



Manchester
Metropolitan
University

ESTATES, FACILITIES AND CAPITAL DEVELOPMENT

Induction Handbook

Personal Details

Name:

Job Title:

Start Date:

Place of work:

Hours of work:

Local contact information

Line Manager:

Reception:

Campus Information Line: 0161 247 6000

IT Log in details

Your staff ID number:

Your temporary password (*Your date of birth e.g. 01Jan72*):



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Welcome From Andrew Fallon, Director of Estates, Facilities and Capital Development

Dear Colleague,

Welcome to Manchester Metropolitan University. We are a vibrant and dynamic community made up of 37,000 students and around 4000 members of staff.

Manchester Metropolitan is creating a truly world-class campus in the heart of Manchester delivering remarkable developments from our ambitious £378.8m Estates Masterplan. Our buildings provide students with state-of-the-art facilities and staff with the space to deliver high-quality teaching. We are committed to deliver a safe, accessible and connected civic campus. We will continue to provide affordable student residential accommodation, close to campus to meet the needs of our diverse student community.

The University was also named the most sustainable University in the 2021 People and Planet University League, is in the top 3% of global Universities as ranked by the Times Higher Education and has an 85% research impact rated world-leading and internationally excellent.

As part of Manchester Metropolitan University's outstanding professional and support services, your contribution is essential to us meeting our goals and achieving our aims, to deliver excellent service at every level and be the best at what we do.

Estates, Facilities and Capital Development (EFCD) is committed to achieving high standards and has attained Customer Service Excellence and ISO 14001 for Environmental Sustainability - a nationally recognised measures of success.

This handbook provides an overview of all you need to know in your first days and months in your new role. I wish you every success in your career with our directorate and look forward to working with you.



Andrew Fallon, Director of Estates, Facilities and Capital Development



About Manchester Metropolitan University

Here to make an impact on Manchester, our nation and beyond, with a driving ambition to discover and disseminate knowledge, and make higher education accessible and beneficial to all those with the passion and ability to succeed.

Our Strategy: Road to 2030

In 2022, the University launched its long-term strategy to 2030, outlining the roadmap for achieving its ambitions, and establishing its two core goals. These are:

EXCELLENT EDUCATION

We will deliver an excellent education and a great university experience for our students, which transforms their lives and leads to successful careers.

RESEARCH WITH IMPACT

Our excellent research and knowledge exchange will help to address the grand challenges of our time, delivering local, national and global impact.

Enabling Strategies

As part of the University's strategy, a set of enabling strategies have been established to support our core goals of excellent education and excellent research with impact. These strategies, which outline areas of focus to 2026, are:

GREAT PLACE TO WORK

We will recruit, retain, develop and reward great people, enable them to contribute to our success, engage and consult with one another, and enhance our focus and effectiveness.

INCLUSIVE AND DIVERSE CULTURE

We will promote equality and celebrate diversity, enabling us to attract a diverse workforce, recruit students from every background, and support research that impacts on society.

LEADERSHIP IN SUSTAINABILITY AND CLIMATE CHANGE

We will be a beacon of sustainable development practices, equipping our students to shape a more sustainable future, and contributing to the world's sustainability agenda.

INTERNATIONALISATION

We will grow our international student community and enhance outcomes, expand international opportunities for students and staff, and ensure our international profile matches our ambitions.

ENGAGEMENT WITH BUSINESSES AND STRATEGIC PARTNERS

We will develop partnerships to benefit our students and apply our research, cultivate an innovation-led culture, and increase our regional economic and social impact.

INVESTMENT IN OUR CAMPUS AND DIGITAL INFRASTRUCTURE

We will use digital skills and technology to enhance our education and research, ensure our graduates are digitally fluent, and invest in a connected and sustainable campus.

REPUTATION OF OUR EDUCATION AND RESEARCH

We will ensure our academic peers see us as partners and thought leaders, influence policy, and help businesses, employers and government value us as a key partner.

ROBUST FOUNDATIONS

We will be a well-managed organisation, with robust finances, sustainable investments and effective communications, which delivers successfully against clear strategic plans.

You can find out more about our Road to 2030 by visiting our [dedicated strategy website](#).

Our Values

How we work



WE ARE STUDENT CENTERED

We place students at the heart of what we do, recognising every student journey matters and that every member of our University can positively impact the student experience.



WE ARE PEOPLE LED

We recognise everyone's contribution and strive to ensure that both our students and staff achieve their full potential. We develop our staff to succeed, support each other and recognise individual needs, knowing we can achieve more when we work together.



WE ARE FUTURE FOCUSED

We anticipate emerging opportunities and challenges and act on them; innovating to achieve real-world results and embracing change in teaching and learning as well as through our research.



WE ARE INCLUSIVE

We champion equality, diversity and inclusion through a transformative employee and student journey. We enrich our communities, and respect and improve the world around us.



WE ARE MANCHESTER MET PROUD

We are proud to be a part of our University, and we are ready to tell the world about its successes. We are confident and enthusiastic about the difference we make in transforming lives and contributing to society.

One Professional Services

Professional Services encompasses all the non-academic areas of the University, structured into ten functional Directorates. The team work in partnership with Faculties, Departments and the wider academic community to deliver the University's strategic priorities and ensure the smooth-running of the University, supporting our teaching and research with fully joined up professional services leadership and delivery.

Our Purpose

To enable our students and colleagues to achieve their best.

Our Vision

To set the bar for Professional Services within the Higher Education sector, working as One University to drive the strategic agenda and deliver our ambitions and goals.



Strategic Objectives

Strategic Development | apply leadership and professional expertise to drive the University's strategic agenda.

Alignment | align resources, operational plans and objectives to institutional priorities.

Service Delivery | deliver effective services that are easy-to-access and customer-focused.

Efficiency | drive efficiencies in our processes, procedures and systems that enable us to reinvest in frontline delivery.

People | recruit talent and ensure a well-trained, engaged and motivated workforce.

Estates, Facilities and Capital Development are part of Professional Services and responsible for a complex portfolio of property and facilities, delivering developments that underpin our world-class campus and providing exceptional teaching facilities embedded within a safe, secure, and welcoming campus. You can learn more about Professional Services by visiting the intranet.

Our EFCD directorate

Estates, Facilities and Capital Development (EFCD) ensure the smooth running of the University estate, construct new and refurbish existing buildings through our Estates Masterplan. We support the needs of the Estates, Facilities and Capital Development Directorate as well offer additional services for the benefit of the wider University.

EFCD also provide catering across campus, manage teaching rooms, set up lecture theatres, host events & conferences and provide a comprehensive support service. We take our responsibilities to the environment very seriously and our sustainability team work closely with all areas of the directorate to ensure all our undertakings contribute to a sustainable environment.

The directorate is responsible for the provision of a wide range of services throughout the University both for staff and students that ensure we maintain a safe, secure and welcoming campus. These services include the following:

- Business Improvement
- Campus Security
- Catering, Retail & Hospitality Services
- Conference & Events
- EFCD Health, Safety & Compliance
- Facilities Management (including Print Services)
- Estates Operations & Engineering
- Property and Space Management
- Revenue Projects
- Student Living
- Sustainability Team

We employ nearly a quarter of the University's staff and play a crucial role in supporting the infrastructure of the University so that it can deliver an education to its students and conduct research successfully.

The emphasis of the service is on the quality and value of all that we do and we strive to achieve this at all times. We all have a part to play in this – a simple example could be the pro-active reporting of maintenance faults to ensure our buildings are safe and welcoming for all visitors.

We have a commitment to train and develop all staff so that we can meet the challenges of continuous improvement because our staff are the key to our success. We know, however, that we don't always get things right and so we welcome and encourage feedback from our customers and staff so that we may all learn from our mistakes and improve our service in the future.

