COVID-19 HR RELATED MEETINGS PROTOCOL

The COVID-19 pandemic has necessitated changes to the way that HR related meetings are held. In order for normal working and operations to be resumed, as far as practicable, different methods of working are now required. This COVID-19 HR Related Meetings Protocol has been developed in order that the majority of HR related meetings can be held remotely.

Principles

- All meetings held remotely, either by telephone or video conferencing, are formal meetings and should be treated as such. All attendees should be aware that these meetings may involve potentially sensitive discussions and care should be taken to ensure that privacy can be maintained.
- The attendees at meetings held remotely should be no different from those who would attend an in-person meeting, which includes employee representation and any translation services. It is the employee's responsibility to notify the Chair of the meeting that they wish to have representation at the meeting.
- The notice periods for remote meetings are the same for in-person meetings.
- It is anticipated that all HR related meetings can be held remotely, provided the employee agrees to this (which will include recruitment interviews, health concerns meetings, sickness absence meetings, investigation meetings, work performance meetings, Hearings etc.).
- There may be occasions where the employee or Trade Union representative wishes to attend a Tayside Contracts location for the meeting, for technological or privacy reasons, or because they wish to have an in-person discussion. In these circumstances arrangements will be made for the employee/TU representative to attend a Tayside Contracts location, with appropriate physical distancing, while the manager(s) and/or HR representative will attend via the agreed electronic method.
- While the default position is for meetings to take place remotely, there may be occasions where an in-person meeting is more appropriate e.g. where documentary evidence is required to be shared amongst all parties, in which case the meeting will be arranged for a suitable location. Home visits will be considered in exceptional circumstances. Risk assessments are available for each of these scenarios.
- All existing meeting procedures remain unchanged (e.g. Hearing procedures) and should continue to be followed during remote meetings.

Meeting format

Consideration should be given to whether teleconference or videoconference is the most suitable method of holding the meeting. The preferred method to use for different types of meetings are as follows, however consideration needs to be given to the employee's preferences:

- Teleconference (cisco jabber or IOS and Android mobile devices)
  - More suitable for early stage sickness absence meetings, health concerns meetings, early stage work performance, resignation meetings, health progress and similar.
- Videoconference (Teams)
  - More suitable for investigations, recruitment interviews, Hearings, some sickness absence interviews.

Please refer to the user guides on the following pages for specific instructions on how to conduct the different types of meeting.

IT Support can be provided by the IT Team, who can be reached on 01382 834100 or helpdesk@tayside-contracts.co.uk

Preparing for the meeting

1. Lead Manager and HR Adviser/second Manager agree the date and time of the meeting. Ensure Interpreter available if known required.
2. HR Admin asked to send invitation letter to the employee (HR Admin must be given notification of the meeting in sufficient time for the employee to receive adequate notice).
3. HR Admin send out invitation letter to employee stating meeting will be held via Teleconferencing/ Microsoft Teams, giving date and time (also state that Interpreter attending if applicable). Copy of Tayside Contracts Microsoft Teams Guide to be included with letter, where known needed.
4. Letter will state that meeting can be held via conference call if there is a barrier to utilising Teams. Employee must inform Lead Manager if this is required asap, but giving at least 72 hours' notice.
5. Employee is asked to confirm or provide their own contact number/email address to Lead Manager no later than 72 hours before meeting.
6. Employee also asked to provide contact number/email address for representative giving at least 48 hours' notice.
7. If employee wants to attend a Tayside Contracts location in order to access technology, or so that they can be physically accompanied by a colleague or representative, they must inform the Lead Manager no later than 72 hours before the meeting. It is up to the employee to ensure that their representative is willing to attend the meeting in the same room.
8. If the employee states they wish to attend a Tayside Contracts location, the meeting room must be booked by the Lead Manager, using Microsoft Teams to allow access to the meeting.
9. Employee and representative are sent meeting arranger by Lead Manager (or whoever they confirmed email address to) for a Microsoft Teams meeting at the date and time stated in the invitation letter.

