospitality and Interests Register](#)
- Gifts of small value (i.e. up to £100) may be retained by the recipient
- Gifts of a higher value should be handed over to the GSC for disposal, except that—
 - The recipient may purchase the gift at its cash value (abated by £100)
 - If the recipient wishes to reciprocate with, and pay for, a gift of equivalent value, the gift received may be retained
 - If the GSC judges that it would be of interest, the gift may be displayed or used in the GSC
 - If the disposal of the gift would cause offence or if it might be appropriate for the recipient to use or display the gift on some future occasion as a mark of politeness, then the gift should be retained in the Board for this purpose.

Hospitality

Travel within the Island and hospitality provided within normal bounds which is infrequent or reciprocated cause no difficulty (e.g. attendance as a guest at formal dinner, reception, business lunch, etc).

All other hospitalities not covered in the previous sections (including travel/hospitality/accommodation off island) must be discussed with the Chief Executive in advance of being accepted.

3.19 Hours of Work

Standard Working Week

With the exception of members of staff working reduced hours, a normal working week is 37 hours worked over Monday to Friday with normal core business hours being 9.00am to 5.30pm (5.00pm on Fridays). The GSC is flexible in its approach to the core hours and have a policy of allowing staff to flex core hours up to 10.00am and after 3.00pm, with available working hours as 07:30 to 19:30. Staff wishing time off during the core hours can book annual leave, utilise flexi leave or in certain cases approach their line manager who will consider requests on a case by case basis. [See 3.20 Operational Cover](#). Employees are not normally expected to work additional hours in excess of this.

- Any time out of the office between 9am and 5.30pm is to be highlighted to manager and logged on Outlook to demonstrate availability to other teams
- Lunch can be taken at any time (a mandatory 30 min lunch break must be taken with exceptions by agreement of your line manager)
- OST will arrange a rota to ensure public counter availability, utilising other teams as necessary
- Staff continue to be contracted to a 37-hour week (with known exceptions)

If a work situation arises where, for exceptional operational reasons, hours outside the normal working week are required; the employee will be compensated via a flexi-credit equalling the time worked or via an 'overtime' payment at the appropriate rate. The method of compensation will be agreed in advance of the working request. (Please refer to section [3.22](#) on "Overtime").

Out of Hours Operations

Employees will normally be required to undertake routine, non-exceptional work that cannot be performed during normal core business hours of 9.00am to 5.30pm for example to cover inspections of the Casino.

Individuals scheduled for this work can either have the time spent on the inspection credited to their flexi time (assuming that by adding the credit it doesn't breach the flexi rules) or take the equivalent time off the their working day. Each option should be approved by your line manager prior to being exercised.

3.20 Operational Cover

It is essential that during the core business hours of 9.00 am to 5.30 pm there is operational cover in the GSC and an informal rota is in place to ensure the office is staffed when open. Staff can flex the core hours where there is cover to start from 7.30am up to 10.00am and finish work from 4.00pm onwards.

The following applies to all full-time staff who are contracted to work the core business hours of 9.00 am – 5.30 pm Monday to Thursday and 9.00 am – 5.00 pm Friday—

- The operational needs of the GSC should be maintained at all times. Provision needs to be made to accommodate normal workflow requirements and other established policies on operational cover. Adequate staff cover will be determined on a daily basis between employees. It will be for employees to ensure there is a constant staff presence during core business hours
- All full time staff are contracted to work 37 hours per week. This is made up of 7.5 hours Monday to Thursday and 7 hours on Friday

- A lunch break of one hour is included in the contracted working hours of all full time members of staff and at least 30 minutes of this must be taken. Lunch breaks for staff working reduced hours is dependent on the number of daily hours worked and is in line with Working Time Directive guidance as best practice
- Staff can start work from 7.30 am each day with the latest start time being 10.00 am. Preferred working hours should be agreed in advance with your line manager and these should only change on an ad-hoc basis to accommodate particular circumstances which arise at short notice
- Staff working reduced hours should adjust their working hours in their personal Outlook calendar to ensure their availability is known to colleagues for booking meetings etc.
- Flexible working is available through the GSC's flexi scheme ([see 3.7](#)) and applies to all staff, further requests for flexible working will be considered on application and will take into consideration several factors including operational cover.

3.21 Outside Employment

It is a condition of employment that employees do not engage in any other occupation, profession or business or work for any other company or persons, without first obtaining the written consent of the Chief Executive, which consent may be withdrawn at the Chief Executive's discretion. Other employment will be subject to scrutiny against the GSC's current conflict of interest policy GSC77 and any known or potential conflicts must be declared and considered.

Where outside employment benefits the GSC by its nature, for instance project work undertaken for national or international regulatory goals, the Chief Executive will take into account the benefits to the GSC in allowing an employee special leave to undertake such work. This will be done on an individual, ad hoc basis as and when they occur with consideration to current work streams and current capacity.

3.22 Overtime

Employees are not normally expected to work additional hours in excess of their contracted hours. If a work situation arises where, for exceptional operational reasons, an employee is required by management to work outside their normal hours then additional payment may be agreed by the Chief Executive. The rates applied will be—

- Plain time and a half payable outside normal business hours Monday – Friday
- Double time Saturday, Sunday and Public Holidays.

Authorised overtime should, as far as possible, be worked on Monday to Friday and should not be worked at weekends except as a last resort. All overtime for which payment is to be claimed must be authorised in advance by your line manager. Overtime claims must be submitted to your line manager within 2 weeks of the time being worked.

Each individual is responsible for completing the relevant claim form and having any payment for agreed overtime approved by their line manager and submitting it to Treasury Pay Section for the appropriate payment to be made with salary.

3.23 Personal Property

The GSC will not be responsible for any personal possessions or items which may be lost or removed from the offices.

3.24 Personnel Records

PiP (People information Programme) is used to record key personal information for all employees. All employees can manage their own personal details through PiP. Please advise Human Resources of any changes to personal detail as soon as possible in order that an accurate record may be held or amend personal details by logging into PiP. PiP login details can be obtained from your line manager.

3.25 Part Time Working

The GSC has a duty to consider requests for part-time working arrangements where possible. Any request will be balanced against the GSC's operational needs and ability to adequately fulfil its responsibilities, which may vary according to the relevant division and the seniority of the post. [See 3.1.6 Flexible Working and Flexi Scheme](#) for more information on the right to request flexible working.

