North Lanarkshire Council
Report

Finance and Resources Committee

Does this report require to be approved? ☒ Yes ☐ No

Ref FW/LC **Date** 22/11/23

Introduction of Sexual Harassment Policy, Menopause and Hormonal Change Policy and update to Acceptable Use of ICT Policy

From Fiona Whittaker, Chief Officer (People Resources)

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Executive Summary

The purpose of this report is to provide the committee with information on the proposal to introduce two new policies that will enable employees to continue to receive the support they need to allow them to work in a safe and healthy environment whilst aiming to promote North Lanarkshire Council as an employer of choice. Also within the report is a brief update to the existing Acceptable Use of ICT Policy which is reviewed every two years to ensure it remains fit for purpose.

As with all policy reviews and implementations, working groups consisting of stakeholders were formed to consider each of the policies outlined above and officers worked closely with the trade unions to ensure the appropriate consultation process was followed.

The remainder of this report outlines the main purpose and contents of the proposed policies as detailed above, all of which have been subject to the appropriate consultation process and seeks the approval of Committee to introduce and update these policies.

It should be noted that all policies discussed within this report will be applicable and available to all employees of the Council.

Recommendations

It is recommended that the Finance and Resources Committee:

(1) Agree to the introduction of a Sexual Harassment Policy and Menopause and Hormonal Change Policy. (Copies attached as appendices to this report).

(2) Agree to the changes detailed within the revised Acceptable Use of IT Policy following the biennial review. (Copy attached as an appendix to this report).

The Plan for North Lanarkshire

Priority	Improve North Lanarkshire's resource base
Ambition statement	(23) Build a workforce for the future capable of delivering on our priorities and shared ambition
Programme of Work	Resilient People

1. Background

Sexual Harassment Policy

1.1 Sexual Harassment is unwanted behaviour of a sexual nature and whilst there have been very few cases reported within the Council, it is recognised that there is a limited focus on this particular form of harassment with concerns that both managers and employees are unclear about reporting incidents and/or dealing with them.

1.2 Although, sexual harassment is explicitly explained within the Council's Dignity at Work Policy, a more focused approach is favoured to promote the Council's zero-tolerance to this inappropriate and unwelcomed behaviour.

1.3 In addition, the Worker Protection (Amendment of Equality Bill 2010) Bill, which has been working its way through parliament, is designed to encourage employers to prevent sexual harassment in the workplace by introducing a new duty on employers to take all reasonable steps to prevent sexual harassment of their employees in the course of their employment.

1.4 Therefore, as part of an ongoing review of our policies and accreditations, it was determined that the creation of a standalone Sexual Harassment Policy was required to ensure that both employees, customers and external bodies understand the importance of a zero-tolerance approach towards any form of sexual harassment in the workplace or in the course of undertaking duties for the Council.

1.5 Lastly, to ensure that we can continue to maintain and improve on our current bronze accreditation with Equally Safe at Work, a requirement of the Silver Award is to introduce a Sexual Harassment Policy.

Menopause and Hormonal Change Policy

1.6 Over the last few years, there has been a national focus on the menopause and the impact this has on employee's health and wellbeing in the workplace and whilst in recent years the Council has been proactive in promoting support for those experiencing the menopause, a specific policy has never been introduced.

1.7 Whilst the menopause is not a specific protected characteristic under the Equality Act 2010, if an employee or worker is put at a disadvantage and treated less favourably because of their menopause symptoms, this could be discrimination if related to a protected characteristic, such as age, disability, gender reassignment or sex.

1.8 It is therefore important to ensure that as a Council, we have the correct procedures and support in place to help staff affected by the menopause or any form of hormonal change and the most practical way of doing this is to introduce a policy which clearly sets out for both managers and employees the supports available.

Acceptable Use of ICT Policy

1.9 As part of the Council's data protection, security and governance arrangements, and also to comply with Information Commissioner's Office (ICO) audit recommendations, the Council is required to regularly review corporate data handling and security policies. These reviews take place at least every 2 years or more regularly should there be a significant change which affects them.

1.10 This review cycle is monitored by the Data Governance Board (DGB), which is the corporate working group formed to oversee the Council's data governance arrangements. This group is chaired by the Chief Officer of Business and Digital

Solutions as the Council's Senior Information Risk Owner and all business data owners are represented.

1.11 The current version of the Acceptable Use of ICT Policy was approved by Committee on 11 March 2021 and whilst there have been some changes to the ICT environment which required to be updated, consideration had also to be given to the impact that has come about due to the pandemic and the introduction of hybrid working.

1.12 A further consideration is the introduction of the Digital North Lanarkshire programme of work which forms the basis of the Council's ambitions and future operating model and is underpinned by the increased use of ICT in both the workplace, home environment and community.

1.13 The policy has been reviewed for accuracy and updated to reflect the council's strategic vision. This review was carried out by members of the Data Governance Board (DGB) and the Data Management Team (DMT) with advice and guidance from the Council's subject matter experts.

1.14 Finally, the decision has been taken to transfer some of the contents of the Acceptable Use of ICT Policy to the guidance note, with the aim of producing a shorter, sharper policy that is supported by an easy-to-follow guidance note which should enable and support staff to achieve policy compliance more readily. The report outlines the required changes to the policy.

2. Report

2.1 Sexual Harassment Policy

2.1.1 As outlined above, the Council does not tolerate or condone any form of sexual harassment and currently the Dignity at Work Policy provides both employees and managers with the framework in which the Council addresses complaints of this nature.