Customer Service Excellence

EFCD is at the forefront of providing a quality service to the University and its users. Our staff are often the first point of contact for visitors to the University. In March 2022, our directorate achieved the prestigious Customer Service Excellence (CSE) award which recognises that our teams are providing an excellent standard of care to all our customers. The award also demonstrates our commitment and the continued quality of care and support for our staff and students, the University and the wider community.

During the course of your normal working day, you will have to deal with a number of different situations, including problems and requests for assistance. You will come into contact with students, members of staff and visitors and you will need to be able to communicate effectively and with confidence.

There are some simple rules which need to be followed:

- Greet customers courteously and listen carefully to what they are saying.
- Be aware of customers around you, they will not always ask for your assistance.
- Look and be positive, a confident posture gives the customer confidence.
- Remember, you are representing the University, keep your workspace tidy, check your appearance and do not smoke, vape, eat or drink in front of the customer.
- Never promise anything you cannot deliver, always be realistic in what you are offering to provide.
- If you do not know the answers to a question, find someone who does.

Always remember first impressions are lasting impressions.

Difficult Situations

Occasionally, you may have to deal with a difficult situation such as a customer complaint, so here are some useful guidelines:

- If you have an irate customer, you must always remain calm and in control of the situation. Never get into a heated discussion and always deal with the complaint calmly, using the correct manner, communicating clearly.
- Try to establish the facts so that you can deal with the problem more quickly and efficiently. By being polite to the person in question and by using your customer care skills, you will usually be able to diffuse the situation.
- Your knowledge of your surroundings, location of staff and facilities and your helpfulness and calmness, will usually be sufficient to calm the person down. You will then be able to direct the person to where they need to be or provide them with the information they want.
- It is always useful for members of staff to be familiar with the range of services provided by our department, as people often ask for help in these areas. However, you should realise what your limits of authority are in relation to the giving of information.
- Should a customer be dissatisfied with your work, you must keep calm, establish the facts and review the issue the person is complaining about. Inform them what action you will take to put the problem right. If the customer is still not happy then always refer them to your line manager. Ensure that you then inform your line manager of the incident as soon as possible.
- If you have a difference of opinion with another member of staff or a colleague, ensure you remain calm and maintain respect. In the first instance, try to resolve the matter between yourselves but if this is not possible, report it to your line manager.
- You should respect your colleagues and be aware of any behaviour or language that others may find offensive. Familiarise yourself with the policies around equality and diversity to ensure you display dignity at work at all times.

Remember providing a warm welcome for customers means going beyond basic manners and politeness and being willing to go the extra mile.

General Health and Safety

General Regulations

- Staff must observe all Health and Safety regulations at all times and obey notices in place.
- Whether a person is injured or not, you must report all accidents at work, along with any hazards to safety, and damage to the fabric of the building. In the event of an accident, a report must be logged using the online accident reporting system: Planon.
- You must wear the appropriate safety clothing and use safety equipment provided, at all times.
- You must co-operate fully with all instructions given by persons responsible for Health and Safety. You must also adhere to the risk assessments relating to the activity you are undertaking.
- You must attend all Health and Safety training as and when required, including refresher training
- You must familiarise yourself with first aid/fire/emergency evacuation procedures.
- Some Facilities Management teams operate a signing in and out procedure. All staff must ensure they sign in and out of the building, as the signing-in record can be used as a register in any emergency evacuations. Additionally, if you are planning to leave your place of work or go off campus during your break, please inform your line manager.
- For other teams, your line manager will inform you of any local procedures in place such as signing-in and out, leaving the campus during break times etc
- If you are working outside of normal working hours alone, you should use the SafeZone App (www.safezoneapp.com). All out of hours working should be agreed and documented before any work commences
- All lone working should be agreed with your manager in accordance with the requirements of a lone working risk assessment
- A permit to work system is in operation throughout all University buildings and access authorisation may affect your area of work. Your line manager will discuss how this will affect you.
- Due to the nature of the tasks undertaken by Estates and Facilities staff you are advised that the use of alcohol or other illegal substances must not occur immediately before or whilst on duty. Should you be taking prescription drugs please refer to the advisory leaflet included in your medication.

- Where appropriate, staff must undergo a DSE Assessment carried out by a trained University DSE assessor.
- Personal Emergency Evacuation Plans (PEEPs) are written for any member of staff with mobility requirements that would make it difficult for them to evacuate the building in an emergency. Please discuss this with your line manager if you think you require a PEEP and do not have one in place.

To whom do I report any accidents or hazards at work?

You should report these problems to your line manager. In the case of hazards or damage to equipment or property, the line manager and other relevant parties will investigate further and arrange for the relevant corrective action to be undertaken. If there has been an accident or 'near miss' incident, you must report this using the online reporting system Planon.

Who is responsible for the completion of the accident/near miss reporting form?

Usually, the member of staff or a member of the relevant management team should report accidents and near-misses. If you require assistance, contact your management team or the Health & Safety team. An investigation will be undertaken to ensure the appropriate corrective actions are made. All accidents and near misses are captured and retained on Planon. It is important that you use the online reporting system for this purpose.

Who are the persons responsible for Health and Safety?

All persons who use the University facilities and resources have a duty to take reasonable care to ensure that they do not endanger themselves or anyone else who may be affected by their acts or omissions. They must co-operate with the University on all health and safety related matters and not interfere or misuse anything provided for their health, safety and welfare.

Where can I obtain advice on Health and Safety issues?

As well as the University's central Health and Safety Team, EFCD also have their own Health and Safety Manager to provide advice, support and guidance across the Directorate. Your Line Manager will be able to provide contact details.

All members of staff, full-time or part-time, teaching or support, must make themselves familiar with the University Health and Safety Policy.

Health and Safety Management

Health and Safety Management within the Estates, Facilities and Capital Development Team

We are committed to provide a safe and healthy work environment for all employees, contractors, visitors and members of the public in order to achieve the lowest accident rate in the workplace as is reasonably practicable. To monitor this, there are a series of scheduled health and safety audits and inspections across all areas of Estates, Facilities and Capital Development conducted by senior managers and relevant staff using an audit tool checklist to measure practices and procedures.

Estates, Facilities and Capital Development will endeavour to:

- Provide and maintain a safe working environment without risk to health and safety.
- Set standards that comply with all relevant statutory requirements relating to health, safety and the environment with regards to their effect on employees, visitors, contractors and members of the public.
- Safeguard employees and others from foreseeable risks arising from hazards with regards to health, safety or the environment in existing processes and working systems.
- Ensure that when new substances, equipment or processes are introduced, adequate guidance, instruction and supervision will be provided for safe methods of work to be developed.
- Ensure all employees are aware of their own responsibilities in respect of relevant health, safety and environmental matters.
- Aim to achieve the commitment and active involvement of all staff, in order to ensure that safety awareness and positive attitudes are fostered, and continuous efforts made to improve safety performance.
- Ensure that contractors carrying out work are informed of the applicable standards and are in possession of all procedures and safe working protocols there are relevant to all their activities
- Contractor monitoring will be implemented at periodic intervals to ensure constituency with all the Universities' processes, procedures and protocols that pertain to all Health, Safety & Environmental matters
- Ensure adequate welfare arrangements are in place.
- Promote good health and be concerned with the prevention of occupational ill-health using health, mental health counselling and education.