Some areas of the GSC's work are more suitable to part time working than others and this will be a major factor when considering requests of this nature.

In agreeing to requests for changing a full-time contract to a part-time contract, this will at all times be subject to ongoing review primarily to ensure it does not adversely impact on the operational requirements of the job. Once a member of staff has reduced their hours it is not possible to guarantee that they can be increased in the future.

It should be noted that part time employees will not be treated less favourably than full time employees carrying out the same (or broadly similar) work and operating under the same Terms and Conditions of employment. Any applicable benefits will be offered either on a pro-rated or full basis. The GSC will use its best endeavours to facilitate part time working where it forms part of a request for a reasonable adjustment in relation to disability under the Equality Act 2017.

3.26 Political Activities

Employees should not engage in the activities defined as national political activities (defined below) but may, with approval of the Chief Executive, engage in the activities (defined below) as local political activities.

Approval when granted is subject to the condition that if it is granted to an employee, they will act with moderation and discretion and will not involve themselves in matters of political controversy which are of national, rather than local, significance.

National political activities include—

- Holding, in a party political organisation, an office impinging wholly or mainly on party politics in the national field
- Speaking in public on matters of national political controversy
- Expressing views on such matters in letters to the press, in radio and television broadcasts, and in books, articles, pamphlets or leaflets or electronic medium
- Canvassing on behalf of a parliamentary candidate or political party.

Local political activities include—

- Candidature for, or co-option to, local authorities
- Holding, in a party political or other organisation, an office impinging wholly or mainly on party politics in the local field
- Speaking in public on matters of local political controversy
- Expressing views on such matters in letters to the press, in radio and television broadcasts, and in books, articles, pamphlets or leaflets or electronic medium

- Canvassing on behalf of candidates for election to local authorities or a local political or other organisation.

Should an employee seek a seat in the House of Keys or Legislative Council permission to stand must be sought in writing from the CEO. On the day of the election the candidate must apply for special unpaid leave with the condition that should they be elected they will resign immediately waiving their notice.

If permission is not given to stand for election and the employee wishes to continue to stand they must resign immediately with no automatic right of reinstatement. The CEO may give an indication if asked at this stage as to the likely outcome of an application for reinstatement if the candidature proves unsuccessful.

3.27 Reporting of Arrests and Convictions

If an employee is arrested, charged with, or found guilty of any criminal offence they must report the matter to the Chief Executive immediately. An exception is a traffic offence for which the penalty did not include imprisonment or the suspension of their driving licence. If the case appears serious enough to warrant it, consideration will be given as to whether the disciplinary procedures need to be instigated.

3.28 Union Recognition

The GSC does not object to staff being a member of a Union, however, it does not recognise any Union for collective negotiation or representation purposes. When exercising any of the GSC's formal procedures e.g. disciplinary, grievance etc. best practice is adopted and at all stages staff can be accompanied by a work colleague or a trade union representative.

3.29 Media Relations

To ensure the release of consistent and relevant information the CEO serves as the official spokesperson of the GSC. All media related matters and any media enquiries should be directed to a senior member of staff for escalation.

Employees who are directly approached by the media or who pick up media enquiries via email, phone or other means of communication are required to record contact details and the nature of the enquiry. Employees must not comment or provide information, instead the employee will inform the enquirer that all media matters are dealt with by the Senior Management Team and the request will be escalated. Senior Management personnel receive training in how to deal with enquiries of this nature.

Any media releases will be issued through the CEO as spokesperson to ensure the GSC maintain a trusted and positive image and to manage the confidentiality of any sensitive information we hold.

3.30 Security Awareness and Device Use

Physical Security

Security of the GSC's offices and who has access within the main working areas and to information is very important. Each member of staff is responsible for ensuring security is maintained at all times. This includes end of day checks to ensure all windows are closed, the Secure Room door is locked as are desk drawers and confidential documentation in an employee's immediate work space is filed away securely. The GSC operate a clear desk environment.

Information Systems and Data

The GSC adopts the Isle of Man Government Information Security Policy 2019 and Standards 1-4 to ensure information isn't—

- Stolen or disclosed without authority.
- Unavailable when required for processes or use.
- Destroyed without authority or made unrecoverable.
- Changed without authority or by mistake.
- Misuse by employees or third parties.
- Non-compliant with legal, regulatory or global standards.

The GSC have appointed a Senior Information Risk Officer and Data Protection Officer to ensure staff are made aware of their obligations. All staff must comply with internal processes and controls issued by the GSC to ensure the security of information.

Use of Internet and Email

Internet and email are integral tools used by the GSC primarily for communication, compliance, information and research. It is important all employees are clear of their responsibilities when using the internet and email.

Users should be aware that all information that they hold or create is deemed a public record and could be subject to disclosure under either a data subject access request or a Freedom of Information Request.

Social Media

The GSC has adopted the Isle of Man Government's policies below and a breach of these policies may result in disciplinary action—

- [*Electronic Communications and Social Media: Policy, Standards and Guidelines.*](#)
- [*Guidelines for the Use of Electronic Communications and Social Media*](#)

Employees should be aware that on the Isle of Man it is easy to identify who an individual works for and, although most people's content posted online is a representation of their personal views, public posts can be viewed as reflective of the organisation.

All GSC staff should reflect on their use of social media—

- Check privacy settings on social media accounts, particularly Facebook and Instagram and ensure that personal accounts are restricted to friends and family
- Google yourself, is what you find representative of yourself and your professional reputation
- Ask if the post or message you are about to make public fits with your values and professional reputation
- Go back through your Tweets, if they could be construed as offensive consider editing or deleting them or making your account private and starting a new professional account
- Remember your behaviour online reflects on the GSC.

Use of Telephone Including Personal Mobile Phones

Staff should be aware that the Isle of Man Government reserves the right to monitor the legitimate use of resources such as email, internet, telephones etc provided for business purposes. Incoming and outgoing personal calls should be kept to an absolute minimum. Itemised bills for the government telephone system are received by the GSC which reserves its right to recover the cost of any personal calls made by an employee using the government system.