2.1.2 However, as sexual harassment like others forms of harassment is unlawful but is often not recognised or reported, the Council has taken the decision to introduce a standalone policy, that will enhance the current provisions available and further help to protect employees from unwanted sexual advances and inappropriate conduct.

2.1.3 As part of the introduction, a review of the current monitoring of these cases will be undertaken with a view to having a more robust and transparent reporting and monitoring process in place.

2.1.4 The policy aims to:

- Explain the definition and meaning of sexual harassment and provide some examples.
- Outline the process for reporting sexual harassment, including how to make a complaint, and who to contact to make a complaint.
- Provide employees with an easy-to-understand mechanism for reporting sexual harassment which gives them the confidence to report any acts of this nature.
- Encourage employees to report incidents of sexual harassment promptly.
- Detail how the complaint will be addressed.
- Support available for all parties involved.
- Inform employees that disciplinary action may be taken against them if they violate the policy.

2.1.5 The policy will be applicable and available to all employees within North Lanarkshire Council. As part of the consultation process, the policy has been considered by all

recognised trade unions and has been presented to the Council's Equality Groups for comment before the final version has been developed.

2.1.6 Currently the Council holds the bronze accreditation for Equally Safe at Work which supports employers to advance gender equality and prevent violence against women. In our efforts to secure the silver award, part of the requirements is the development of a separate Sexual Harassment Policy. Although supporting our accreditation application, it is also seen as a positive step for the Council in terms of the equality's agenda.

2.1.7 To support the implementation of the policy, e-learning modules will be developed for both managers and employees emphasising the Council's zero tolerance towards this type of behaviour and our expectations in regard to employee's conduct. There will also be a communications campaign signposting employees to the policy on MyNL.

2.2 **Menopause and Hormonal Change Policy**

2.2.1 As outlined above, currently the Council does not have a separate policy covering the menopause or hormonal changes, but there is a suite of documentation available on MyNL and Workwell NL aimed at supporting both employees and managers to address this often difficult and uncomfortable time in a person's life. The Supporting Attendance Policy, Special Leave Policy and Reasonable Adjustments Protocol all provide forms of support to employees at significant periods in their life, but a more focused policy is deemed necessary.

2.2.2 It is anticipated that by introducing a separate policy, it will ensure that both employees and managers are fully supported during this potentially stressful and difficult phase in an individual's life, and that employee's will be treated with dignity and respect whilst preventing unnecessary or unfair treatment.

2.2.3 The policy clearly outlines how employees will be supported in the workplace and provides managers with guidance on how to have open discussions about individual concerns, signs and symptoms. The aim is to create an environment where menopause and hormonal change issues can be talked about easily and openly and support is provided where and when it is needed to prevent employees leaving the workplace or having long term absence issues.

2.2.4 Although not directly covered by the Equality Act 2010, the menopause and other hormonal changes are covered under the three protected characteristics of age, sex and disability discrimination. The Health and Safety at Work Act 1974 also provides for safe working, which extends to the working conditions when experiencing menopausal symptoms. Therefore, it is imperative that as an organisation, managers and employees are educated in the signs and symptoms, the impact these can have on an individual and the support that can be applied.

2.2.5 The policy is focused on four main areas as outlined below:

- Legislation and associated policies that protect and support employees.
- Roles and responsibilities of managers and employees.
- Potential signs and symptoms of the menopause and hormonal changes.
- Support mechanisms for both employees and managers.

2.2.6 Once the policy has been approved, a communications campaign will ensure that it is well publicised across all areas of the workforce with various initiatives relating to the menopause and other hormonal change conditions being promoted as appropriate.

2.3 **Acceptable Use of ICT Policy**

2.3.1 As outlined earlier in this report, the Acceptable Use of ICT Policy is reviewed every two years to ensure it remains fit for purpose. The revised version has been updated to reflect changes to terminology and links have been updated or added to ensure that the correct and up-to-date information is being provided.

2.3.2 The policy also now refers to assisted technologies and information has been added to provide managers and employees with information on how to access assisted technologies where required.

2.3.3 Finally, the policy has also been shortened with more detailed information being transferred to a guidance note with the aim of ensuring that employees and managers fully understand the compliance requirements around ICT but can also find information more readily when required.

2.4 **Next Steps**

2.4.1 Once the policies have been approved by Committee and Council, appropriate communications will be issued to ensure all staff are aware of the new and revised policies. Where appropriate, training and toolkits will also be developed to support staff and managers.

2.4.2 These policies will remain under review every two years however if there are legislative or organisational changes that impact on them outwith this review period, they will be updated and or amended as necessary.

3. Measures of success

3.1 Employees feel safe in the workplace knowing that there are policies and procedures in place to protect them from unwanted behaviours or discrimination.

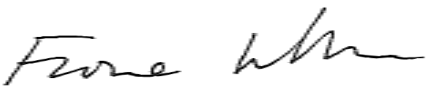
3.2 Employees feel comfortable having discussions about their health and wellbeing and managers have the skills and knowledge to apply the correct level of support and assistance.