- Ensure that employees, contractors, visitors and members of the public are informed of the identified, foreseeable risks and where appropriate receive instruction, training, supervision, and guidance associated with the risks concerned.
- Ensure that staff with management responsibility for health and safety receive the appropriate level of formal training ie, IOSH, NEBOSH to ensure they can fulfil this role
- Co-operate and co-ordinate with appropriate authorities and technical organisations, both to ensure that policies are updated and to contribute to the formulation and maintenance of health & safety standards and means of compliance.
- Consult with employee's representatives on health and safety matters.
- Ensure that these objectives are being fulfilled through auditing activities, undertaken by competent assessors.

Estates, Facilities and Capital Development will endeavour to achieve the above objectives by training staff in, but not limited to, the following areas

- Managing Diversity (specifically focused on age and migrant workers)
- Fire Safety
- Asbestos Management
- HACCP
- Risk Assessments & COSHH

C.O.S.H.H.

What is C.O.S.H.H.?

C.O.S.H.H. stands for Control of Substances Hazardous to Health and is a set of regulations that originated in 2002

What is the reason for C.O.S.H.H.?

The main objective of the COSHH regulations are to prevent employees, contractors, visitors and members of the public being exposed to substances which could cause them harm. The University does this by identifying potential hazards and evaluating the risks that could arise from them. The control measures provided should include the suitable provision of information, instruction and training for employees and others. They should be monitored for their effectiveness with inspection/audit tools and Health Surveillance, if necessary.

C.O.S.H.H. is an important subject area and is dealt with in greater detail when attending “on the job” training courses.

The key points to remember are:

1. Please ensure that the product used is correct for the task to be undertaken.
2. Always use the product according to the manufacturer's recommendations (all cleaning materials will carry instructions and safety precautions and should be strictly adhered to).
3. Wear the correct P.P.E. (Personal Protective Equipment) for the task you are undertaking. For this reason, never decant substances into other containers and check that all substances are labelled, if in doubt, please ask.
4. Never mix cleaning products. This is extremely dangerous and ill-advised and could cause a violent chemical reaction. Always add the product to the water, not water to the product.
5. Clean up all spillages. These may harm the skin or make the floor dangerous and slippery. Spillages should be flushed with cold water and mopped up. The only exception to this is if you are working in certain high-risk areas (e.g.: chemistry labs) - advice should be sought from your line manager or technician before cleaning up a spillage as the substance could be harmful or need disposing of in a specific manner. You will receive additional training if you are expected to work in these areas.
6. Cleaning chemicals must be stored correctly. Where possible a separate room or cupboard should be used. Containers should always be sealed after use and stored separately from other substances they are not compatible with. The relevant risk assessment will advise on suitable storage. All cleaning substances must be treated with care and respect, as they are potentially harmful.
7. Staff must only use cleaning products that have been purchased by the University. Risk assessments and MSDS's, (Material Safety Data Sheets) which contain details of all the cleaning products you will use, are in your building – please familiarise yourself with their location and contents, or ask the relevant management team if any further clarification is needed. These files contain important health and safety information, which contribute to accident prevention.

Work Safety

Do



Always read the label



Use correct product for your tasks and wear the correct protective clothing



Store bottles upright to avoid spillages and ensure caps are securely fastened



Clean up any spillages straight away if safe to do so



Follow the colour-coding for your area



Lock your equipment away



Check cables and plugs on machines for visible damage before use



Display warning signs when cleaning

Do not



Bring in chemicals from home



Mix chemicals



Use a chemical or do a task if you are unsure - check with your supervisor



Use any machine if you think it may be damaged - report it to your supervisor



Use a chemical from an unlabelled container



Store chemicals above head height

Emergency Evacuation Procedure

Please note that there may be a different system in operation within your building which could involve zonal alarms – if the sounder is intermittent, you do not need to evacuate, if the alarm is continuous, you must always go directly to your assembly point. Your line manager will fully explain the system for your building.

In the event of an emergency evacuation please use the following procedure:

If you discover a fire or suspect the presence of a fire

1. Sound the alarm by operating the nearest break glass point.
2. Summon the Fire Brigade by dialling 999.
(If you are using an internal telephone, you must dial 9999).
3. Ensure that you inform the reception of the location of the fire.

If you hear a fire alarm

1. Leave the building immediately through the nearest available exit, closing the doors behind you (if there are lifts in your building, these must not be used).
2. Where possible specialised rooms may be locked for security purposes.
3. Assemble at your designated fire assembly point and check that your group are all present. (if you have to leave the site for any reason please inform the line manager of your whereabouts).
4. When the emergency situation is over you will be informed that you can re-enter the building (under no circumstances must you re-enter the premises until clearance has been given by a designated person).

Equipment/Machine Safety

Correct health and safety procedures are a necessity if the University is to ensure a safe and healthy environment for its staff, contractors, visitors and members of the public. It is therefore essential that we carry out the following processes and procedures:

In addition to regular inspection of equipment by approved maintenance staff, safety will depend on:

- Suitable selection of equipment
- Periodic inspections by staff
- Staff training in the safe use of equipment
- Using equipment only for the purpose by which it is intended
- Reporting any faults/shortcomings to the relevant management team or by directly contacting the facilities helpdesk team on x2882

When using electrical equipment, the most important requirements are as follows:

1. Follow the risk assessment, where necessary
2. Check that cables and flexes are not damaged and are properly secured into the plug.
3. Check that plugs and sockets are not broken.
4. Machines and sockets must be switched off before plugging in or disconnecting.
5. Your hands must always be dry.
6. Machines must not be pulled by their cables or flex.
7. Machines and cables must always be positioned behind the line of work and not in the vicinity of water sources
8. Always display warning signs.
9. Always refer and adhere to Health and Safety regulations and guidance

Ladder and Access Equipment

The use of these items of equipment is restricted to those who have received training in their use. Guidance notes on the safe use of ladders are available.

Care of Equipment

Faults and damage to cleaning machinery and equipment can be greatly reduced if the operator works with care. Below are the general principles that apply to the care, safe use and storage of equipment.

1. Check your machine on a daily basis prior to use.
2. All staff should know the correct method of care, cleaning, and storage of equipment.
3. Check equipment/activity specific risk assessment if relevant
4. Suitable equipment should be used for each task and used in the correct manner.
5. All equipment should be emptied (if applicable) and cleaned down after use.
6. Equipment should be inspected for faults before and after use.
7. Report any faults immediately.
8. Always follow manufacturer's instructions.
9. Regular maintenance programme for electrical equipment should be adhered to.
10. Equipment should be stored safely and correctly.

Reporting Faulty Equipment

If you detect any faults or damage to your equipment, these must be reported promptly to your line manager. The faulty equipment will then be clearly labelled by your Manager and will be isolated in order to prevent further usage. Your manager will then report the faulty equipment to the company responsible for the servicing and repairing of the University's equipment, or directly to the supplier/manufacturer. You will then be informed once the repair has been carried out. Your line manager will also arrange for another piece of equipment to be available for you, if possible.

Why report faults?

1. The University has a legal obligation to do so
2. To prevent the equipment being hazardous to yourself and a risk to others in the workplace.
3. To ensure that all your tasks are carried out with suitable equipment
4. To help prolong the life of your machinery and equipment.
5. To help your management teams identify any underlying faults and contribute to better equipment procurement

How do you report a faulty machine?

- On discovering the fault, turn the machine off.
- Disconnect the machine from the power source.
- Secure the machine in a safe location or take the machine to the line manager (if storage facilities are available).
- Report the fault to the line manager and ask for the machine to be labelled, stating fault and date.
- Do not re-use the machine until the fault has been rectified.
- Secure the room the machine is in by locking it, if possible

Manual Handling

It is important that all staff understand how to lift and carry items correctly, you will undertake training courses of short duration at periodic intervals. If you are not sure about a certain task, please check with your line manager for advice. You will also be required to attend refresher training. You should follow any task specific risk assessments that relate to manual handling

Slips, Trips and Falls

Slips and trips are the most common cause of major injuries at work:

Remember the most effective solutions are often simple, inexpensive and can lead to other benefits.