Personal mobile phones should be switched to silent or vibrate, when in the office, in order not to disrupt or cause disturbance to fellow colleagues.

3.31 Supporting Staff Through Trauma

The GSC in conjunction with the Isle of Man Government is committed to ensuring the provision of a safe environment for all its employees. It undertakes to support staff both pre and post trauma in both their working lives and personal lives.

The GSC adopts the Isle of Man Government policy and working guidelines for Supporting Staff through Trauma and will automatically adopt any changes to these regulations.

3.32 Confidential Reporting (Whistleblowing)

The GSC in conjunction with the Government is committed to the highest possible standards of openness, probity and accountability. In line with these commitments the Government issue guidance and policy to assist any member of staff who may be concerned that something is seriously wrong in an organisation, but feels it may be disloyal to speak up or be worried about the outcome of speaking up.

The policy applies to staff in the employment of any Statutory Board, Government Department or Office, including the office of the Clerk of Tynwald. If an employee has serious concerns about any aspect of the Government's work, they are encouraged to raise those concerns by following the procedures laid out in the Policy.

Anyone reporting under these guidelines will not be expected to provide proof of an allegation but will be required to provide sufficient grounds for concern. The following list are examples of issues that could be raised (this list is not exhaustive)—

- A criminal offence or activity
- Fraud
- Financial mismanagement or corruption
- Health and safety issues
- Bad working practice
- Breaches of legislation
- Breaches of Government or regulatory codes of conduct
- Breach of financial regulations
- Concealment of any of the above
- Payments in exchange for favourable treatment, offering, taking or soliciting bribes (whistleblowing with regards to bribery needs to be reported as per the Confidential Reporting Policy and the Anti-Bribery Procedure, ie to a Designated Officer and a Constable of the Financial Crime Unit.

The GSC adopts the [Isle of Man Government Confidential Reporting \(Whistle blowing\) Policy and Guidance](#) and will automatically adopt any changes to these regulations. Reports should be made to the GSC's Designated Officer, the Director, unless the report involves the Director.

A [flowchart](#) has been produced to provide an overview of reporting under the Policy.

3.33 Anti-Bribery

The prevention, detection and reporting of bribery is the responsibility of all employees as set out under the Bribery Act 2013. Bribery is defined as an inducement or reward offered, promised or provided to gain personal, commercial, regulatory or contractual advantage. It is a criminal offence and the GSC has zero tolerance towards corruption and is committed to upholding our obligations under the 2013 Act.

The GSC adopts the [Isle of Man Government Anti-Bribery Policy and Procedure 2016](#) and will automatically adopt any changes to these regulations.

4 Learning and Development

4.1 Induction

It is the Senior Inspectors' responsibility to undertake inductions for new employees including—

- Ensuring all confidentially agreements are understood and signed
- Ensuring building and system security access is obtained
- Making an introduction to fellow employees of the GSC and key contacts
- Conducting a tour of the office
- Providing an overview of the organisation
- Outlining the responsibilities of their post
- Providing the employee with the staff handbook for reading.
- Outlining Health and Safety requirements
- Arranging attendance on the internal data protection induction training.
- Orienting the employee regarding the work of the GSC and its client base.

Induction will usually take place within the first week of commencement of duties.

4.2 Mandatory Training

The Senior Management Team have determined that it is mandatory that the following training courses on eLearn Vannin be completed within 6 weeks of an individual joining the GSC and that they are undertaken annually thereafter. This will enable the GSC to meet its obligations under section [13 of the Data Protection Standards policy](#). The mandatory courses are:

- GDPR Basic Awareness;
- Cyber Basics;
- Introduction to Public Records Act 1999;
- Records and Information Management Training;
- Electronic Communications and Social Media Awareness;
- Freedom of Information Act 2015 for Isle of Man Government.

4.3 Internal Job Opportunities

Staff vacancies will be advertised internally and wherever possible (depending on the grade of the post) internal applications will be considered in advance of advertising externally. Where a vacancy is to be advertised externally, staff will be advised of the vacancy in advance and invited to apply formally. Internal applications will be considered along with external applications.

4.4 Learning and Development Strategy

The GSC is committed to supporting the learning and development of all employees at all levels to obtain further personal achievement. Employees must also have the necessary skills and expertise to carry out their role as efficiently as they possibly can. All employees are expected to take ownership of their own learning and development with line manager support.

Learning and development is a combination of consultation between management and staff. Discussions between line managers and staff will centre on linking together the business objectives of the organisation and the personal objectives of the employee.

This discussion will form part of an employee's annual performance review, and will form the basis of their ongoing learning and development programme and CPD. This may be met through a number of ways such as—

- Sponsorship for professional qualifications
- Attendance on relevant training courses
- Developing management and leadership skills
- Leading and managing a special project
- Secondment either externally or to another division of the GSC
- Coaching and mentoring
- Structured on the job training.

In considering learning and development support, the most appropriate route will depend on:

- Individual talent
- The particular stage in the staff member's career and position within the GSC
- Future potential for promotion
- Individual approach and commitment
- Current performance.

For certain types of qualifications where:

- the GSC intends to fund or part-fund fees; and
- there is a 'transferrable value' to the qualification in the event the individual chooses to cease employment with the GSC.

The GSC may insist upon the employee signing an agreement (in advance of the funding being provided) to reimburse the GSC for fees paid should the employee choose to cease employment with the GSC within an agreed period. E.g. an employee requests the GSC contribute funding to a professional qualification, this qualification will retain a 'transferrable value' outside of the organisation.

The employee will be asked to sign documentation agreeing that, should the employee leave within a set period the fees contributed by the GSC are repaid by the employee before the employment ceases. The GSC reserves the right to deduct any repayment in equal instalments from the employee's final three salary payments in respect of the 3 months' notice period.

4.5 Performance Management

Line managers are responsible for ensuring that all employees are made aware of the standards of performance expected of them. Proper training, supervision and encouragement are essential to the achievement of satisfactory performance.

Inadequate performance, particularly during probation periods, should be identified as soon as possible so that appropriate remedial action can be taken. Where unsatisfactory performance stems from the introduction of new technology, reorganisation or changing patterns of work, the line manager should take appropriate steps to help the employee concerned to acquire any new skills which may be required.