Meeting procedure

1. Lead Manager to chair the meeting.
2. Chair will open meeting by introducing/seeking introduction of all participants.
3. All attendees to be reminded that there is to be no recording of the meeting.
4. Chair to outline the purpose of and procedure for the meeting and any arrangements for any adjournments etc.
5. Employee to be reminded that no additional people (e.g. family members, or others in the household) will be permitted to participate in the meeting.
6. Where notes are being taken the Chair must make the employee aware of this and outline the purpose of the notes (e.g. to draft an outcome letter).
7. Either party (i.e. the employee and their representative, or the manager(s)/HR representative) can request an adjournment, which will be granted at the discretion of the Chair. Requests for adjournments are unlikely to be denied.
8. Chair to ensure that all participants are given the opportunity to raise any points they wish.
9. Chair to ensure meeting is fully concluded and any outcome is confirmed verbally at the conclusion of the meeting.
10. Chair to confirm any next steps (i.e. further meetings, outcome letter etc.) prior to ending the meeting.

HR RELATED MEETINGS – MICROSOFT TEAMS USER GUIDE

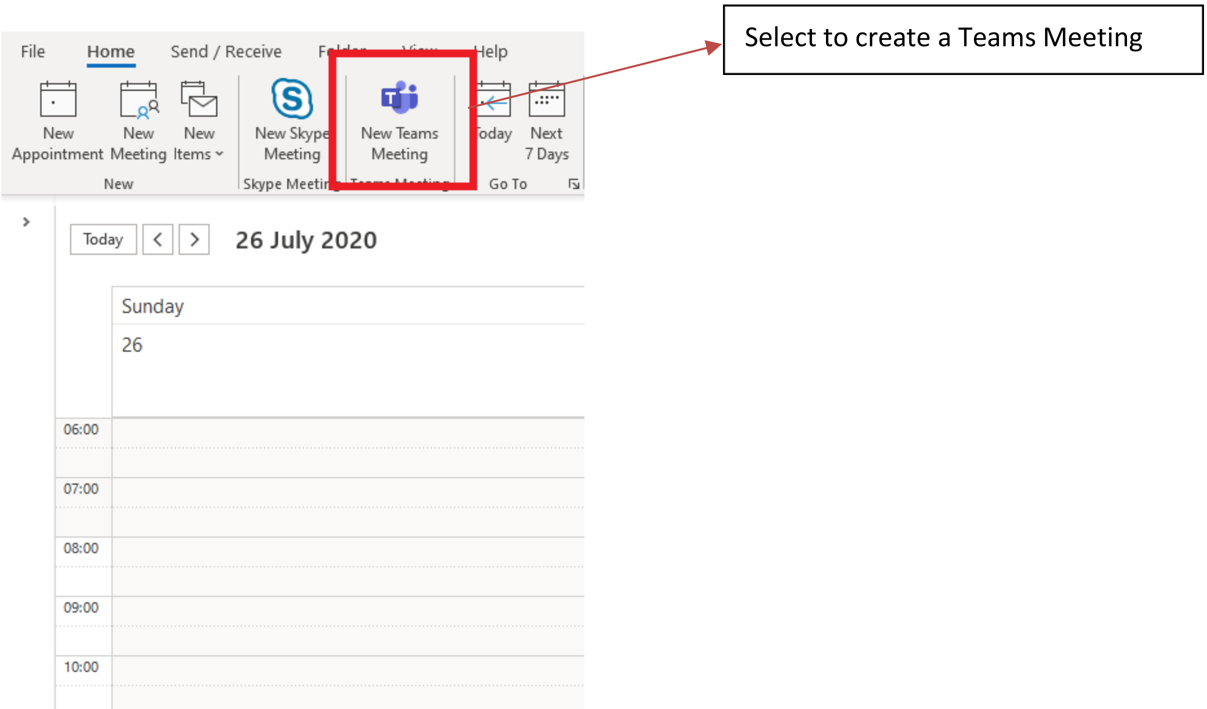
This document has been designed as a guide to participating in and/or chairing a HR related meeting remotely via Microsoft Teams.

1. Setting up the Meeting

After the employee has confirmed their email address and that of any colleague or trade union representative they wish to accompany them, the lead Manager/Chair should invite all participants (including translation services where required) to the meeting via email link as detailed below. This meeting arranger must be sent a minimum of 48 hours before the meeting is due to be held.

Steps to follow:

1. Create a 'New Teams Meeting' in Outlook (as seen in the figure below).
2. Invite required participants via email address
3. Set date and time
4. Send invite



2. Starting the Meeting

Once everyone has joined the meeting the lead Manager/Chair will introduce all the participants present and give a brief overview of the purpose of the meeting. They will also advise the participants what technology is being used and remind employees that notes will be taken and that an outcome letter will be issued (if applicable).