- Floor cleaning is a significant cause of slip and trip accidents, to yourself and others.
- Before commencing any activity check the following:
 - The relevant risk assessment
 - Cleaning method and location of equipment
 - Maintenance issues
 - Furniture moving
 - Delivery of goods
- Look out for any leaks, not only from water pipes, but there could also be leaks from specialist equipment.
- Control of a leak should not be an ad hoc measure i.e cardboard on the floor to collect moisture and warning signs should not be used for extended periods of time.
- Look out for a build-up of contamination on the floor i.e dust, debris this could be brought in from outside, wet weather, leaves, snow and ice etc.
- Cluttered walkways, general untidiness, obstacles, any impeded pedestrian access, trailing cables etc should be avoided to prevent a trip hazard.
- A damaged, uneven or badly laid floor can present a trip hazard.
- Report poor lighting or any lights out.
- Use your warning signs but always remove these signs as soon as the hazard is removed or the floor is safe and dry.
- If you have an accident at work or witness an accident please report the accident via the Planon online reporting system. Your line manager will be able to help you with this if required.

What can you do to make a difference?

- Actions could make the difference between someone getting injured or not.
- See a spillage? Instead of thinking it is someone else's problem, why not clean it up? (Laboratory spillages / leaks follow procedure).

See it, sort it

A useful checklist to help improve safety for you and your colleagues in the workplace:

- Use your initiative.
- Suggest ways of preventing contamination (water, oils, cardboard, waste etc) from getting onto the floor.
- Make sure the floor is clean and dry.
- Clear up spillages immediately.
- Restrict pedestrians walking across smooth floor that has been wet cleaned until the floor is completely dry.
- Display signage / barriers.
- Dispose of waste materials.
- Remove any obstructions or report it to the manager immediately.
- Avoid causing trailing cables.
- Do not leave cleaning equipment & detergents unattended.
- Store goods and equipment safely.
- Keep work area clear of obstacles.
- Report any damaged flooring materials.
- Slopes and changes of levels should be marked.
- Adequate lighting in your work area.
- Wear sensible shoes (safety shoes if applicable).
- Think about the customer within the workplace, what do they need to know? Do you need to do more to protect them?
- Check everything you put in place.

Remember cleaning floors can prevent accidents – but unless it is done with care, it can also introduce new risks.

Laboratories and Workshops

Additional Health and Safety Instructions for Staff Working in Laboratories and Workshops

If you are required to work in laboratories or workshops, it is vital that you follow all the standard health and safety guidelines as instructed by your line manager.

There are also additional instructions you must be aware of, and follow, at all times:

Always:

- Follow any specialist instructions relating to a specific laboratory or workshop
- Follow the relevant risk assessment
- Wear the correct PPE
- Report any unusual odours
- Report any laboratory alarms sounding
- Ask a manager if in any doubt

Never:

- Assume a spillage is water (always ask for advice or assistance).
- Move or clean any laboratory or workshop equipment.
- Touch or move any laboratory or workshop chemicals.
- Eat or drink within a laboratory or workshop.
- Leave keys in a door.
- Allow anyone access to any area without permission (access authorisation system).

Personal Safety

Manchester Met has a dedicated Campus Security team. They also provide patrols to outlying sites, including car parks. The team are available to provide help, support and guidance on all matters of safety for staff and students.

If you require any further information about the Campus Security, please ring 0161 247 1334.

Useful safety points to be aware of include:

- Never touch suspicious objects or packages. If found, report them to your line manager.
- Never leave your bags or personal belongings unattended. Make sure they are locked away in a safe and secure place.
- If you see someone who is acting suspiciously, please report it to your line manager
- Ensure that if you are working in an isolated area or working alone that someone knows where you are and how long you are likely to be there. Follow the correct procedures as detailed in the risk assessment.
- It is always useful to know the location of telephones within your area of work and the numbers of your local reception or campus security.
- If required, a security escort is available late at night when leaving your building around all the All Saints campus to University car parks.

Safezone

Manchester Metropolitan University has teamed up with technology firm Critical Arc to provide SafeZone. SafeZone is a free app (safezoneapp.com) that connects staff and students to the campus security team should they ever experience an emergency, need urgent help or first aid.

Lost Property

If you find items of lost property, they must be handed in to your nearest reception immediately where they will be logged and passed on to the campus security team who manage the process of storage and reclaiming of items.

Building Security

Your responsibility

- Staff must also take responsibility for the keys and swipe cards to their area of work.
- Never allow other people to use your swipe card.
- Keys must be returned to the appropriate person as you leave the building.
- Ensure your area is secure when leaving. Turn off all lights and ensure windows and doors are closed and locked.
- Never leave keys in a door unattended, especially on the outside of doors whilst you are cleaning because unauthorised people can remove the keys quickly and easily.
- Extra precaution should be taken when cleaning in restricted areas i.e.: stores, cash areas and offices. Unauthorised personnel should not be allowed into these areas.
- Be aware of strangers who are acting suspiciously. Ask them if you can be of assistance or contact your line manager. Be wary of people who 'tail-gate' you into swipe access areas – if you don't know who they are, ask them or report them to your line manager.
- An unattended package must be regarded as suspicious if it has been left in your area of work. Report these instances to your line manager immediately.
- If you find windows and doors have been left open or discover physical damage to University property, report the incident immediately to your line manager.
- Ensure you are familiar with any emergency procedures, which operate in your area of work. Familiarise yourself with all break glass points, location of fire appliances and exit routes.
- Report any building faults as soon as possible, through the correct channels.
- Only unlock rooms as they are required. If you are not ready to clean in there, do not unlock them. This minimises the risk of unauthorised access.

Useful information about your role

Probationary Period

What is a probationary period?

The probationary period is a time span of 13 weeks from your commencement date with the University, during which your standard of work, timekeeping, attendance, relationships with colleagues and customers are monitored by your managers. It is also a time for the new member of staff to see whether they have any reservations regarding their new job and to identify any problems they might be experiencing. This period is designed to aid your induction into the department.

What is a probationary review?

It is an opportunity for you to discuss any of the subjects described above with your line manager in a formal setting. It is also an opportunity for your line manager or yourself to discuss any problems which may have arisen, and jointly identify any actions that need to be taken.

When do these reviews take place?

The review meetings will take place on the 4th, 8th and 12th weeks of the 13-week period.

With whom do these reviews take place?

The person responsible for the review will be appointed to you on the commencement of your employment, although this is normally the appropriate line manager. Your reviewer will agree a time and location with you, in order to carry out your probationary review.

What happens if I fail one of my probationary reviews?

Firstly, the review should be seen as an opportunity to discuss your performance and training needs. If there is a problem, both you and your reviewer will agree on objectives and what future action must be taken in order to resolve the situation. Conclusions will then be noted down for reference until the next meeting.

How do I know my views have been properly noted on the probationary report form?

Your reviewer will go through the form with you and ask you to sign it, in order to indicate your agreement with the comments.

What happens if I fail my 13 week probationary period?

There are two options available to your line manager. They may decide to extend your probationary period by a further number of weeks, giving you an opportunity for improvement. In more serious cases, such as unacceptable levels of sickness or poor timekeeping, you may be invited to a final probationary review meeting with Human Resources in order to assess your suitability for your position. One possible outcome of this meeting is that your employment is terminated for the unsatisfactory completion of your probation. You could choose to be accompanied at this meeting by a workplace colleague or Trade Union representative.

Who informs me if I successfully complete my probationary period?

Initially, your line manager or reviewer will tell you verbally. At a later stage, you will receive a letter from the Human Resource Department advising you of your success.