If the employees standard of work does not reach, or falls below, that normally expected, the possibility of any underlying difficulties should be explored. Such difficulties might take the form of:-

- Lack of proper training
- Lack of skill or ability
- Personal domestic difficulty
- Alcohol or drug abuse.

Sub-standard performance (or capability or competency) can be evident when—

- During an employee's probationary period it becomes clear that they are unsuitable for continued employment
- An employee fails to carry out duties in a satisfactory manner
- An employee's performance deteriorates so that it no longer adequately measures up to an acceptable standard; or
- An employee who is efficient while at work fails to give satisfactory service because of frequent or continuous absences (possibly due to minor non-recurrent ailments).

When dealing with a case of sub-standard performance, a clear distinction must be drawn between lack of skills or ability and misconduct (i.e. carelessness, inattention, negligence or wilful failure to act upon advice designed to remedy the situation).

Misconduct normally involves a measure of personal responsibility for which some form of action under the disciplinary procedures may be appropriate. Alternatively, lack of ability, skill or experience may be the result of poor recruitment, promotion beyond the level of competence, or inadequate training. Where this is alleged, the line manager should give early consideration to whether the situation might be remedied by training or transfer to alternative work.

If the employee's work does not reach, or falls below, the standard normally expected, the capability procedures set out at [3.11](#) should be followed.

4.6 Annual Performance Review

The GSC's annual performance review is designed to enable management and staff to review together (during January) annual performance, achievement of objectives and training requirements. In conducting the performance review, the standard appraisal forms should be completed.

PDR guidance for employees and for line managers is available to all employees.

Performance in any job depends upon natural ability, experience (including training), and attitude. The GSC can do nothing about natural ability but it can and will try to ensure that, where possible, opportunities for training and experience are provided and that attitude is not affected by misunderstandings, etc. Performance reviews are intended to be an exchange of ideas and opinions on performance in the job, the nature of the job, and the possibilities for enhancement of skills and of the job itself.

Six monthly reviews of all staff performance will take place in June/July in order to discuss and to keep in focus objectives set for staff and to consider whether staff training and development needs are still relevant and are being progressed. Interim one-to-one meetings can be held between the annual review and six monthly reviews if required.

4.7 Probationary Period

Employment will normally commence with a six month probationary period. During that time a new employee will meet with their line manager for three interim probationary reviews. The first review at two months, the second review at four months and the third and final review at six months. At this time the line manager will make the appropriate recommendation to the Chief Executive regarding the employee's appointment to the permanent staff.

The requirement for the successful completion of probation is that the employee must have demonstrated that they have the capacity to meet the normal requirements of the post. Their attendance record and conduct must also have been satisfactory, consideration will be given to any employee with a disability as defined under the Equality Act 2017 and any reasonable adjustments required.

For certain posts it may be necessary to lay down additional requirements such as the need to show progress towards obtaining specified qualifications. Should an employee's performance be unsatisfactory for the role either during or at the end of the probationary period then the GSC can terminate the employee's employment with contractual notice at our discretion.

Line managers must ensure that probationers are given a full understanding from the outset of the purpose of probation and the standards of performance, attendance and conduct expected of them. Effective monitoring of probation is important and all interim reviews should be conducted on a timely basis.

5 Benefits

5.1 Car Parking

Parking will be allocated to staff if available. Consideration will be made to ensure fair allocation taking into account any requests for reasonable adjustments under the Equality Act 2017, use of vehicle for work and distance travelled to work.

5.2 Leave Entitlement

All staff are entitled to paid annual leave totalling 30 days.

Staff that resign from the GSC will be paid for any outstanding holiday entitlement owed to them. The GSC reserves the right to deduct from the final salary money owing in respect of leave taken in excess of entitlement.

Annual leave entitlement will not accrue during times of unpaid sick leave and other unpaid leave.

Subject to GSC business needs and available budget and provided staff take at least 20 days leave (including Flexi-Leave) in each year, staff may:

- Sell back to the GSC any annual leave days not taken at the end of the financial year up to a maximum of 10 days;
- Buy from the GSC a maximum of 5 extra leave days in any one financial year.

5.3 Long Service Award

The GSC's long service award acknowledges 10, 20, 30 and 40 years consecutive service with gift vouchers to the value of £100, £200, £300 and £400 respectively. The gift vouchers can be from a retail outlet of the recipient's choice.

5.4 Maternity Leave

As soon as an employee knows that they are pregnant they should notify their line manager, in writing, of—

- The fact that they will be taking maternity leave by no later than the end of the 15th week before the baby is due
- When the expected week of childbirth will be
- When they intend to start maternity leave (the start of maternity leave must be no earlier than the 11th week before the expected week of childbirth)
- Whether they intend to take additional maternity leave.

The GSC have a duty to carry out a risk assessment for pregnant workers as outlined in our Health and Safety Policy. If a risk is identified then alternative work options may be provided or the employee could be suspended with pay if no alternatives are available.

All pregnant workers will receive reasonable time off for antenatal care at their normal rate of pay.

Under the terms of the Employment Act 2006 pregnant workers are entitled to Ordinary Maternity Leave of 26 weeks. They will continue to receive all contractual benefits during this time, except pay for the full period (see [5.5 Maternity Pay](#)). Pregnant workers will be entitled to Additional Maternity Leave of a further 26 weeks if they have 26 weeks' service at the beginning of the 14th week before the due date. Employees will not continue to receive contractual benefits during this time.

Employees must take a minimum of 2 weeks compulsory Maternity Leave following the birth of their baby. Employees are not obliged to work whilst on Maternity Leave but can agree to attend for up to 10 Keeping in Touch Days. This can be a valuable way of easing return to work, will help to keep employees up to date and will be arranged with your line manager.

Employees returning to work following ordinary maternity leave have the right to return to their original job under the original contract, on no less favourable terms and conditions, and will be entitled to benefit from any general improvements in rate of pay. Employees returning following additional maternity leave have the same rights except for two exceptions—

- The additional maternity leave period does not count for the purpose of assessing seniority, pension rights or other similar rights which are based on an individual employee's length of service – such as pay increases linked to length of service (unless specified in the employee's contract)
- Where reinstatement to the old job following additional maternity leave is not practical a similar job must be found for the returning employee.