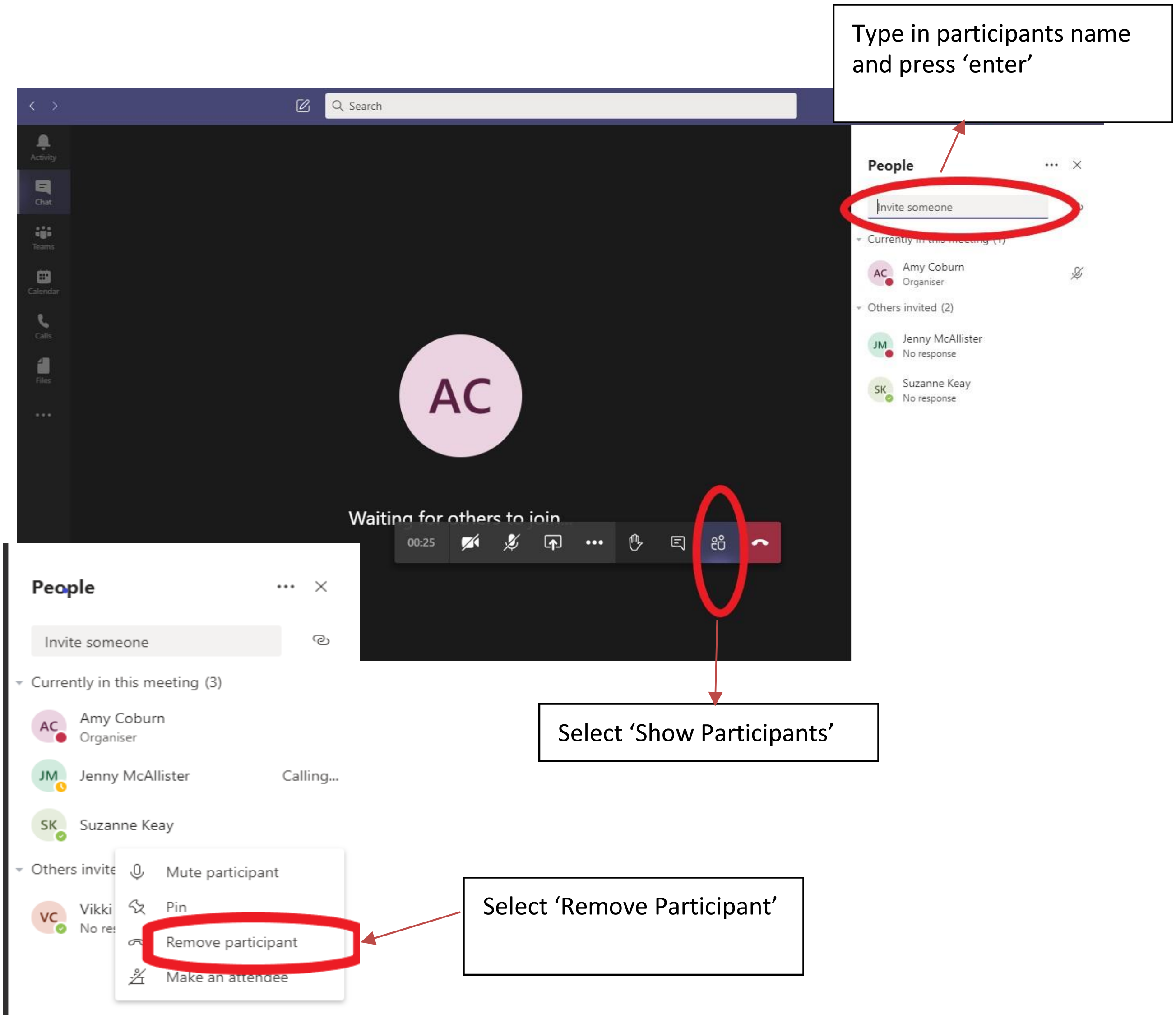
Participants should be reminded that they are not permitted to record the call.

3. Adding or Deleting Participants

If further participants are required to join the call throughout the meeting, the lead Manager/Chair should call the individual during the Teams Meeting.