What happens next?

In order to maintain our high standards, your line manager will continue to monitor your performance in all areas against the competency statement for your role.

Uniform

When will I receive my uniform?

You usually receive your uniform on commencement of your employment with the University. However, a temporary uniform may be issued while awaiting delivery. The uniform issued will be relevant to your job (details will have been taken when employment was offered).

Where do I get my uniform?

Your uniform is ordered by your line manager, who will issue you with it once it has arrived.

Who is responsible for the laundering of my uniform?

You are responsible for the laundering of your uniform, ensuring that it is presentable for use.

If my uniform gets damaged, does not fit correctly or is worn out, how do I obtain replacement items?

You make a request to the line manager, stating your problem. You will need to return your unusable items for replacement. Your replacement items are then issued to you as soon as they arrive.

If I decide to leave the University, what happens with my uniform?

At the termination of your contract with the University, staff are responsible for the return of their uniforms to their line manager.

Do I receive my full quota of uniform on my commencement of employment?

No, in most instances a full quota is not issued until the successful completion of your probationary period.

Am I issued with any other protective clothing?

Yes, each new member of staff is issued with protective clothing, as appropriate to your job.

Do I have to wear safety shoes?

This depends on the Risk Assessment for your position. Please refer to 'Safety Shoe Policy', available from your line manager. Footwear must cover the foot, be of sound construction and of a colour in keeping with the uniform such as black, navy or grey. Open sandals must not be worn.

Uniform Guidance

The following points apply where a job or placement requires a uniform within the Estates, Facilities and Capital Development department. Manchester Met also has a duty of care to its employees and where protective clothing is required it will be issued to staff in compliance with the Health and Safety regulations. Uniform is only to be worn when traveling to and from work, and undertaking work activity. If you leave your place of work or go off campus during your break, please remove your ID badge and ensure that your uniform is not visible.

Uniform tips

1. Uniform must be worn at all times.
2. Catering uniform must be worn in accordance with the hygiene regulations.
3. No personal clothing should be visible either under or over the uniform. (Only exception is by agreement with your line manager and possibly due to the delay in the supply of uniform)
4. Headwear is normally only issued to staff working externally (cap/ski style hat). Headwear may be issued to staff to wear inside in special circumstances.
5. Any special uniform requirements including headwear must be identified to your line manager. An employee must show that alternative clothing is a necessary part of a sincere held religious belief but must conform to the uniform colour code. Our uniform suppliers are able to provide a range of items to meet the specialist needs of individual staff members, and such items will be ordered in the usual way following discussion with your line manager.
6. It is the responsibility of staff to keep their uniform in a clean and tidy condition at all times and to follow the care instructions provided. Please rotate the wearing of your garments to extend the life of each item.
7. Staff will only be able to order up to their allocated allowance via the appropriate manager.
8. Uniform will be replaced on a new for old basis.
9. Your ID card should be carried at all times and you will receive a lanyard for this purpose.
10. Name badge should be worn at all times.
11. Failure to adhere to the policy will result in disciplinary sanctions.
12. Uniform must be returned on the last day of employment. Failure to do so will result in a charge being levied.
13. All new uniform must be tried on and any changes or difficulties with size identified, reported and returned to your line manager within one week of receipt of item.

14. Any specialist protective/safety clothing required in the work place will be available via the appropriate line manager.
15. Safety shoes are issued to staff in some roles due to the nature of the tasks in their work schedule. Other staff are to provide their own footwear which must cover the foot, be of sound construction and of a colour in keeping with the uniform such as black, navy or grey. Open sandals must not be worn.
16. The following only applies where a job or placement requires use of a radio, mobile phone or other electronic communication device within the Facilities department. At the end of your shift, please ensure you follow the local procedure for charging and storing the device so that it is secure and ready for use by the next shift. If you go off campus during your break, please hand your device to your line manager and collect on your return.

Identification

When will I receive my identification card?

If you have already provided a photo of yourself, as requested in your online Welcome pack, then you can collect your ID card from Campus Security. They are located in Birley Fields Campus - Vine Hall. If you have not provided a photo of yourself in advance, you can visit Campus Security who will take your photo and produce your ID card. You will need to provide them with your 8 digit staff ID to collect your card.

Why must I wear my identification card?

Many areas across the University operate a card access system so you must carry your card with you at all times. You may also be asked to produce your card in order to verify why you are on University premises. Especially if you are working in or visiting another Faculty within the University.

Can I lend my card to another person?

Your card is registered to you and is linked to your staff number. You must never loan it to anyone else.

Is there any other reason for having an identity card?

Yes, your identity card gives you access to other facilities within the University. On production of your card you can gain access to any library facilities including computer access, printers, mail rooms and also to any sports facilities within the University. The ID card also controls access to Manchester Met car parks.

What do I do if I lose my identity card?

You must inform your line manager as soon as possible, who will make arrangements for a duplicate card to be produced. A charge may be made for this replacement.

If I decide to leave the University, what happens with my identity card?

At the termination of your contract with the University, staff are responsible for the return of their identity card to their line manager.

Your Pay

When do I receive my pay slip?

As you are paid on the last working day of the month, your payslip will be available in the week prior to this date. You can also access electronic copies of your payslip via the Your Self Service system.

What if I believe my pay to be incorrect?

If you find there is a problem with your pay slip, you should contact your line manager. They will discuss the problem with you and check with Payroll to determine any discrepancies and rectify if necessary.

What happens if I am late for work?

Your department may have a signing-in and out procedure in operation. Where applicable, you must sign in and out each day, entering your correct arrival and departure times. You must be in your area of work and ready to start your shift at your designated start time. Starting and finishing times must be adhered to, with persistent lateness resulting in disciplinary action.

What action do I take in order to change my bank details?

Once you have made the necessary arrangements with your bank, your details can be updated via the Your Self Service System online system – you can do this yourself or ask your line manager to assist you.

What action do I take to change my personal details?

Details such as name, address, next of kin or emergency contact are held on Your Self Service System and can be updated online.

What are my overtime rates of pay?

This depends on your working pattern and hours of work. Your rates of pay for overtime worked will be explained to you by your line manager.

What should I do if I am called for Jury Service?

Inform your line manager as soon as possible, otherwise this may have an adverse effect on your pay.

What if my tax code is incorrect?

Your tax code is determined by your tax office and not by the University Payroll office. Therefore, any tax queries should be raised directly with your tax office. Your tax office address is:

Albert Bridge House
1, Bridge Street
Manchester
M60 9AF

Tel: 0845 3000 627

Our tax reference number is:

080/MDCM300

You can also make enquiries at a local tax office.

The above reference number should be quoted when entering into any correspondence with the tax office, along with your employee number and place of work.

If I am a student, do I have to pay tax?

No, you need to complete a P46 form; this is available from your line manager. Please ensure that you have a valid National Insurance number as soon as possible.

Pension Scheme

Do I have to join the University Pension Scheme?

All eligible new employees are contractually enrolled into the relevant pension scheme.

Which pension scheme will I join?

You will become a member of the Greater Manchester Pension Fund (GMPF).

How much will I pay into the pension each month?

Your contributions are based on your earnings. If you earn more through overtime, your contributions may increase.

Can I be in the pension scheme for more than one job?

Each separate contract of employment you have with the University is treated as a distinct job. You can be a member of the pension scheme for each contract.

How do I get information on my pension?

You can see a running total of the amount of contributions you have paid in the current tax year on your payslip each month. GMPF send out Annual Benefit Statements each year to allow you track to progress of your pension. The Reward and Pensions team also have a dedicated pensions page on the Intranet and can be accessed by going to the Intranet homepage, going to Working Here and clicking Pensions.