All employees also have the right to request flexible working [see 3.7](#) for more information. The GSC will consider any requests for flexible working following maternity leave including temporary flexible arrangements. If flexible arrangements are agreed to then an employee's pay and benefits will be pro-rated accordingly.

In order for the GSC to manage operational requirements employees should provide a minimum of 3 months' notice if they intend to take additional maternity leave and contact their line manager to request flexible working in good time for the GSC to consider the request. If an employee wishes to return to work earlier than the date agreed it is required that they provide 28 days' notice of the intended date of return.

5.5 Maternity Pay

When an employee has completed one year continuous service at the beginning of the 14th week before their expected week of childbirth they will receive 8 weeks paid leave, 4 weeks at full pay and 4 weeks at half pay.

When an employee has completed 2 years or more continuous service at the beginning of the 14th week before their expected week of childbirth they will receive 18 weeks paid leave, 12 weeks at full pay and 6 weeks at half pay.

Adjustments in respect of maternity allowance payable by the DHSS will be made whilst an employee is receiving full pay, no allowance will be deducted during periods of half pay. Paid maternity leave will be granted a maximum of 3 times.

5.6 Repayment of Maternity Pay

If an employee does not return to work for at least 13 weeks at the end of their agreed Maternity Leave they will be required to repay some of the Maternity Pay received during the period of Maternity Leave. The repayment will be waived if they are unable to return to work for medical reasons certified by a general medical practitioner.

5.7 Parental Leave

The Employment Act 2006 provides for unpaid Parental Leave for employees with parental responsibility for a disabled child, up to the age of 18 years. Leave may be taken in certain circumstances such as to accompany a disabled child—

- during a hospital visit/stay in hospital;
- to see a specialist;
- to see a new school;
- to settle into new childcare arrangements;
- to enable family to spend more time together.

An employee may take up to 18 weeks unpaid parental leave in all in respect of a disabled child, with a maximum of 4 weeks in any one year. If an employee has responsibility for more than one disabled child, they can take up to 18 weeks leave in respect of each child. Parental leave is not intended for use as short term emergency leave if the child is sick.

Who is eligible to apply?

An employee that has one year's continuous service and is responsible for a disabled child. A disabled child is one in respect of whom Disability Living Allowance is payable. Employees will be asked to provide confirmation from the DHSS of this.

How to make a request?

A written request must be made to the employee's line manager and at least 21 days' notice should be given, where possible.

When first requesting parental leave an employee will be asked to declare how much (if any) parental leave they may have already taken with previous employers.

If the GSC considers that an absence would be disruptive to the business then it has the right to postpone the leave for up to 6 months. The reason for this will be provided to the employee in writing within 7 days of their original request.

Whilst taking parental leave employees are entitled to benefit from all the normal terms and conditions of employment except for terms relating to pay. Holiday entitlement will still be accrued during the period of parental leave.

How to appeal?

Every endeavour will be made to resolve the matter by mutual agreement. However, if an employee is not satisfied with the outcome of their request then they should seek to follow the GSC's grievance procedures set out at [3.17](#).

More information can be obtained from "[A guide for employers and employees: parental leave for parents of disabled children](#)" booklet available from the DTI or OHR.

5.8 Paternity Leave

Where an employee has been employed continuously by the GSC for 26 weeks ending with the 15th week before the baby is due and from the 15th week before the baby is due up to the date of birth, they are entitled to 10 days paternity leave, to be taken within 8 weeks of the birth of the child or of the child leaving hospital.

This leave does not need to be taken consecutively. One week will be paid at their normal rate of pay and one week will be unpaid. Adjustments in respect of paternity allowance payable from the DHSS will be made. Paternity Leave applies to any parent who lives with the mother of the baby in an enduring relationship that is not an immediate relative, for instance this could include a female partner in a same sex couple.

5.9 Adoption Leave

Under the Employment Act 2006 employees are entitled to 26 weeks unpaid leave (Ordinary Adoption Leave) after adopting a child regardless of the time they have been employed. The adoption must be a new match of a child under the age of 18 years through an adoption agency.

Additional Adoption Leave of a further 26 weeks unpaid is available for staff that have worked for the GSC for 26 weeks continuously at the time of the adoption match and will begin straight after Ordinary Adoption Leave. Only one period of Adoption Leave is available if more than one child is placed at the same time.

Where a couple have matched for adoption, only one can take Adoption Leave however the other parent may take 1 or 2 weeks Paternity Leave if they have 26 weeks of qualifying employment.

For further information on Adoption Leave please see [Adoption Guidance and Information](#) available on OHR website.

5.10 Professional Qualifications

The GSC has a policy of actively encouraging and supporting training and development of its employees to obtain further personal achievement through relevant professional qualifications and attendance on relevant training courses.

All staff when joining the GSC will serve a probationary period during which any initial training needs will be identified. During this period the employee will attend an induction session. Further training requirements for each member of staff are reviewed on an ongoing basis as and when the need arises, but in the main these will be agreed during the Annual Performance Review discussions during January each year.

Progress of training is followed up during interim staff reviews. Training requirements should reflect the overall objectives and work plan of the GSC, staff personal objectives and personal development needs.

Staff are actively encouraged to propose qualifications which they might like to obtain. The GSC will endeavour to respond positively to applications for sponsorship for qualifications and training that will support the GSC's overall objectives. ([See 4.4 Learning and Development Strategy](#)).

When a professional qualification is held by an employee the Chief Executive may agree to meet the costs (typically subscription fees) associated with holding that qualification, so long as the qualification is relevant to the activities executed by the GSC.

If this is the case it may be necessary for the staff member to agree to a training contract, this will be looked at on an individual basis.

5.11 Public Holidays

All staff are entitled to public holidays as detailed each year in the Order of Tynwald.

Staff will also be entitled to the Privilege Day given to all Government employees which is normally taken during the Christmas/New Year period.

Part-time workers will be entitled to paid bank holidays no less than pro-rata to the number of bank holidays for a full-time worker, rounded up to the nearest half hour.