3.3 Employees fully understand the Acceptable Use of ICT Policy and comply with the requirements of the policy.

3.4 Overall, employees of North Lanarkshire Council feel valued, supported and confident in their employer.

4. Supporting documentation

Appendix 1	Sexual Harassment Policy
Appendix 2	Menopause and Hormonal Change Policy
Appendix 3	Acceptable Use of ICT Policy



Fiona Whittaker
Chief Officer (People Resources)

5. Impacts

5.1	**Public Sector Equality Duty and Fairer Scotland Duty** Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes ☒ No ☐ If Yes, please provide a brief summary of the impact? If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes ☐ No ☒
5.2	**Financial impact** Does the report contain any financial impacts? Yes ☐ No ☒ If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes ☐ No ☒ If Yes, please provide a brief summary of the impact?
5.3	**HR policy impact** Does the report contain any HR policy or procedure impacts? Yes ☒ No ☐ If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes ☒ No ☐ If Yes, please provide a brief summary of the impact? The introduction of the two new policies should ensure all employees feel safe and supported in the workplace. It will be important to ensure that these policies are publicised and made accessible to all employees and managers and where necessary or appropriate, training is provided. In terms of the review of the Acceptable Use of ICT Policy, this should ensure that all employees of the Council understand their responsibilities and are compliant with the contents.
5.4	**Legal impact** Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes ☒ No ☐ If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes ☒ No ☐ If Yes, please provide a brief summary of the impact? The introduction of the new policies should reduce the Council's risk of claims of discrimination and unfair dismissal which can be costly if supported by the employment tribunal.
5.5	**Data protection impact** Does the report / project / practice contain or involve the processing of personal data? Yes ☐ No ☒ If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes ☐ No ☒ If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk

	Yes ☐ No ☒
5.6	**Technology / Digital impact** Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi? Yes ☒ No ☐ If Yes, please provide a brief summary of the impact? It provides guidance to staff to ensure compliance with appropriate council standards and legislation. Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)? Yes ☐ No ☐
5.7	**Environmental / Carbon impact** Does the report / project / practice contain information that has an impact on any environmental or carbon matters? Yes ☐ No ☒ If Yes, please provide a brief summary of the impact?
5.8	**Communications impact** Does the report contain any information that has an impact on the council's communications activities? Yes ☐ No ☒ If Yes, please provide a brief summary of the impact?
5.9	**Risk impact** Is there a risk impact? Yes ☐ No ☒ If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?
5.10	**Armed Forces Covenant Duty** Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)? Yes ☐ No ☒ If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.
5.11	**Children's rights and wellbeing impact** Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these? Yes ☐ No ☒ If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC). If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out? Yes ☐ No ☐

Sexual Harassment Policy

Version **1.0**, 11 October 2023

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Document control

Title	Sexual Harassment Policy		
Governance group	Finance and Resources Committee		
Owner	Fiona Whittaker, Chief Officer of People Resources	**Contact**	whittakerf@northlan.gov.uk
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Revision history

Version	Originator	Review start date	Revision description and record of change

Document approvals

Version	Governance group	Date approved	Date approval to be requested (if document still in draft)
1.0	Finance and Resources Committee		22 November 2023

Consultation record (for most recent update)

Consultation status	Stakeholders consulted	
Stakeholders consulted and dates	CE SMT People Resources Team Equality Team and Equality Forum Joint Trade Unions	17 October 2023 10 May 2023 10 May 2023 10 May 2023

Strategic alignment

Plan for North Lanarkshire

Priority - Improve North Lanarkshire's resource base

Ambition statement - Build a workforce for the future capable of delivering on our priorities and shared ambition.

Programme of Work

Statutory / corporate / service requirement

Next review date

Review Date	2 years from date of committee approval

1. Contents

2. Introduction

The Council recognises that, both as an employer and service provider, it has a duty to ensure there is an open and honest working environment free from harassment where everyone is treated with dignity and respect. To reinforce this, the Council has established a set of organisational values which all employees are expected to follow. All employees should also be aware of the Council's Employee Code of Conduct and familiarise themselves with the contents of this.

The organisational values are: -

- respect – we will be open and honest in our dealings, involving and listening to others, demonstrating respect for our citizens, our partners and each other.
- commitment – we are committed to our citizens and our colleagues, seeking to understand needs, and delivering a quality service.
- pride in the job – we take pride in the job we do for the people and communities of North Lanarkshire.
- listening and learning – we will continually learn, transforming our organisation through the knowledge, capability, and initiative of our workforce.

3. Purpose

2.1 This Sexual Harassment Policy sets out a framework to deal with harassment that occurs by staff (which may include consultants, contractors, and agency workers) and also by third parties such as customers, suppliers, or members of the public. This Sexual Harassment Policy aims to protect employees, officers, consultants, self-employed contractors, casual workers, agency workers, volunteers and job applicants from unwanted sexual advances and give them guidelines to report incidents. The policy also outlines how we manage claims, deal with sexual harassment, and help victims recover.

The Council does not tolerate sexual harassment in the workplace in any shape or form. Our culture is based on mutual respect and collaboration. Sexual harassment is a serious violation of those principles and will not be accepted.

2.2 Employees should be aware of the following employment policies/guidance which may be considered in conjunction with this Sexual Harassment Policy: -

- Equality and Diversity in Employment Policy
- Gender Based Violence Policy
- Dignity at Work Policy
- Grievance Policy
- Discipline Policy
- Data Protection Guidance
- Acceptable Use of ICT Policy and Guidance
- Employee Code of Conduct
- Whistleblowing Procedure
- Other relevant Professional Codes of Conduct

4. Legislation

3.1 The Equality Act 2010 is the principal piece of legislation that supports this policy.

3.2 The Equality Act 2010 protects people against sexual harassment and harassment related to 'protected characteristics', for example a person's sex.

