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STAFF BENEFITS

A guide to benefits and culture

Royal Patron – Her Royal Highness The Princess Royal
You can find out more about our trustees by visiting our website at hearingdogs.org.uk/trustees

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Introduction

Welcome to our staff culture and benefit guide. This document sets out the benefits put in place to recognise the value that our staff bring to our charity. We hope that the following offers support for all roles, improves health and wellbeing, and maintains a healthy work-life balance.

In addition, we include information about the Charity's culture and values.

The Charity intends to offer these benefits on an on-going basis but may amend or withdraw non-contractual benefits at any time.

Quick guide to staff benefits

We offer a wide range of benefits for our staff which include:

- Defined contribution group personal pension plan
- 24 days holiday plus bank holidays
- Life assurance
- Employee assistance programme
- Uniform for all operational roles
- Occupational sick pay
- Occupational maternity, paternity and adoption pay
- Eye care
- Hearing tests
- Learning and development opportunities
- Discounts on merchandise at Hearing Dogs gift shops
- Pet dog policy

The following pages outline each benefit, however more information is available on the HR Policy page of SharePoint. Please speak to your line manager or a member of the Human Resources team for additional guidance.

Pension

The Charity operates an auto-enrolment pension with The People's Pension and new employees will join automatically on the second month of employment if the minimum criteria is met. We will contribute a minimum 4% of your gross basic pay.



Quick guide to staff benefits

Annual leave

Our holiday entitlement for full-time employees is 24 days per annum excluding public holidays. Three days from holiday allocation must be used between Christmas and New Year.

The Charity recognises long service by granting two days additional holiday after an employee's completion of five years continuous service and a further three days after the completion of 10 years continuous service.

There is an amended annual leave entitlement and long service arrangement for the Executive Management Team, more information is available on SharePoint.

Life assurance

All employees are covered by our life insurance scheme. This provides a lump sum equivalent to two times salary, made to nominated beneficiaries, in the case of death whilst in employment at the Charity.

Employee assistance programme

The Charity offers a free and confidential Employee Assistance Programme to all employees. This private and impartial support, information and counselling package is available 24/7 online, via phone and through a face-to-face service.

Uniform

Uniform is provided for all employees that is appropriate for each role.



Quick guide to staff benefits

Occupational sick pay

The Charity operates a discretionary Sick Pay Scheme for all employees which is:

- up to 12 months continuous service – two weeks at full pay
- after 12 months continuous service but less than three years continuous service – one month at full pay and one month at half pay within a twelve-month period.
- after three years but less than five years continuous service – two months at full pay and two months at half pay within a twelve-month period.
- after five years continuous service – three months at full pay and three months at half pay in a twelve-month period.

Maternity, paternity and adoption pay

All pregnant employees are entitled to a period of up to 52 weeks maternity leave regardless of length of service. The entitlement for adoption leave is also 52 weeks regardless of length of service.

Pregnant employees who have 12 months or more of continuous service by the time their baby is born, or employees who are matched for adoption who have 12 months or more of continuous service, will receive enhanced maternity pay or adoption pay of 12 weeks full pay, with the remainder of their leave being paid under statutory leave arrangements.

Fathers-to-be or employees who will share the responsibility with a partner for bringing up a child, may have the right to statutory paternity leave and pay. Employees who have 12 months or more of continuous service by the time their baby is born will receive enhanced paternity pay of two weeks full pay.

Eye care

The Charity will cover the cost of up to one eyesight test in any two-year period for employees who are classed as users or operators of Display Screen Equipment. If glasses are required that enable employees to use DSE safely, the Charity will contribute up to £100.

Hearing tests

The Charity encourages all employees to have their hearing tested annually and will help signpost to a local service.

Learning and development

The Charity is committed to developing all its employees to improve individual performance and fulfil each person's potential. Each employee is encouraged to take advantage of the variety of learning and development opportunities available.

Hearing Dogs shop

We offer a 20% discount in our Grange Gift Shop and online shop. Details of online discounts for this shop and any other suppliers who offer discounts to our employees are published on our Staff Benefits SharePoint page.

Pet dog policy

The Charity offers all employees the opportunity to bring their pet dog into The Grange or the Beatrice Wright Centre offices following two months of continuous service. A pet dog assessment will apply as do other conditions.

We model behaviours that create a positive, sustainable culture for our charity. These underpin our strategic aims, and we measure our impact by not only what we do, but also how we do it. Our purpose is to help deaf people and anyone with hearing loss to leave loneliness behind and reconnect with life.

Work-life balance

We encourage all forms of positive, productive communication between colleagues and endorse an email culture that recognises a healthy work-life balance. All routine emails should be sent within the hours of 7am to 7pm Monday to Friday only.

Social media is a successful feature of our Hearing Dog family connection, and many employees monitor multiple channels that we have created. Specific guidance is available to clearly define the expectations around social media monitoring.

Our values

Our three charity values motivate everything we do to help deaf people leave loneliness behind. Chosen by our employees, our values describe the actions that are important to us which are:

- be professional
- be courageous
- be kind



Committed Good judgement Reflective
Be Professional
 Honest Respectful Trustworthy Focused
 Ambassadorial

What is it?

- ✓ Presenting ourselves as an ambassador for Hearing Dogs
- ✓ Working hard, being committed, honest and trustworthy
- ✓ Being reflective and using good judgement
- ✓ Striving to gain knowledge and sharing that knowledge and information freely with others.
- ✓ Delivering objectives in a timely fashion
- ✓ Being polite and respectful

Supportive Empathetic Patient
Be Kind
 Thoughtful Helpful Compassionate Caring
 Understanding Encouraging

What is it?

- ✓ Being supportive, compassionate, and patient with clients, dogs, volunteers, and colleagues.
- ✓ Treating everyone equally and inclusively
- ✓ Listening and speaking with empathy and respect to all
- ✓ Being aware of and supporting differing personal perspectives, values, beliefs, and preferences.
- ✓ Consistently behaving in a caring, encouraging, helpful and thoughtful manner.

Creative Energetic Open Minded
Be Courageous
 Confident Ambitious Proactive Resilient

What is it?

- ✓ Owning challenges and seeing them through with resilience
- ✓ Sharing thoughts and opinions confidently and encouraging others to do the same.
- ✓ Proactively pushing internal and external boundaries in pursuit of our cause.
- ✓ Being energetic, ambitious, and adaptable