Steps to follow:

1. When in the meeting, select ‘show participants’ (as seen in the figure below)
2. Enter the name of the participant you wish to call and select the ‘enter’ key
3. To remove a participant i.e. when a witness has been called but has finished giving evidence, select ‘show participants’ then the 3 dots next to their name, then ‘remove participant’.



4. Adjournments

If an adjournment is required to allow private discussions to take place all participants on the call should be notified, permission to do so must be requested from the lead Manager/Chair.

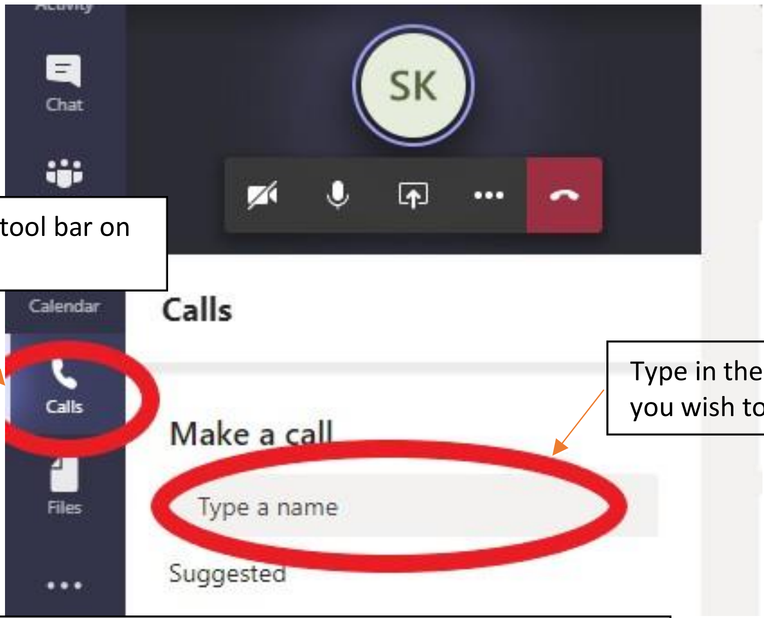
If a short adjournment is required i.e. less than 15 minutes, then it would be appropriate for the Teams Meeting to continue, albeit on hold as per the steps on hold. However, if a longer adjournment is required it would be more appropriate for the meeting to end and reconvene at an agreed time.

To place the Teams Meeting on hold and have a short adjournment, the person requesting the adjournment should select to call the appropriate person separately which will take them away from the main meeting screen. Once the adjournment is concluded, those in the adjournment can select to return to the Teams Meeting that has been placed on hold.

Steps to follow:

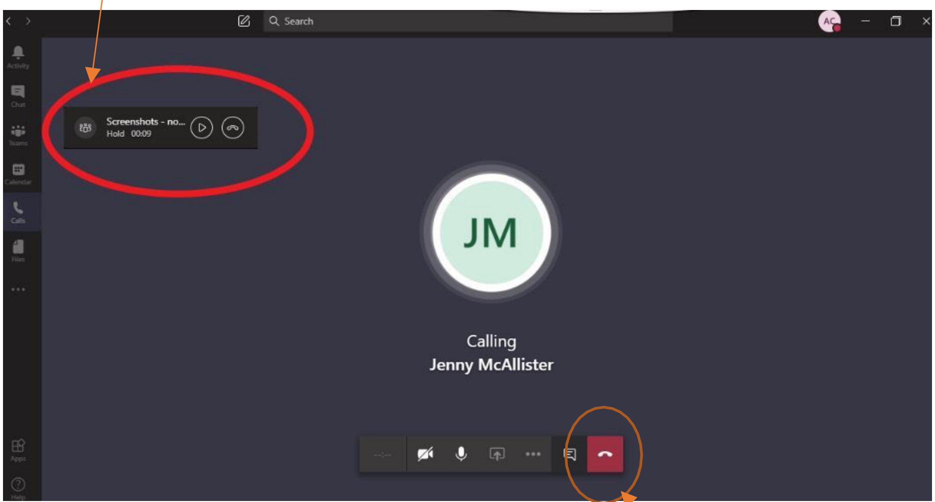
1. Whilst on the Teams call, select ‘Calls’
2. Search for the person you wish to call
3. Call that person (this will place the main meeting on hold)
4. To reconnect to the call and place adjournment call on hold (i.e. if you need to update the panel on more/less time required), select the meeting and ‘play’
5. To end the adjournment call and reconnect to the main meeting, end the call and select ‘re-join’