3.3 Sexual harassment is different to harassment related to a person's protected characteristic, for example sexual orientation or gender reassignment. Someone could experience both types of harassment at the same time, or separately.

5. Scope

This policy applies to every person in the Council regardless of their sex, sexual orientation, level, function, seniority, status, or other protected characteristics.

The Council does not and will not tolerate sexual harassment from inside or outside of the organisation.

6. What is sexual harassment?

5.1 Sexual harassment is any unwanted physical, verbal, or non-verbal conduct that has the purpose or effect of violating a person’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment. It also includes treating someone less favourably because they have submitted or refused to submit to such behaviour in the past. Sexual harassment has many forms of variable seriousness. Examples of sexual harassment include:

- Unwanted physical conduct or “horseplay,” including touching, pinching, pushing, and grabbing.
- Continued suggestions for social activity after it has been made clear that such suggestions are unwelcome.
- Unwelcome sexual advances or suggestive behaviour (which the harasser may perceive as harmless).
- Insinuate, propose, or demand sexual favours of any kind.
- Invade another person’s personal space making them feel uncomfortable or uneasy.
- Stalk, intimidate, coerce, or threaten another person to get them to engage in sexual acts.
- Sending or displaying material that is pornographic or that some people may find offensive (including emails, text messages, video clips and images sent by mobile phone or posted on the internet).
- Comment on someone’s looks, dress, sexuality, or gender in a derogatory or objectifying manner or a manner that makes them uncomfortable.
- Make obscene comments, jokes or gestures that humiliate or offend someone.
- Pursue or flirt with another person persistently without the other person’s willing participation. Also, flirting with someone at an inappropriate time (e.g., in a team meeting) is considered sexual harassment, even when these advances would have been welcome in a different setting. This is because such actions can harm a person’s professional reputation and expose them to further harassment.

5.2 The most extreme form of sexual harassment is rape and sexual assault, and employees are encouraged to report any acts of this nature to the police.

5.3 The Council’s rules on sexual harassment are outlined as follows:

- The Council will not tolerate sexual harassment from inside or outside the organisation. Employees, officers, consultants, self-employed contractors, casual workers, agency workers, volunteers and/or job applicants and everyone interacting with the Council are covered by this policy.
- Any employee in the Council who is found guilty of serious harassment will be dealt with in line with the Council’s Discipline Policy.
- Sexual harassment is never too minor to be dealt with. Any kind of harassment can wear down employees and create a hostile workplace. We will hear every claim and discipline offenders appropriately.
- Sexual harassment is about how we make others feel. Many do not consider behaviours like flirting or sexual comments to be sexual harassment, thinking they are too innocent to be labelled that way. But, if something you do makes your colleagues uncomfortable, or makes them feel unsafe, you must stop.
- The Council will assume every sexual harassment claim is legitimate. If you have experienced any form of sexual harassment, the Council will ensure this matter is addressed appropriately. Occasional false reports do not undermine this principle, although false allegations will also be taken very seriously, and appropriate action taken.
- The Council will not allow further victimisation of harassed employees and will fully support employees who were sexually harassed and will not take any

adverse action against them. For example, we will not move them to positions with worse pay or benefits, or to a different location without their agreement or allow others to retaliate against them.

- Those who support or overlook sexual harassment are as much at fault as offenders. Managers are especially obliged to prevent sexual harassment and act when they have suspicions or receive reports. Letting this behaviour go on or encouraging it will bring about disciplinary action. Anyone who witnesses an incident of sexual harassment or has other kinds of proof should report to this to their manager or the Employment and Policy Team.

7. Examples of sexual harassment

The following examples are intended to provide illustrations of the types of behaviours that will constitute sexual harassment. They are not exhaustive and there are many more examples of such behaviour. Importantly, sexual harassment can arise in various forms and to different degrees. As part of the review process for this policy, the Council will ensure that the specific examples given in this policy are updated so as to reflect the specific work environment in which our staff operate taking account of the composition of our workforce and the types of work undertaken.

Certain types of harassment may be linked to more than one aspect of the recipient's identity. This is intersectional harassment. Examples that illustrate this are included here, but this policy is not fully intersectional and must be read with the Dignity at Work Policy for further guidance on other forms of discrimination.

7.1. Some forms of sexual harassment are clear violations of a person's dignity:

Example One
A black female worker overhears two colleagues discussing whether she would be willing to have sex with them. They express the view that she would be "really easy to get into bed" because "black women love sex."

7.2. Sexual harassment does not have to be targeted at one individual:

Example Two
A music promoter adds a link to their email signature to a promotional video for a rock band. In the video, scenes of a sexual nature are portrayed by actors. Every time they send an email to their colleagues and to their contacts outside the organisation, this link is received.

7.3. Sexual harassment does not have to be intentional:

Example Three
A male worker believes that his female colleague uses the fact he is in a wheelchair as an excuse to make physical contact with him. He feels the situation is complicated by the practicalities and power dynamics of needing support from others with certain tasks. He wants to report the issue but thinks she may not realise she has been doing this.