Example –

A staff member employed on 30 hours a week (i.e. 0.8 Whole Time Equivalent) on appointment will receive:

- $7\frac{1}{2}$ (hrs) x 27 (days) = $202\frac{1}{2}$ x 0.8 = 162 hrs annual leave entitlement
- $7\frac{1}{2}$ (hrs) x 10 (days) = 75 x 0.8 = 60 hrs GPH entitlement

Giving a total of 222 hours leave to be taken over the year.

5.12 Refreshments

Hot and cold drinks are provided by the GSC.

5.13 Relocation Expenses

The GSC does not currently offer relocation expenses.

This policy will be reviewed should sourcing quality staff on-Island become problematic.

5.14 Salaries

Individual salaries, when joining the GSC, will be set in line with the requirements of the role as defined in the person and job specification and the individual's relevant experience.

Salaries will be paid monthly in arrears by bank transfer on the 25th day of each month or the last working day before the 25th if this falls at a weekend or on a bank holiday.

Thereafter an employee's salary will be determined by annual review except for those staff on probation. Payslips are available for staff to view on PiP (People Information Programme), Government's electronic HR and payroll system.

The payslip can be accessed via a self-service portal, for details of how to login and view payslips contact your line manager.

At appointment all employees will be advised of the role and band of their post these are not analogous to Civil Service grades. All employees' pay will be reviewed and updated in line with annual pay awards for the Civil Service, however, progression through the bands of the role will be based on performance.

Guidance on the PDR system for employees and line managers includes details of the various roles and bands within the GSC and the corresponding salaries, performance expectations and how performance is measured.

5.15 Superannuation and Retirement

Scheme Provisions Including Ill Health Retirement and Redundancy

The GSC provides a Superannuation Scheme for all permanent members of staff. In addition to pension benefit, the Scheme may make provision for ill health retirement, redundancy payments etc. depending on certain criteria. Further information in respect of this is covered in the relevant Pension Scheme Booklet.

The content of these booklets are available on the Public Sector Pensions Authority web site <https://www.gov.im/pspa>

Members of the GSC staff can become members of the Isle of Man Government Unified Pension Scheme. The Unified Scheme is a defined benefit pension scheme through which both the employee and the Isle of Man Government will contribute money towards the retirement benefits the employee receives.

When an employee retires they will receive a pension (e.g. a regular retirement income) and an optional cash lump sum. The amount they receive will be based on their pay and how long they have worked for the Isle of Man public sector.

So, unlike a bank account, the total savings aren't calculated based on how much money is contributed.

Under the Unified Scheme an employee can—

- Choose the level of benefits
- Take up to 30% of the value of the pension in cash at retirement
- Choose when they retire
- Pay a contribution rate of 7.5% for the Standard section or a higher rate for the Protected section; and
- Receive protection for their family.

The Unified Scheme pension will be calculated on a final salary basis for most members.

Queries concerning any of the Schemes should be raised with the Personnel Office, Pension Administration Tel: 685598.

5.16 Death in Service Benefit

Under the rules of the Isle of Man Government Unified Scheme (the Scheme), lump sum death benefits are payable if an employee dies. To nominate the person/s an employee wants to receive any lump sum benefits payable use the [Lump Sum Nomination Form](#) found at the Government Unified Pension Scheme website.

Please note, this form is not the same as Partner Nomination and only relates to the payment of a lump sum, not the payment of an adult's pension to an unmarried partner. To nominate an unmarried partner please use the [Unmarried Partner Nomination Form](#).

A lump sum will be payable on death after retirement within the first five years of retirement. A [Factsheet for the Family](#) explains more about what to do in this situation.

5.17 Retirement

There is no compulsory retirement age for employees however it is recommended that anyone considering retirement consult the terms and conditions of their superannuation scheme before making a decision.

Preparation for Retirement

The member of staff should write formally to the GSC confirming their intention to retire in accordance with the notice periods set out.

All retiring staff should be offered a pre-retirement interview with their line manager. This should take place at least 9 months before the employee's retirement date. The meeting should cover the following—

- Formal agreement of actual retirement date
- Pre-retirement training course/information
- Completion papers for retirement.

There are also a number of sources of useful information about planning for retirement including the following website www.direct.gov.uk (enter "retirement planning" in the search box). Full details are contained within the respective Scheme booklets available from the Personnel Office, Pension Administration (Tel: 685598) including—

- Options for retiring early
- Partial retirement
- Early retirement due to ill health

5.18 Reward and Recognition

The GSC believes that it is important to recognise and reward employee contributions and achievements. The GSC recognises/celebrates and rewards staff in the following areas:

- Exam/qualification success – completion of a professional qualification is acknowledged at staff meetings and social events.
- Long service – this is recognised and rewarded on a sliding scale (starting at £100 and rising to £400).
- Retirement – when an employee chooses to retire this is acknowledged with a contribution from the GSC being included in the staff collection to the value of £50 and a bouquet of flowers.
- Birth of baby – is acknowledged with retail vouchers to the value of £25.
- Ad-hoc informal staff gatherings are organised to celebrate achievements.
- Ad-hoc subsidised social events are organised to promote a positive team and great working environment.

5.19 Sabbaticals

Staff that have served a minimum of 5 years continuous service can request an unpaid sabbatical of up to 3 months.

Requests would be considered taking into account the GSC's operational requirements at the time and the ability to hire a temporary resource to cover the absence as needed.

Requests should be directed to your line manager in the first instance.

6 Health and Wellbeing

6.1 Drugs and Alcohol in the Workplace

The GSC is committed to encouraging and promoting the health, welfare and safety of all staff in line with the Isle of Man Government Drug and Alcohol in the Workplace policy and the GSC's own Health and Safety Policy.

The statement is intended to provide a framework for best practice in this area. The aim of the statement is to have clear procedures to manage alcohol and drug misuse in the workplace.

Apart from the principles laid down in the Government Drug and Alcohol in the Workplace policy document, the GSC considers it inappropriate for its employees to consume alcohol during lunchtime periods if involved in meetings with clients later that day.

Although the moderate drinking of alcohol is acceptable at lunchtime and after work, it should never affect the behaviour of a member of staff. It is a serious disciplinary offence for staff to be under the influence of excessive alcohol whilst at work or when representing the GSC and this will be treated as gross misconduct in accordance with [3.14 Disciplinary Procedures](#).