What do I do when I wish to retire?

When you are thinking of retiring (over age 55), you can contact the Reward & Pensions Team to discuss your options. If you decide that you want to take your pension, you should then contact your line manager and the HR Service Centre. Once this has been agreed and confirmed, the University's Reward & Pensions Team will send your retirement paperwork to GMPF, who will send your options to you.

Who should I contact for more information about my pension?

You can contact the University's Reward & Pensions Team on 0161 247 6823 or by emailing pensionsandreward@mmu.ac.uk. You can also find useful information about the pension scheme on the intranet.

If you wish to contact GMPF directly, their contact details are as follows:

Greater Manchester Pension Fund, Guardsman Tony Downes House,
5 Manchester Road, Droylsden, M43 6SF

0161 301 7000 www.gmpf.org.uk

Holiday Request

If I wish to take some holidays, who do I ask?

Your holiday request must be made to your line manager for approval. However, it will only be approved depending on the operational requirements of the department. You are also advised not to pre-book your holidays before gaining approval.

What should I do if I wish to take holidays at short notice?

There is no guarantee that these requests can be accommodated as they are dependent on the operational requirements of the department. Please discuss these requests with your line manager.

Can I take my annual leave any time I wish?

First and foremost, your line manager will consider the operational requirements of the department – the level of business, any planned work during vacation periods, how many other people have already booked time off. These requirements may be different between sites so if you hold more than one role, please check with both areas before booking any leave.

Holidays of over two weeks duration during term time must be accompanied by a letter clearly stating the reason and importance of this application. Again, these requests must be approved by your line manager before any holiday is booked or taken.

When requesting holidays, do I have to fill any forms in?

The Your Self Service System is used to record holidays and you can submit your request online – this still needs to be approved by your line manager.

If I am on a term time only contract, am I entitled to annual leave?

No, you are not entitled to take holidays during term time, but a holiday allowance pro-rata to the equivalent for all year staff, is included in your total pay.

How many days' holidays am I entitled to?

The annual leave year is from the 1 September to 31 August, and is on a pro-rata basis during the first year. The table below shows the standard allowances per grade but it is worth noting your leave entitlement is calculated and taken in hours rather than days. Your line manager will be able to explain your leave entitlement to you.

Grade	Grade Standard allowance in days	Standard daily working Hours (Full day / half day)	Standard weekly working hours
1 to 7	25 / 30 ¹	7 / 3.5	35
8 to 11	35	7.4 / 3.7	37
Senior Staff	35	7 / 3.5	35

¹ Increases to 30 days after 5 years continuous service

What happens if I fall sick during my annual leave?

If an employee falls sick during the course of annual leave, they will be able to claim the leave dates back provided they are covered by a medical certificate.

Absence Procedure

If I am unable to attend work, what action should I take?

On the first day of absence employees must contact their line manager by phone informing them of their illness and the likely duration of absence. This should be done prior to the start of their shift wherever possible.

Please make contact as early as possible so that cover can be arranged. Your line manager will inform you of the expected timescales for reporting illness for your shift start time.

Staff must report directly to the designated person (usually the line manager) and not ask a third party, such as a family member, to report on their behalf. Contact via email, text message etc is not acceptable.

Here are the contact numbers for each area across EFCD:

Zone 1: **07794 072252**

Zone 2: **Brooks: 07900 164465**
Business School: 0777224708

Zone 3: **07717 690971**

Catering: **Contact your line manager**

Student Living: **All Saints: 0161 247 1400**
Archway/Birley: 0161 247 2777

What will happen if I do not follow these procedures?

If the reporting procedure described above is not carried out and you do not phone in on your first day of absence, or phone in after the times described, the absence procedure states that the employee will be considered absent without permission. In exceptional circumstances, please contact your line manager.

Continued failure to follow the procedure for absence reporting will result in disciplinary action.

What does designated member of staff mean?

This is the person you must make contact with whenever you are unable to attend work. The designated person/s and telephone numbers for your area of work are as follows:

Designated Person:

Contact Number/s:

Time you must ring in before:

What if I ring the stated telephone number for my zone but cannot get through?

If there are any difficulties making contact using the stated number, you can ring the Duty Manager in another zone on the number/s in this booklet stating your name, job title and the name of your workplace.

If you leave a message, your line manager may need to telephone you at home later to establish a reason for the absence and / or to discuss urgent work-related matters so a contact number must be left.

In all cases, if known, please inform the member of staff how long you will be unavailable for work, and the reason for your absence.

What procedure should I follow if my absence is for longer than one day?

If your absence is for more than one day in duration, you must make contact with your designated person on each day of absence as stated in the Managing Absence Policy plus the day before you return to work, to inform them of your intention to come back to work. If you are going to be absent for less than one week, your manager may agree to have contact with you less frequently.

Once I return to work, do I have to take any further action?

Yes, when you are fit to return to work, you must report to your line manager before starting work and together you will complete return to work paperwork.

All employees must complete a self-certification form in respect of all sickness absence. The self-certification certificate is contained within the standard return to work form which must be completed after every absence.

If the absence continues beyond seven calendar days (inclusive of weekends), statement of Fitness For Work (Fit Note) from a doctor is required. All statements must be sent without delay to the appropriate line manager who, in turn, will inform the HR Department of the existence of a statement, its content and the expected duration of the absence.

In order to comply with hygiene regulations, Catering staff who are suffering with, or have suffered from, a gastric related illness, i.e. sickness and diarrhoea, must discuss their return to work with their line manager.

If you knowingly submit any false information relating to your fitness for work, consideration may be given to invoking the disciplinary procedure.

What happens if I fail to comply with this procedure?

Failure to report your absence, complete the necessary paperwork on your return to work and provide relevant Fit Note from the doctor when necessary may result in a loss of pay or sickness allowances, for all or part of your absence from work. Failure to follow the correct procedure may result in disciplinary action.

If I am feeling ill whilst on duty, what action should I take?

If you are so ill that you feel that you cannot continue with your duties, you must report to your line manager and explain your problem to them. You will then have to sign out on the appropriate timesheet before leaving the premises. The remainder of your hours will be regarded as sick leave. It is essential that food handlers refer to the Fitness to Work leaflet.

How do I obtain First Aid?

Every site in the University has its own First Aiders. These are formally trained members of staff who can offer advice and assistance on courses of action you can take. Your local reception has a list of First Aiders and will be able to contact someone as required.

In an emergency, please contact campus security on 0161 2472222

For further information, search for "Absence Management Policy" on the intranet.

Policies and Procedures

The University has a range of policies and procedures – including Health and Safety, Equality and Diversity, IT Usage, Financial Regulations – these can all be found on the Manchester Met intranet or from your line manager.

Family Friendly Policies

Manchester Metropolitan University has a range of policies covering maternity, paternity, shared parental leave and adoption & parental Leave. Further details can be obtained from your line manager or the Human Resource department.

There is a risk assessment process in place to review the duties of pregnant members of staff - this is carried out by the line manager on notification of pregnancy.

Special Leave

Manchester Metropolitan University recognises that there may be unforeseen circumstances which necessitate a member of staff needing to take time off from work, at short notice, to deal with an emergency of a compassionate or domestic nature. There is a Special Leave Policy in place across the organisation. If you require further information, please discuss with your line manager.

Human Resources

The HR Service Centre provides a one-stop-shop for all your human resource issues – from updating bank details or a change of address to recruitment matters, pension information or details of trade union membership. You can visit the team in the 6 Great Marlborough Street, call them on 0161 247 6624 or email hr@mmu.ac.uk

IT Usage in the Workplace

Many more workplace systems and processes are becoming automated and there is an expectation that staff will use the self-service functions to book holidays, check pay slips, change bank details etc. You will also need your ID and password if you wish to book on to University training courses, or check out the latest benefits from Lifeworks.