7.4. It is not necessary for the recipient to say that they object to the behaviour for it to be unwanted:

Example Four
A young woman's body is repeatedly referred to by two of her colleagues. These comments are made in front of her over several months. She does not voice any objection to the comments, sometimes laughing at them and, on one occasion, she responds by making equally offensive comments about one of her colleagues.

7.5. There may be circumstances in which a course of conduct is not unwanted in the earlier stages, but at some point 'oversteps the mark' and becomes unwanted.

Example Five
Two work colleagues become friendly, often having lunch together and occasionally meeting up outside of work. One Friday night, after a few drinks at the pub, they kiss and agree to meet again the following weekend. On the Monday morning, one takes the other to one side and explains that they regret what happened and would like to keep their relationship professional. The employee who wishes to keep the relationship going, texts and emails the other employee several times a day over the next week, expressing their affection and upset at the 'change of heart' and repeatedly asking to meet up outside of work despite this request being repeatedly refused.

7.6. There may be circumstances where behaviour feels appropriate to those involved but causes concerns for others who may see or overhear it, even if nothing is targeted at them. This could still amount to sexual harassment in breach of this policy.

Example Six
A group of employees are chatting in the office about the finale of a TV show that they have all been watching. The TV show is popular though it is renowned for being sexist and sexually explicit at times. Those engaged in the conversation are all comfortable talking about the show and the sexual content, focussing on scenes depicting lesbian

Example Six
activity. However, others who sit in the open plan office feel uncomfortable. They are worried that the group may try to involve them in the conversation as they do not want to talk about a show that they find misogynist, homophobic and degrading to women. They do not think anyone needs to be discussing it at work. They are also worried that if they voice that view, they will be judged by the group who like the show

8. Third Party Harassment

7.1 The sexual harassment of employees will not be tolerated, whether caused by those that work for the Council or third parties including customers, suppliers, clients, or members of the public.

7.2 Where the complaint is about someone other than an employee, the Council will consider what action is appropriate to protect the individual raising the concern and anyone involved pending the outcome of the investigation, bearing in mind the reasonable needs of the Council and the rights of that person. Where appropriate, the Council will attempt to discuss the matter with the third party.

7.3 Any instance of work-related sexual harassment should be reported in line with this policy, regardless of who the alleged perpetrator is. The Council will act in accordance with the Equality and Human Rights Commission Guidance on third party sexual harassment and employer's liability available here: Sexual Harassment and Harassment at Work

9. Procedure

8.1 If someone covered by the scope of this policy feels that they are being sexually harassed (or suspect another person is being harassed), they should consider whether they feel able to raise the problem with the person responsible. It should be explained that their behaviour is not welcome and makes the employee feel uncomfortable.

8.2 If this is too difficult, employees should speak to their manager in the first instance who can provide advice and assistance in resolving the issue formally or informally.

8.3 If the employee feels unable to speak to their manager because the complaint involves them, the employee should speak to the Employment and Policy Team. The Council acknowledges it is often hard to come forward about these issues, but need employees and managers help to build a fair and safe workplace for all employees.

8.2 Individuals making a report of sexual harassment can do this by either asking for a meeting with their line manager and/or the Employment and Policy Team or sending the complaint via email to their line manager and/or Employment and Policy Team.

8.3 The written complaint should set out full details of the conduct in question, including the name of the harasser, the nature of the harassment, the date(s) and time(s) at which it occurred, the names of any witnesses and any action that has been taken so far to prevent it from occurring. Employees should provide any evidence or

information that they can which can be used in the investigation. As a general principle, the decision to progress a complaint is up to the individual. However, the Council has a duty to protect all staff and may pursue the matter independently if, in all the circumstances, it is appropriate to do so.

8.3 Individuals may also feel that they want to report the assault to the police, and if they do the Council will provide any possible support until the matter is resolved. Employees should advise their manager or the Employment & Policy Team of this if appropriate. In any case, we will ensure that employees are not victimised and have access to relevant evidence admissible in court, like security video footage or emails.

8.4 Following submission of a complaint, appropriate officers will be appointed to conduct a thorough and impartial investigation in a timely, respectful, and confidential manner. Individuals not involved in the compliant or the investigations should not be told about it. The outcome of the investigation may result in action, including possible disciplinary action, being taken against the employee who is the subject of the complaint.

In all cases, the individuals concerned will be treated sensitively, with confidentiality being maintained at all times.

10. Investigation

9.1 Where an investigation is undertaken using this policy, the investigating panel will comprise a minimum of two people, one of whom should be a representative from the Employment and Policy Team. Consideration should always be given to the composition of the panel in light of the circumstances of the investigation so it may be appropriate to have a woman only or men only panel depending on the nature and sensitivity of the case. The investigating officer will be drawn from outwith the immediate section of the person(s) involved.

9.2 An investigation into a formal complaint through the Sexual Harassment Policy should normally be completed within 12 weeks, where possible and reasonable. Completion within this timescale will be dependent on the extent and complexity of the investigation and the sensitivity of the matter being investigated. At the start of the investigation, both parties will be advised how long the investigation is likely to take and the name of the Lead Investigation Officer undertaking the investigation. The Lead Investigation Officer will keep both parties informed if the indicative timescale will not be met, advising both parties of an anticipated revised completion date, giving reasons for the revised timescale.

9.3 The Council will seriously consider any request made for changes to working arrangements during the investigation. For example, an employee may ask for changes to duties or working hours to avoid or minimise contact with the alleged harasser. It may be necessary to interview witnesses to any of the incidents mentioned and, if so, the importance of confidentiality will be emphasised to them.