Select ‘Calls’ for the tool bar on the left-hand side

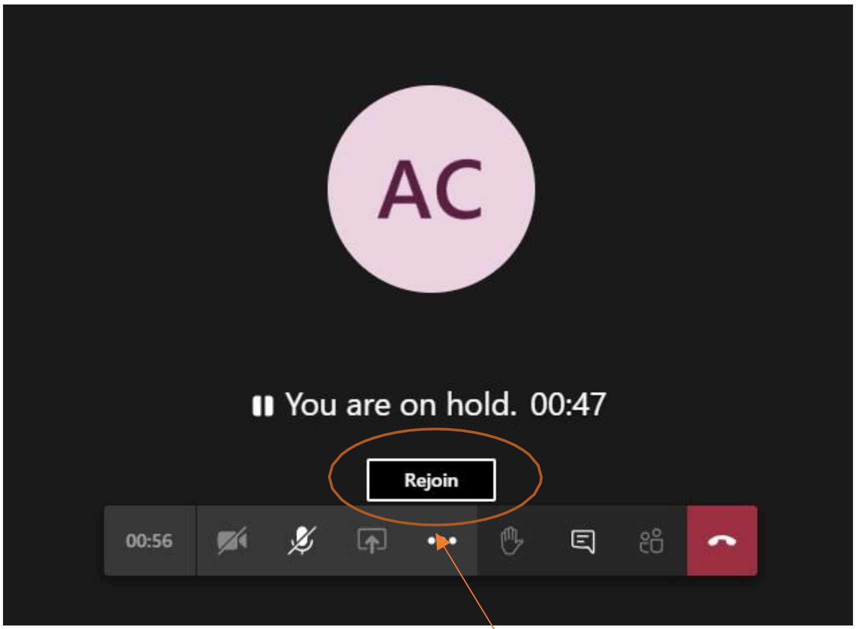


Type in the name of the person you wish to call and select ‘call’

Meeting on ‘hold’. Press ‘play’ button to re-join and put adjournment call on hold



End call



Re-join

5. Ending the Meeting

At the end of the meeting the lead Manager/Chair will check with all participants whether they have any additional points to discuss. The lead Manager/Chair will thank all participants for attending and confirm the next steps to them.

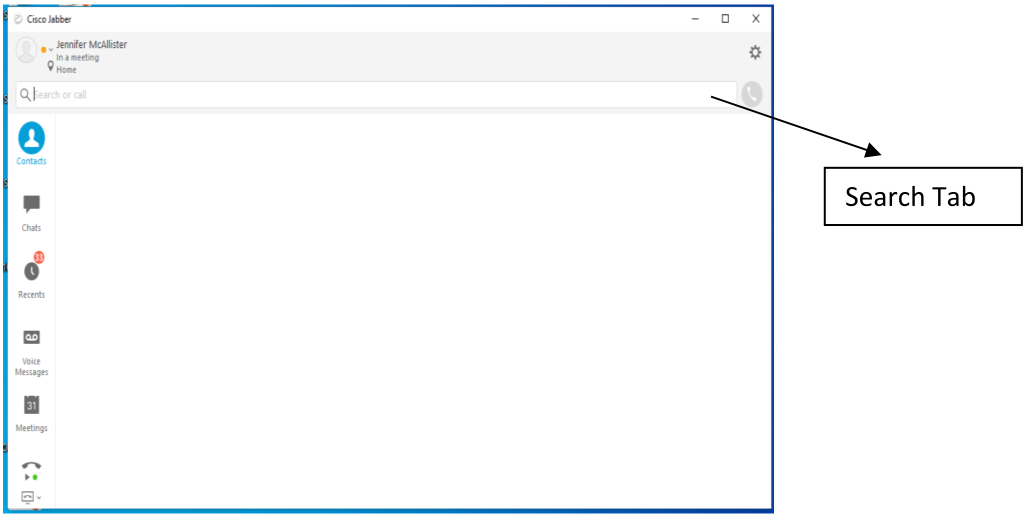
The lead Manager/Chair will press ‘end call’ to finish the meeting.