Social Media Compliance

Personal accounts:

Personal use of social media during working hours should not be excessive or interfere with a member of staff's role.

Staff are expected to respect colleagues, students and stakeholders, and protect confidentiality, privacy and security.

Where a personal social media account indicates an association with the University, a disclaimer should be included such as "The views I express here are my own and not the views of the Manchester Metropolitan University".

Posts should not create the impression they are communicated on behalf of the University.

Staff are advised not to use their personal social media to engage with students. For example, this would relate to sending or accepting "friend" requests to/from a student on Facebook or Instagram.

University accounts:

- Accounts representing the University, or an area thereof, must not be created without written approval from the relevant department head.
- Potential negative impacts to the University as a result of social media use must be considered and risks minimised wherever possible.
- Users of University accounts must be aware of the 'Social Media Policy' and guidelines in place at the University. These guidelines must be followed for all corporate communications.
- There are also handy hints, tips and podcasts for those new to social media. There is also a policy on Cyberbullying which can be found on the HR website.

Personal Electronics

Personal use of mobile phones, tablet computers, MP3 players, etc is not permitted whilst on duty. If you need to be contacted urgently, please discuss this with your line manager. Failure to comply will lead to disciplinary action.

Equality and Diversity

The University is committed to ensuring all staff are treated with dignity and respect. The Equality and Diversity Team liaises with staff and students to discuss issues around equality and diversity and to ensure equality of opportunity in the development of HR policies and approach to service delivery. If you have any issues you wish to discuss with the team, please contact them directly.

Wellbeing

Staff have access to a comprehensive package of employee benefits and support called Lifeworks. There is a dedicated staff portal via the intranet, and app you can download to your phone or a Freephone number 0800 169 1920. This service is not just there to help with work-based issues, but can be accessed to gain impartial advice around a host of topics such as:

- Starting a new job
- Consumer rights
- Buying a home
- Staying healthy
- Managing money
- Having children
- Family crisis
- Retirement

Lifeworks offers a range of staff benefits including discounts on a range of goods and services such as restaurants, cinemas, holidays, shopping – the list goes on!

Any health and/or wellbeing issues should initially be raised with your line manager or Human Resource department. It may then be appropriate to then seek advice from Occupational Health. Your HR advisor will be able to provide further information and advice.

Please ask your line manager for details of Lifeworks or search for “Lifeworks” on the intranet.

Wellbeing committee

EFCD have a range of Wellbeing activities developed and delivered by staff via the Wellbeing committee. Look out for more information in team meetings, and feel free to share your ideas for new initiatives and topics.

MMU Sport

MMU Sport offers many ways for staff to stay fit and active – including a weekly timetable of free sport and fitness classes. From badminton, football and swimming, to yoga, meditation and boot camp, there's something for everyone.

Staff can also take advantage of our campus facilities including the use of the gym and workout classes. The salary deduction scheme makes it easy and can save you money.

Find out more about sport and fitness at Manchester Met by searching for "MMU Sport" on the intranet.

As part of the Wellbeing agenda, MMUSport offers a wide sporting provision including gym facilities and health and fitness classes. There are also plenty of opportunities to take part in free, weekly drop-in sport sessions, regular sport leagues and group personal training sessions!

There are sport centres on campus, with exclusive membership deals for staff, including free, drop-in sports sessions as part of the Active Campus programme, with a number of sessions, including football, rounders and netball, designed exclusively for staff.

There is a programme of free health and fitness classes each term, but should you need a little bit of help along the way, try Unifit – a unique, group personal training session.

KEEPING FIT ON CAMPUS

Becoming active can often feel daunting but the benefits include reduced stress levels, sleeping better and generally feeling happier. In addition, there are plenty of ways for staff to get fit and active at Manchester Met.

What do we offer?

- Sports centre classes - all our sport centres have a range of fantastic fitness classes.
- Free activities and classes - we provide a range of free fitness and wellbeing classes for staff to attend.
- Staff discount Gym memberships – search for "gym memberships" on the intranet.
- MCR Met Moves - Keep track of your progress through our MCR Met Moves app, where you can earn rewards for getting active. Whether you enjoy walking or going for a run, all activities count towards points which can be redeemed for fantastic prizes including; hot drinks, clothing, portable chargers, and the popular Chilly's bottles. Search for "Keep happy and healthy with MMU Sport" on the intranet.
- If you have any questions or want to find out more, please get in touch with one of the team sport@mmu.ac.uk

There is plenty for you to get involved with during your time at Manchester Met, with opportunities to suit everyone! Head to mmu.ac.uk/sport to find out more.

Communication and Getting Involved

Communication

Colleagues in EFCD will be communicated with through a wide variety of channels, including the internal staff intranet and the bi-monthly Insight magazine, which provides a round-up of topical news stories, celebrating success and team news. There is also the EFCD weekly bulletin posted on MS teams every Wednesday, a monthly round up delivered by line managers, departmental notice boards, the Professional Development Review (PDR) meeting and any adhoc methods such as staff briefings.

The main staff communication mechanism for the University is the ManMetLife page on the Manchester Met intranet which has details of all the latest news stories across the University.

Your staff ID number will allow you to access the University's computer system, including printers. Staff must be aware of the departmental policy for acceptable use which includes personal use of the Internet and printers. Any breaches of policy will result in disciplinary action.

Your Views

The University conduct regular staff surveys in order for staff to contribute your views about working life at Manchester Met and to help us shape the future of the University. The questions in the survey cover a wide range of areas from your working relationships with colleagues and management, management of change, training and development, communications, your health, safety and welfare and equality and diversity. You can also send in your thoughts and comments by emailing efcdcomms@mmu.ac.uk.

Environmental Sustainability

Manchester Met is a leading, award-winning University for sustainability, and we are proud to be the most sustainable university (People and Planet University League 2021/22), maintaining a top three position in the People and Planet University League Table since 2013 and scoring highly in the Time Higher Education (THE) Impact Rankings.

We all have a responsibility to engage in and contribute towards sustainability, both at the University and beyond. The University has a new Sustainability Policy and Strategy, and report annually on our performance and progress towards achieving the aims outlined in the strategy.

Sustainability Strategy

We have exceeded our 2020/21 target to reduce our scope 1 and 2 carbon emissions by 50%. Looking forward, to reach our goal to be a net zero carbon University before 2038, we need everyone to get involved. To find out more about our strategic direction and how policies apply to your role, please [click here](#).

Training

Supporting you on your journey to becoming more sustainable, we offer a range of accredited Carbon Literacy courses. These provide a mixture of knowledge exchange and group learning, helping develop your perspective on the sustainability agenda as a whole and how it applies to your role at Manchester Met.

Travel

We are committed to providing sustainable and active travel options for our staff and students. Find out about a range of travel options and initiatives including cycling to work and cycle facilities, public transport options, travel loans, electric vehicles, and car parking by visiting the staff intranet webpages. Find out how your active travel can accumulate points for rewards in the Man Met Moves app.

Reduce, Reuse & Recycle

We encourage staff and students to recycle as much of their waste as possible. Recycling hubs are available across the University, and 'desktop recyclers' are available to all members of staff, who are responsible for segregating their waste and recycling into the recycling hubs. More information can be found [here](#).

Green Spaces

Want to take a break to see some of the wonderful outdoor spaces around us? Head over to one of our outdoor areas on campus such as Birley orchard and woodland areas. There are also plenty of opportunities to get involved in activities, if you have any ideas of sessions you'd like to host or get involved with then please contact us using the below information.