The Isle of Man Government [Substance Misuse Policy and Procedure](#) has more information.

6.2 Health and Safety

The GSC regards the health and safety of its staff as being of the utmost importance. It is the GSC's aim to seek to provide safe and healthy working conditions, thereby providing a safe working environment and to enlist the active support of staff at all levels in achieving these standards.

The GSC has a specific [Health & Safety Policy](#) in place. It is reviewed periodically and staff will be notified should any changes to this Policy occur. Staff will be required to read and sign the Health and Safety Procedures at least annually.

This Policy is supplemented by the GSC [Health and Safety Procedures](#).

The objectives of the policy are—

- To promote standards of safety, health and welfare that comply fully with the terms and requirements of Section 2(3) of the Health and Safety at Work Act 1974 as applied to the Isle of Man, and all other relevant codes of practice and statutory provisions
- To maintain safe and healthy work places and safe systems and methods of work and to protect staff and the visiting public from any foreseeable work hazards
- To provide a safe and healthy working environment for staff with adequate arrangements and facilities for their welfare
- To provide staff with the information, instruction, training and supervision they need to work safely and efficiently
- To provide staff with comprehensive guidelines to follow in the event of a first aid incident or fire evacuation
- To develop awareness among the staff of their responsibilities.

Important

The GSC reserves the right to take disciplinary action against any member of staff infringing health and safety rules by deliberately ignoring the health and safety policy thereby endangering their own or another's physical well-being, or risking unacceptable loss or damage. This includes any temporary policy or special instructions that affect the health and safety of employees.

6.3 Smoking Policy

To ensure the health and safety of its staff, St. George's Court is a no smoking zone. Smoking is not permitted in any part of the GSC's offices or in the underground car park area and failure to comply with this request may lead to disciplinary action.

Medical research has shown that smoking reduces life expectancy and increases the risk of related disease such as lung cancer, chronic bronchitis, emphysema and coronary heart disease. All staff should have the right to work in a smoke free area and acknowledge the concerns over passive smoking. However, the

GSC also recognises that individuals have the right to decide whether or not to smoke and staff that decide to smoke should be accommodated.

For staff that are trying to give up smoking the GSC would like to offer staff support, via the Public Health Directorate (DHSS). A service called 'Quit4You' has been launched which provides free help and support to anyone who wishes to stop smoking.

Reasonable time off during work hours to attend training and counselling sessions is available to staff. Confidential appointments with Quit4You advisors are available in a range of convenient locations. More information about the service can be found [on the quit smoking website here](#).

Smokers are permitted two smoking breaks, one in the morning and one in the afternoon. These breaks will be recorded as a time deduction in the employee's time sheets. Any smoking breaks must be taken in the designated area, which will be communicated to employees by their line manager.

7 Leaving the GSC

7.1 Exit Interviews

An exit interview will be undertaken by the Chief Executive or line manager for staff resigning from the GSC. A note of this will be retained on the personnel file. Exit interviews could be provided by someone impartial if appropriate for instance OHR or Smart HR.

Upon receipt of a letter of resignation the line manager will issue the member of staff with an Exit Questionnaire. This should be completed and returned to the line manager prior to the exit interview taking place.

The information given on the exit questionnaire is treated as strictly confidential and will be used only to monitor and assess the GSC's personnel policies and procedures.

7.2 Notice

An employee may terminate their employment at any time by serving at least 3 months' notice as outlined in their contract of employment.

Notice must be served in writing upon the GSC subject to any longer period being agreed.

An employee is entitled to receive notice of termination of their employment of 3 months' notice, both notice periods are subject to negotiation and any conflicts will be managed through reassignment of duties or a period of gardening leave.

The GSC reserves the right to pay salary (less any deductions) in lieu of part or all of the period of notice.

*NB the notice periods above do not apply in cases where misconduct or gross misconduct is found to have occurred. In these instances the notice period will be superseded by the Disciplinary Procedures (found at 3.9 Disciplinary Procedures).

8 Appendices

Appendix One

Code of Conduct

Staff members should conduct themselves with integrity, impartiality and honesty and should at all times endeavour to ensure the proper and efficient use of GSC resources. It is important to retain public confidence in the GSC and as such ensure it is free from any perceptions of impropriety.

All staff as part of induction are required to abide by constitutional conventions such as the Official Secrets Act, abide by restrictions on political activities and maintain confidentiality after they have left employment.

All staff are expected to conduct themselves in a professional, courteous and helpful manner and adhere to any policies and procedures in place that ensure the good reputation of the GSC is upheld.

Conflicts of Interest

The GSC adopts the Isle of Man Government [Conflicts of Interest Guidance](#) for civil servants to provide further information to its staff on the recognition and management of conflicts of interest.

It is important that any person employed by the GSC declare any conflicts of interest to be recorded on the Conflicts Register by notifying their line manager who will record the conflict. More information on this can be found at GSC77.

Conflicts could be real or perceived, by not declaring a conflict an employee is compromising their integrity and that of the organisation. Examples of conflicts could include—

- Direct or indirect pecuniary or business interests
- Non pecuniary interests that relate to the GSC’s activities involving close family members and persons that live in the same household as the employee
- Knowledge of emerging Government Policy that could give unfair personal advantage to any person or business with allied interests
- Perception of rewards in return for favours
- Area of residence
- Membership of relevant societies or organisations.

Members of Statutory Boards must adhere to Part 6 of the Government Code in declaring interests and staff members must adhere to The Civil Service Code requirement to “not subordinate his duty to his private interests, neither to put themselves in a position where their duty and private interests conflict, or use their official position to further those interests”.

Appendix Two – Study Leave

Employees may be eligible for study leave to assist with studying for a professional qualification. To determine the amount of leave to be granted the GSC will take into consideration the level of the qualification and the amount of study time recommended and published by the professional body. The following tables detail a guideline as to the study leave that could be offered—

Table A – study leave based on recommended study hours

Study Hours	Study leave
1-50 Hours	1 Day
50-100 Hours	2 Days
100-150 Hours	3 Days
150-200 Hours	4 Days
200-250 Hours	5 Days
250-300 Hours	6 Days

Table B – study leave based on the level of the qualification / exam

Level	Study leave
Level 1	1 Day
Level 2	3 Days
Level 3	5 Days

Table C – study leave offered for specific courses that could attract support from the GSC.