HR RELATED MEETINGS – CISCO JABBER (TELECONFERENCING) USER GUIDE

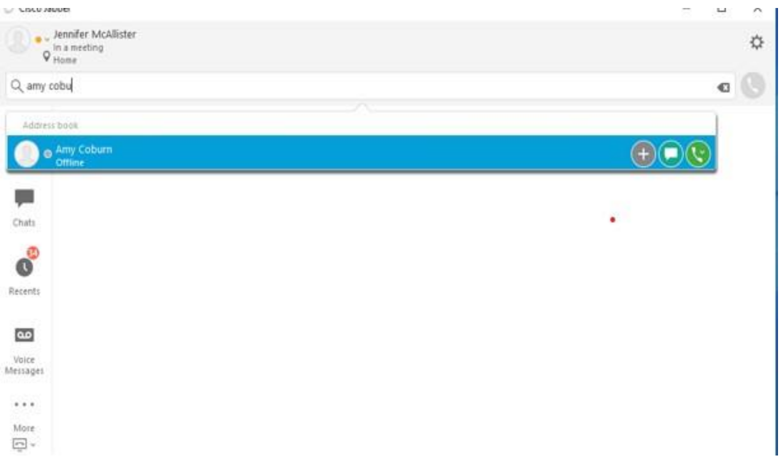
This document has been designed as a guide to participating in and/or chairing a HR related meeting remotely via Cisco Jabber (teleconferencing).

1. Getting Started

The Cisco Jabber app should be launched on the computer by the lead Manager/Chair. The lead Manager/Chair should contact the second Manager/HR Adviser to start the call by typing their name in search tab. The call can be made to either a landline or mobile telephone.



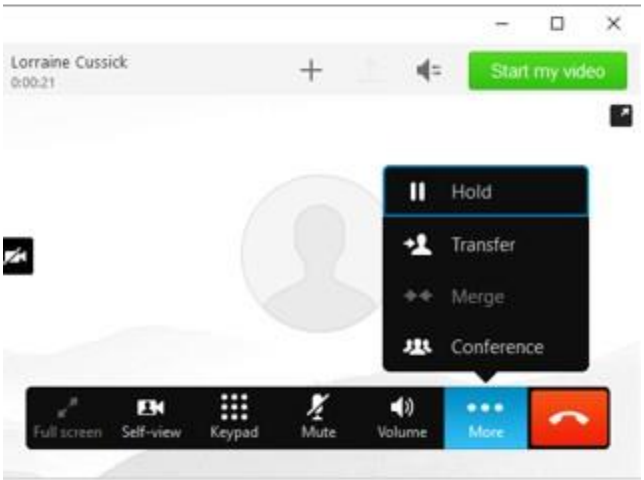
Once the phone details have been found an option will be given to phone either the landline or mobile telephone number. Choose the appropriate number by pressing the green button to start the call.



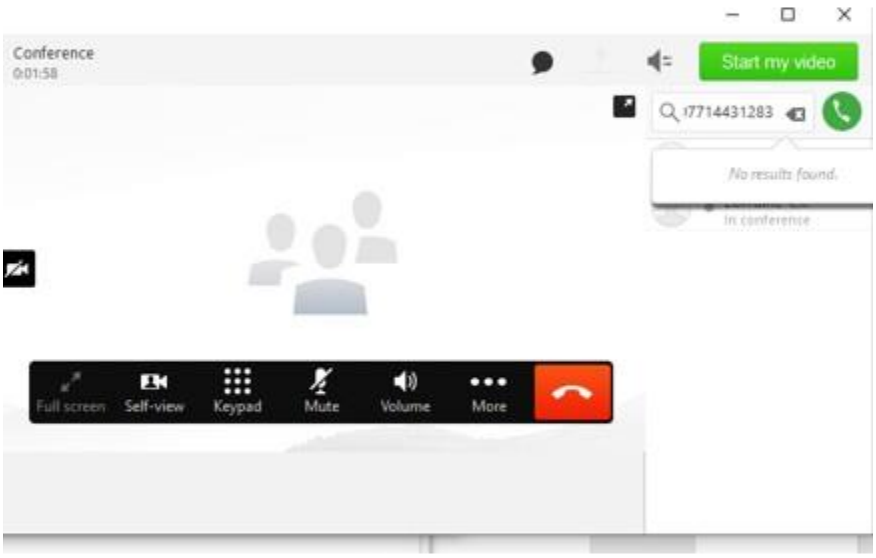
Once the call has been answered, advise the second Manager/HR Adviser that they will be put on hold until the other participants join the call.