9.4 The investigation report will be submitted to the nominated Senior Officer who will meet with the employee to discuss the outcome and what action, if any, should be

taken. A copy of the report will be provided, and the Senior Officer's findings will be provided to the employee and to the alleged harasser. The Employment and Policy Team have a responsibility for assisting managers and supervisors to carry out recommendations arising from investigations, as appropriate.

11. Outcome

10.1 The appropriate action taken in any case will be dependent on all of the circumstances of the case and the individuals involved. An objective decision should be made on whether sexual harassment has taken place having considered the findings of the investigation panel. It is not possible to provide the definitive course of action to be adopted in each case. If the Senior Officer considers that harassment has occurred, prompt action will be taken to address it.

10.2 Where the harasser is an employee of the Council, the matter will be dealt with as a case of misconduct or gross misconduct under the Discipline Policy. If the harasser is a third part such as a customer or other visitor, consideration will be given to what action would be appropriate to deal with the problem.

10.3 Whether or not a complaint is upheld, consideration will be given to how best to manage the ongoing working relationship. It may be appropriate to arrange some form or mediation and/or counselling or to change the duties, working location or reporting lines of one or both parties.

10.4 Any staff member who deliberately provides false information or otherwise acts in bad faith as part of an investigation may be subject to action under the Discipline Policy.

12. Right of appeal

11.1 If, following the investigation, the complainant is unhappy with the decision of the nominated Senior Officer not to uphold a formal complaint, or uphold it only in part, they will have the opportunity to exercise their one right of appeal against the decision, which will be considered at Service level.

11.2 In such circumstances the employee must write to the Chief Officer of People Resources within 14 days of receiving the decision of the nominated Senior Officer, detailing the reasons why they are dissatisfied. In general, an appeal may be submitted where:

- The complainant has not received enough information about the findings of the investigation.
- The complainant disagrees with the actions/findings of the investigation and/or the nominated Senior Officer's actions/findings.
- The complainant feels that procedural errors occurred in the investigation.

11.3 The Chief Officer of People Resources will acknowledge receipt of the appeal letter, in writing, within 7 days of receiving it.

11.4 The appeal process will not re-investigate the original complaint. The appeal will consider whether the outcome of the original investigation was conducted in a

comprehensive and thorough manner, and the conclusions reached were logical and based on all available evidence. The appeal will consider:

- Were the findings appropriate and based on evidence? Was any evidence missed? Is there fresh evidence now available?
- Was the information supplied to the employee sufficient to allow them to understand the outcome and the reasons why?

11.5 When an appeal letter has been received, the Chief Officer of People Resources will inform all parties involved in the investigation that an appeal has been received and will nominate a Senior Officer to conduct an appeal hearing, with a representative from the Employment and Policy Team.

The appeal will normally be undertaken within a further 21 days.

11.2 The nominated Senior Officer will then confirm in writing to the complainant the outcome of the appeal within 7 days and will also confirm that there is no further right of appeal.

13. Protection and Support Mechanisms

12.1 Staff who make complaints or who participate in good faith in any investigation must not suffer any form of retaliation or victimisation as a result. Anyone found to have retaliated against or victimised someone in this way will be subject to disciplinary action under our Discipline Policy. If an employee believes that they have suffered such treatment, they should inform their line manager. If the matter is not remedied, they should raise it formally using the Dignity at Work Policy.

12.2 Counselling can be a useful support mechanism when dealing with complaints of sexual harassment. This service is available to both the complainant and the employee who is the subject of the complaint during any stage of the process and on completion of the process. Further information on employee counselling can be accessed on Mil.

12.3 Support Officers – Dignity at Work, Trades Union representatives, members of the Employee Equality Forum, Line Managers and Employment and Policy Team representatives can also offer support and advice to both parties, both during and after the process. Further information is available on MyNL.

12.4 Further information is available from the Employment and Policy Team.

14. Confidentiality and Record keeping

13.1 Confidentiality is an important part of the procedures involved under this policy. Details of the investigation and the names of the person making the complaint and the person accused must be disclosed on a “need to know basis.” Breach of confidentiality may give rise to disciplinary action under the Discipline Policy.

13.2 Information about a complaint by or about an employee may be placed on the employee’s personnel file, along with a record of the outcome and of any notes or any

other documents compiled during the process. These will be processed in accordance with our Data Protection Policy.

15. Monitoring and Review

The **Finance and Resources Committee** has **approval** authority for, and oversight of, this policy. The **Employment and Policy Team** – as **key stakeholders** – oversee its review and consider its contents before referring it on for approval. The **Chief Officer of People Resources** – is **accountable** for its governance.

The **Employment and Policy Team** is **responsible** for the following activities.

1. Produce, publish, and promote this policy.
   a. Write it in a way that is easy to read and understand.
   b. Consult with relevant stakeholders on its content and implications.
   c. Make sure all users can access it.

2. Give guidance on how to apply and comply with this policy through standards, toolkits and guidance, legislation and regulations and other related policies and procedures – see here for toolkits and other sources of information.

3. Review and report on this policy.
   a. Review every two years, with other reviews when needed. For example, following new legislation, new external or internal strategies/plans, to align with best practice.
   b. Report to management teams, governance and working groups, committees, and scrutiny panels.