Resources

If you have a question, please contact sustainability@mmu.ac.uk, and to find out more about sustainability at Manchester Met, visit mmu.ac.uk/sustainability or our intranet page [here](#).

Training and Development

The Estates Facilities and Capital Development Department is committed to the training and development of its staff. Following Induction you will have a schedule of training to familiarise yourself with your job role.

The next step is to discuss your development with your line manager during your Professional Development Review using the competencies based on the university and departmental objectives for your job role. The EFCD Behaviour Framework details the attitudes and behaviours expected of staff at all grades and is a great discussion tool for staff development and progression. All staff have their own set of competencies which list the skills, knowledge, attitudes and behaviours we expect to see from staff who work in that particular role.

There are a wide range of training and development opportunities on offer – training courses, job-shadowing, coaching, on-the-job training - some development and training activities are compulsory as they are essential in ensuring you are able to do your job correctly, while others may help you to improve skills and develop in your current role.

There will always be an opportunity to discuss your professional and personal development at your annual Professional Development Review (PDR). You also have the opportunity to discuss your development at any time - for example, if you see a course you would like to attend but it is a while until your PDR, you should approach your manager to discuss your reasons for wanting to attend.

Within financial constraints, arrangements can then be made to meet those needs identified and agreed with your line manager.

Staff Induction Checklist

Once completed, copies of these sheets will be kept by your line manager.

Name:

Job Title:

Site:

Start Date:

Brief overview of the University

- Welcome to Estates and Facilities and Capital Development
- One Professional Services
- Customer Service Excellence
- Environmental sustainability

Welcome

- Introduction to immediate manager and colleagues
- Department description
- Standards of performance
- Hours of work/working time directive
- Breaks

Tour of the building (toilets, lockers, refectory/café)

Terms and Conditions

- Holiday requests
- Absence procedure
- Special leave
- Probationary review
- Payment procedures
- Pension scheme
- Identification and uniforms
- Policies and procedures
- Training and development

Health and Safety

- General regulations
- Accident reporting procedure
- COSHH
- Emergency evacuation procedures
- Manual handling
- Personal safety
- Machine safety
- Care of equipment
- Reporting faulty equipment
- Slips, trips and falls
- Guidance for working in laboratories and workshops

I confirm that the above induction training has been carried out

Signed (Manager):

Date:

Signed (Employee):

Date:

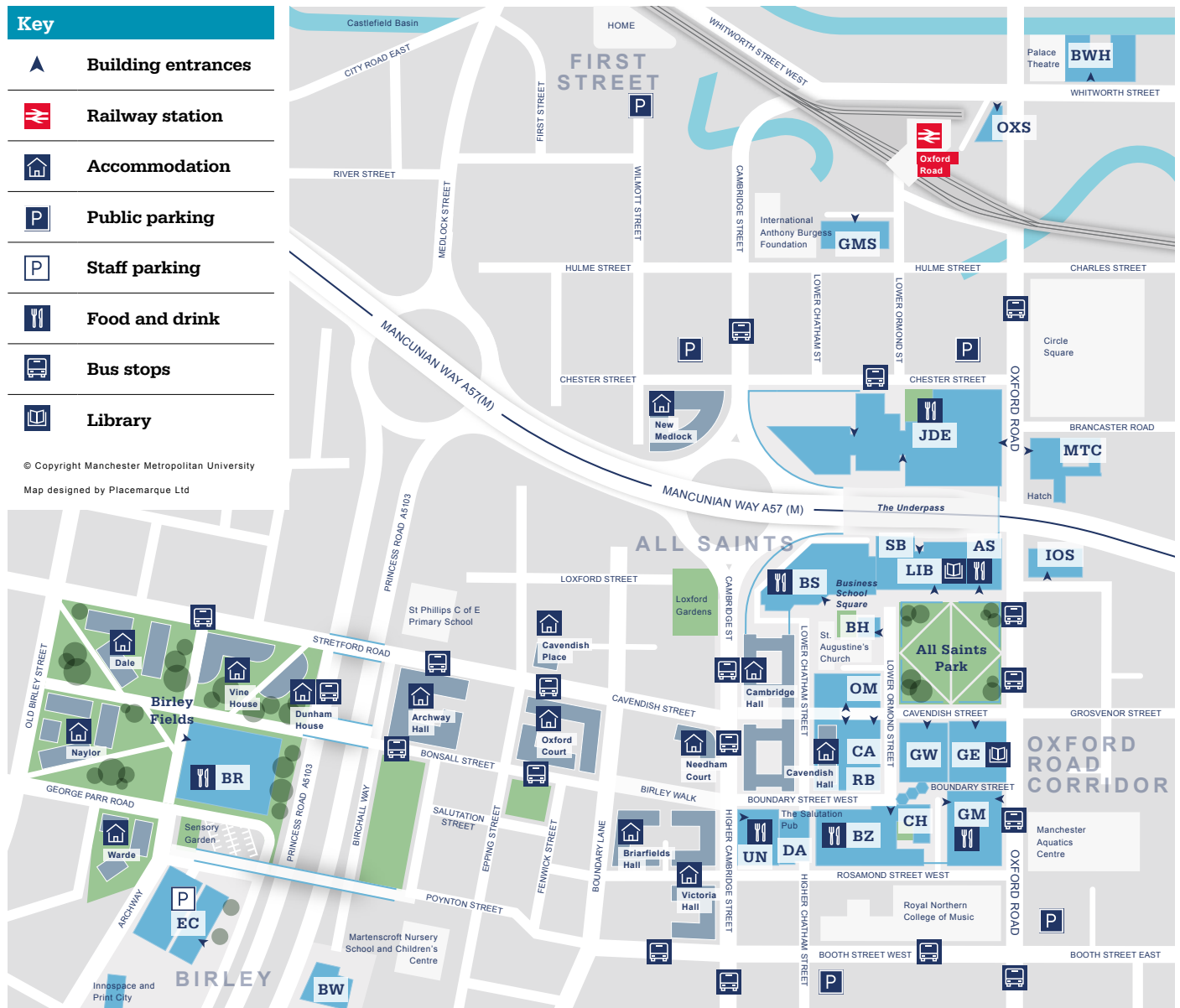
This document complies with Equality Impact Assessment and can be made available in alternative formats.

Appendix 1: Campus Map

Key

-  **Building entrances**
-  **Railway station**
-  **Accommodation**
-  **Public parking**
-  **Staff parking**
-  **Food and drink**
-  **Bus stops**
-  **Library**

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Main buildings

AS	All Saints University Administration	CA	Cavendish Manchester Fashion Institute	IOS	Institute of Sport
BH	Bellhouse School of English	CH	Chatham Manchester School of Art Manchester School of Architecture	JDE	John Dalton East/Central Faculty of Science and Engineering
BR	Brooks Faculty of Health and Education Student Hub	DA	School of Digital Arts	LIB	All Saints Library University Library (Please refer to mmu.ac.uk/library for opening hours)
BS	Business School and Student Hub Faculty of Business and Law Counselling, Mental Health and Wellbeing Student Hub	EC	Energy Centre	MTC	Manchester Technology Centre Manchester School of Architecture
BW	Birchall Way Print Services Estates Maintenance	GE	Grosvenor East Humanities, Languages and Social Science Manchester Poetry Library Manchester School of Art	OM	Ormond University Administration
BWH	Bridgewater House University Administration	GW	Grosvenor West Manchester School of Art The Holden Gallery	OXS	70 Oxford Street School of Art
BZ	Benzie Manchester School of Art	GM	Geoffrey Manton Humanities, Languages and Social Science Jobs Hub	RB	Righton Manchester Fashion Institute
		GMS	6 Great Marlborough Street University Administration	SB	Sandra Burslem Manchester Law School
				UN	Students' Union