2. Adding Participants

To add other participants, select the "more" button (3 dots) on the black call control bar to expand the window to include the conference call control panel and select the conference option.



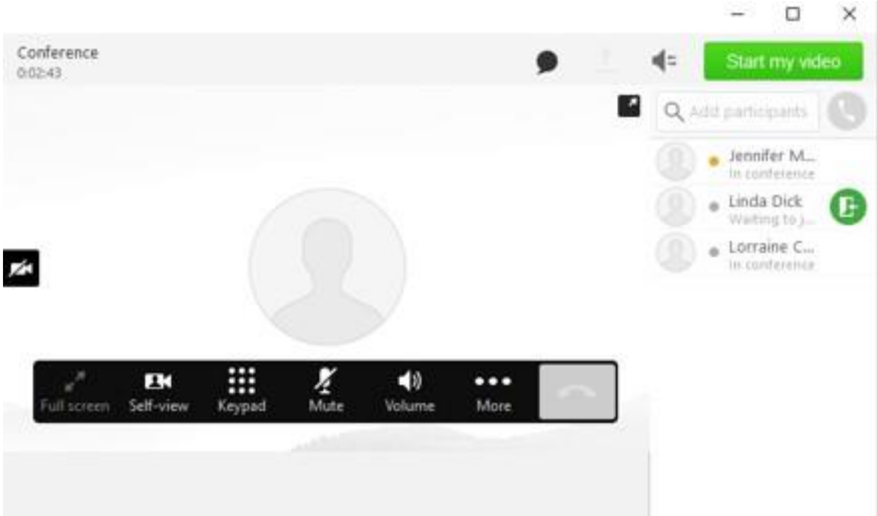
Lead Manager/Chair will then type in the employee's telephone number in the "add applicant" bar and click on the green call button to call the employee. Once the call is answered, the lead Manager/Chair will introduce themselves and confirm that the employee is aware of the reason for the call.



Conference Panel

If further participants are required to join the call the second Manager/HR Adviser and employee will be put on hold until the representative is contacted by repeating the process above.

Once all participants have joined the call a "waiting to call" button will appear under the telephone numbers in the conference control panel. The lead Manage/Chair will the click on the "join conference" button to connect all the participants.



Join Conference

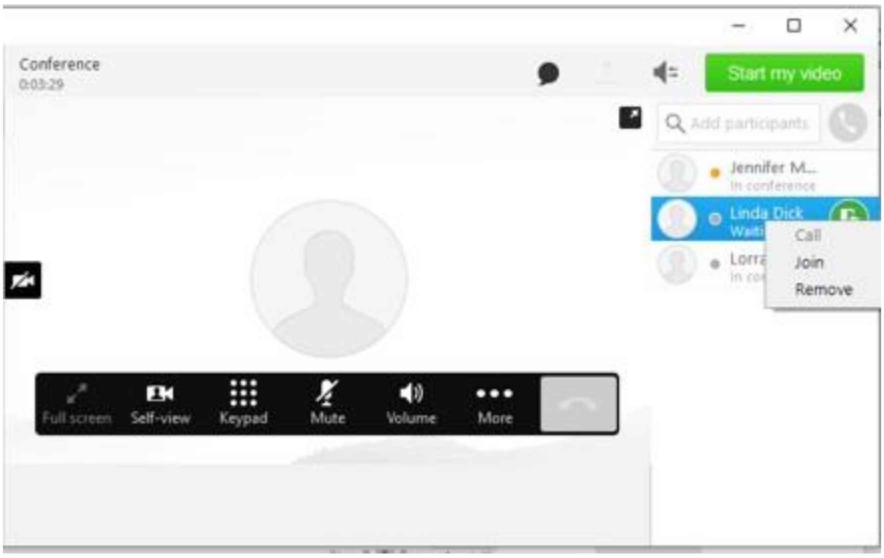
3. Starting the Meeting

The lead Manager/Chair will introduce all the participants present and give a brief overview of the purpose of the meeting. They will also advise the participants what technology is being used, remind employees that notes will be taken and that an outcome letter will be issued (if applicable).

Employees should be reminded that they are not permitted to record the call.

4. Adding or Deleting Participants

If it is identified that additional participants are required during the call, they can be added by following the steps under the heading "Adding Participants". Individual callers can be removed from the call by accessing the conference control panel, right clicking on the number/name of person who has to be removed and selecting remove. Alternatively, the participant can hang up and their number will be removed from the conference control panel.