Menopause & Hormonal Changes Policy

Version 1.0, 11/10/2023

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VISIT

Document control

Title	Menopause & Hormonal Changes Policy		
Governance group	Finance and Resources Committee		
Owner	Fiona Whittaker, Chief Officer – People Resources	**Contact**	whittakerf@northlan.gov.uk
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Revision history

Version	Originator	Review start date	Revision description and record of change

Document approvals

Version	Governance group	Date approved	Date approval to be requested (if document still in draft)
1.0	Finance and Resources Committee		22 November 2023

Consultation record

Consultation status	Stakeholders consulted	
Stakeholders consulted and dates	CE SMT Joint Trade Unions People Resources Employee Equality Forum Employment and Policy Team NHS Lanarkshire	TBC 10 May 2023 10 May 2023 10 May 2023 10 May 2023 10 May 2023

Strategic alignment

Plan for North Lanarkshire

Priority - Improve North Lanarkshire's resource base

Ambition statement - Build a workforce for the future capable of delivering on our priorities and shared ambition

Programme of Work

Statutory / corporate / service requirement

Next review date

Review Date	2 years from date of committee approval

Contents

1. Introduction

The Council is committed to providing an inclusive and supportive working environment for all our employees and appreciates that the effects of menopausal, or significant hormonal changes, can have an impact on employees both directly and/or indirectly. This policy is predominantly aimed at women; however it also provides for men, Trans*, non-gender and cis-gender people and whilst not everyone experiences these symptoms, it is considered a wider organisational concern which may affect anyone in our workforce.

Menopause and hormonal changes can impact on a person's emotional wellbeing and exacerbate life stressors, caring responsibilities, and work life balance. Without appropriate support employees can be left feeling vulnerable and this can impact negatively on their work and their role within the Council.

As a Council, we support an inclusive organisational culture and are committed to working towards removing all barriers and breaking down the stigma of this topic within our places of work so that more employees can feel confident and comfortable, to talk openly about menopause and other hormonal changes, and can get the support they may need.

The Scottish Government (SG) launched the Women's Health Plan in 2021 which can be accessed here. Its aim is to improve health outcomes and health services for all women and girls in Scotland. The North Lanarkshire Council Menopause and Hormonal Changes Policy will ensure that the Council is adopting best practice and providing our workforce with access to the wealth of resources and support that has been developed as part of the Women's Health Plan.

2. Purpose

This council recognises that there is no 'one-size-fits-all" solution and therefore this policy will act as a support guide for all employees and line Managers and Line Managers.

The main aim of the policy is:-

- To support our employees to be empowered to instigate conversations openly and comfortably or engage in discussions about menopause and any other hormonal change signs and symptoms which are impacting on a person's working day.

- To help support employees to remain at work and to be able to effectively function in their role to their fullest potential.

- To educate and inform all employees about the potential indicators, how to support employees, appreciate and understand the challenges people may be experiencing and where information, advice and support is available within the Council.

3. Scope and exclusions

In scope: This policy applies to all employees of the Council regardless of gender, sexual orientation, level, function, seniority, status, or other protected characteristics.

4. Associated Policies and Legislation

Council Policies

Managers, Line Managers and Employees should be aware of the following employment policies which may be considered in conjunction with the Menopause and Hormonal Changes Policy:-

- Smarter Working Policy
- Special Leave Policy
- F7 Leave of Absence for Teachers and Associated Professionals
- Supporting Attendance Policy and Procedures
- Managing Attendance for Teachers and Associated Professionals

- Sexual Harassment Policy
- Dignity At Work Policy

Legislation

- Equality Act 2010
    - Under the Equality Act (2010) menopause is largely covered under three protected characteristics: age, sex, and disability discrimination. This act protects people from discrimination in the workplace, which includes direct and indirect discrimination and harassment.
- The Health and Safety at Work Act 1974
    - This Act provides for safe working, which extends to the working conditions when experiencing menopausal signs and symptoms.
- The Workplace (Health, Safety and Welfare) Regulations 1992
- Management of Health and Safety at Work Regulations/Workplace (Health, Safety and Welfare) Regulations 1992.

5. Roles and Responsibilities

Chief Officers

- Ensure the development, implementation and communication of the policy and supporting frameworks and to promote a healthy working environment.
- Ensure that this policy is shared with all Managers within their service areas and that a fair and equal working environment is promoted.
- Create and facilitate an environment that encourages Managers and Line Managers to approach conversations with employees in a supportive and positive manner, treating everyone with dignity and respect.

Managers and Line Managers

- Ensure they familiarise themselves with this policy and any associated guidance.
- Ensure all employees are made aware of this policy, through internal communications and training, to increase their understanding and awareness of menopause and hormonal changes and the impact this can have on a person either directly or indirectly in their working environment.

- Offer employees support when issues relating to menopause, or hormonal changes, are raised by keeping lines of communication open.

- Approach conversations respectfully and supportively with positive commitment to understanding people's specific needs.

- Take time to understand any potential barriers for the person and what support they could benefit from to help them maintain their full potential.

- Undertake a risk assessment and continue to review regularly to make sure employees's working environments remain safe and healthy.

- Consider any reasonable adjustment requests received which would help and support employees within their working environment.

- Ensure on-going communication and, if required, agree a plan for review.

- Where a member of employees reports on-going difficulties, or concerns, about their wellbeing at work a line manager must consider a referral to Occupational Health for further advice and support.