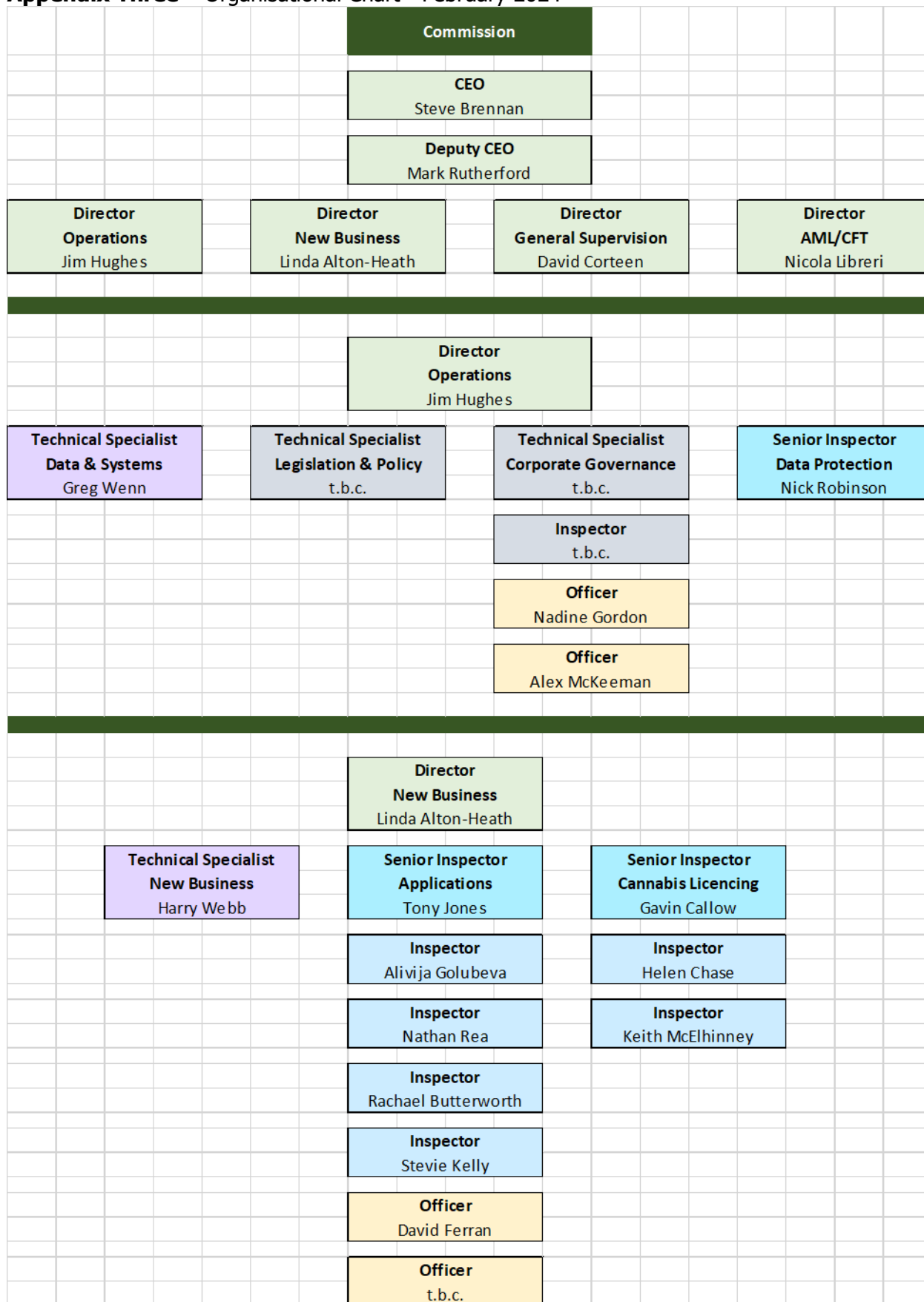
Qualification	Recommended Study Hours Per Module/Subject	Study Leave
Level 1		
NVQ LEVEL 1-3	Depends on subject	Depends on subject
ICA Specialist Certificate	33-72 Hours	1-2 Days
Practitioner Certificate In Data Protection	50-60 Hours	2 Days
Level 2		
CMI Level 6	140-210	4 Days
Level 3		
ICA International Diploma	233- 312 Hours	5-6 Days
BTEC Level 7 Advanced Certificate	Depends on subject	Depends on subject
CIPD Certificate Level	240 Hours	5 Days
CIPD Graduate Level	300 Hours	6 Days

In addition to the above the GSC will—

- allow time off to sit an exam in line with the duration of the examination only and;
- grant 50% of any time required to be spent away on study trips, providing that attendance on the study trip is a requirement to obtaining the qualification.

Employees will be expected to explore various ways in which the qualification they are seeking may be obtained and have regard to minimising the number of days absence involved. Senior Inspectors should also take absence into account in their assessment of recommendations for support.

Appendix Three – Organisational Chart - February 2024





	Director General Supervision David Corteen	
Senior Inspector General Supervision Tracey Turton	Senior Inspector General Supervision Jackie Breadner	Technical Specialist General Supervision Karen McCarthy
Inspector David Quinn	Inspector Chantelle Turton	
Inspector Claire Mayo	Inspector Ryan Maddox	
Inspector James Maddrell	Inspector Jonathan Davidson	
Officer Steph Rough	Inspector t.b.c.	



	Director AML/CFT Nicola Libreri		
Senior Inspector Outreach Alexander Sapunov	Senior Inspector AML Inspections Paul Skinner	Senior Inspector AML Inspections Tommy Corlett	Senior Inspector Enforcement Nigel Boyde
Technical Specialist AML/CFT (LTA) t.b.c.	Inspector Stuart McLean	Inspector Chirlene van Loggerenberg	Technical Specialist Investigation & Enforcement Beckie O'Brien
Technical Advisor AML/CFT (LTA) t.b.c.	Inspector Hanna McCune	Inspector Jonathan Sutherland	
Inspector (LTA) t.b.c.	Inspector Matthew Cregeen	Inspector Stephen Corlett	
		Officer Julia Minay	