Right click for options

5. Adjournments

If an adjournment is required to allow private discussions to take place between the management team the other participants should be notified, and the call will be ended. Likewise, if the employee and their representative require an adjournment to have a private discussion, this should be requested from the lead Manager and the same steps should be followed.

When there is an adjournment, a time must be agreed when the reconvened call will be held, prior to the call ending.

After the agreed adjournment, the call will be set up again, following the applicable steps above.

6. Ending the Meeting

At the end of the meeting the lead Manager/Chair will check with all participants whether they have any additional points to discuss. The lead Manager/Chair will thank all participants for attending and confirm the next steps to them.

Lead Manager/Chair presses “end call” to finish the meeting.

HR RELATED MEETINGS – IOS AND ANDROID MOBILE DEVICES USER GUIDE

This document has been designed as a guide to participating in and/or chairing a HR related meetings Remotely via IOS and Android mobile devices (teleconferencing).

1. Getting Started

To start the call the lead Manager/Chair should dial the number of the second Manager/HR Adviser.

2. Adding Participants

To add other participants, select the add call + function and dial the employees' number and wait for the call to connect. Once the call is connected select the merge call function.

To add additional participants to the call, repeat the process of adding a call and merging the call. Once all the participants are present, the person who initiated the call will be able to see the names of all the participants.

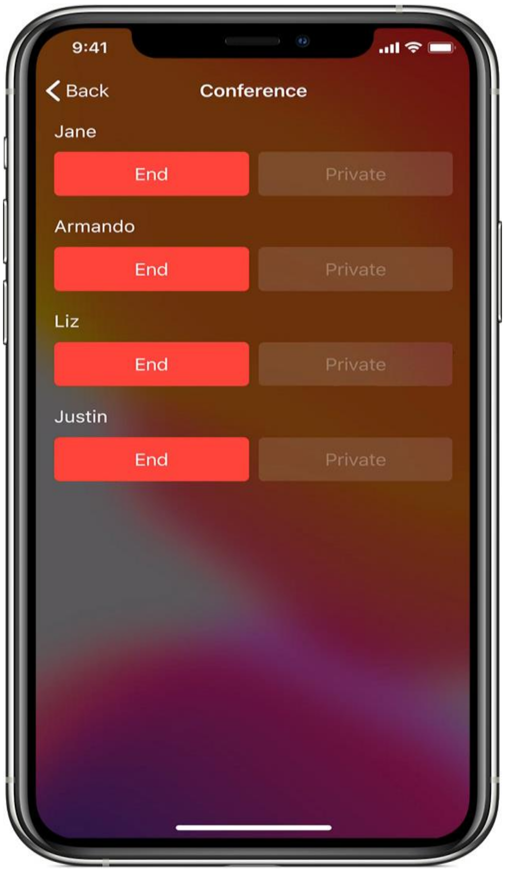
3. Starting the Meeting

The lead Manager/Chair will introduce all the participants present and give a brief overview of the purpose of the meeting. They will also advise the participants what technology is being used, remind employees that notes will be taken and that an outcome letter will be issued (if applicable).

Employees should be reminded that they are not permitted to record the call.

4. Adding or Deleting Participants

If it is identified that additional participants are required during the call, they can be added by following the steps under the heading "Adding Participants". Individual callers can be removed only by the lead Manager/Chair. The lead Manager/Chair would tap the ⓘ symbol (for IOS devices) or the Manage option (for Android devices) on their screen which will bring up a list of all participants. They can remove a participant by choosing the End function next to the individuals name.



5. Adjournments

If an adjournment is required to allow private discussions to take place between the management team the other participants should be notified, and the call will be ended. Likewise, if the employee and their representative require an adjournment to have a private discussion, this should be requested from the lead Manager and the same steps should be followed.

When there is an adjournment, a time must be agreed when the reconvened call will be held, prior to the call ending.

After the agreed adjournment, the call will be set up again, following the applicable steps above.

6. Ending the Meeting

At the end of the meeting the lead Manager/Chair will check with all participants whether they have any additional points to discuss. The lead Manager/Chair will thank all participants for attending and confirm the next steps to them.

Lead Manager/Chair presses "end call" to finish the meeting.