Employees

- Employees should familiarise themselves with this policy in order to increase their understanding and awareness of menopause and hormonal changes and the impact this can have on a person either directly or indirectly in their working environment.

- Take responsibility for their own wellbeing and take reasonable steps to look after both their physical and mental health. This includes seeking medical advice and treatment as and when required. The Council recognises that obtaining medical advice and treatment can be a lengthy and stressful process and additional support is available through our organisation.

- Where appropriate, take responsibility to communicate any health issues or concerns which may impact on their performance or attendance at work.

- If they feel unable to speak to their line manager, they can also speak to members of the Employment and Policy team, Union Representatives, Dignity at Work Officer, or a colleague where appropriate.

- Work with their line manager to consider and discuss solutions to help improve their situation, especially if they feel their performance is being impacted.

- Treat everyone with dignity and respect.

People Resources

- Provide advice and support to employees and line Managers and Line Managers on the content and application of this policy.

- Promote awareness including training and education for employees and Managers and Line Managers regarding menopause and hormonal change situations.

- Provide information on when to refer employees to Occupational Health.

- Provide support and advice to employees, line Managers and Line Managers in relation to reasonable workplace adjustments, if required.

- Signpost appropriate sources regarding health-related issues because of menopause and hormonal changes.

6. Support Mechanisms

This policy will be supported by guidance and information toolkits for Managers and Line Managers and employees. The Council will ensure that employees that do not have ready access to online resources will still be able to access the toolkits by other means. See Section? for links to toolkits and further sources of internal and external information

7. Types of Menopause and Hormonal Changes

7.1 Natural Menopause

A natural ageing process for women, cisgender*, Trans* men and non-binary* people. Signs and symptoms are caused by oestrogen fluctuations and ultimate decline of this hormone in the body.

Natural Menopause is when menstruation has ceased for twelve consecutive months and the ovaries have stopped producing eggs and hormones, notably testosterone, oestrogen, and progesterone, fall below a certain level.

Studies show that menopause usually occurs between the ages of 45 and 55, however it can happen much earlier, for example, through primary ovarian insufficiency. Research states that there can be a variation between different ethnic backgrounds in the average age menopause can take place.

*The definition of these terms is contained in Appendix 2

7.2 Medical or Surgical Menopause

This can occur at any age when the ovaries are damaged by medical treatments, for example chemotherapy, radiotherapy, or they have been removed as part of a hysterectomy.

Although natural menopause can involve a gradual change, the changes through medical or surgical menopause can be more sudden.

7.3 Peri-Menopausal

This is the period of hormonal changes which takes place leading up to natural menopause.

During this time, a person can start to experience symptoms and they can often last anywhere from a few months to five years.

This period can also be referred to as the menopausal transition phase and climacteric stage, which refers to the transition from the reproductive to the non-reproductive period in a person's life.

7.4 Premature Menopause

Approximately one in every 100 cisgender women may experience a premature natural menopause, before the age of 40; as estimated by NHS.

7.5 Premenstrual Syndrome (PMS)

Changes in a person's body hormone levels before a period can cause physical and emotional changes.

This is also known as Premenstrual Tension (PMT). Potential signs and symptoms are listed in section 10.0 of this policy.

People can experience heavy periods throughout their menstrual cycle. They can sometimes be heavy at various times which can include after pregnancy, during menopause or if a person is feeling stressed.

Some medicines and treatments, including anticoagulant medicines and chemotherapy medicines can have a significant impact on a person.

There are some conditions which can affect a person's womb, ovaries, or hormones, such as:

- Endometriosis
- Fibroids
- Pelvic Inflammatory Disease
- Polycystic Ovary Syndrome
- Womb Cancer

7.6 Hormonal Changes

People undertaking hormone therapy will generally remain on this throughout their lives. However, if hormone therapy is interrupted, or levels are unstable, they can experience similar menopausal indicators.

Hormonal changes can be experienced by people going through several types of treatment, for example cancer treatments and chemotherapy. The treatment can cause an imbalance in a person's previous hormonal levels causing them to experience signs and symptoms like the menopause.

7.7 Hormone Therapy for a Trans* Person

The aim of hormone therapy is to make a person more comfortable with themselves, both in terms of physical appearance and how they feel. The therapy will usually need to be taken for the rest of their lives, even after gender surgery.

The common risks or side effects of having hormone therapy can include the following (this is not an exhaustive list):

- Blood clots
- Gallstones
- Weight gain
- Acne
- Hair loss or balding
- Infertility
- Developing deep vein thrombosis and pulmonary embolism
- Abnormal liver function

7.8 Menopause in people who were not born with a Uterus, also known as Andropause.

It is where the production of testosterone and other hormones declines gradually over a period of many years. Indicators may vary from person to person however the common signs can be like those of a person going through the menopause. Please refer to section 10.3.3.

7.9 Post Menopause and Post Hormonal Changes

This is the time following menopause. Although signs and symptoms are known to subside, they can continue for approximately four to twelve years.

8. Potential Signs and Symptoms of Menopause and Hormonal Changes

The severity of these may vary for individuals, which may differ from mild to significant and the signs and symptoms can change, and new ones can develop over time. Menopausal and hormonal changes can also aggravate pre-existing health conditions.

In some cases, signs and symptoms can be exacerbated by the work environment, for example, workplace environment temperature may have an impact on the frequency of a person's hot flushes.

The most common reported signs and symptoms are contained in the tables below (these lists are not exhaustive)

Menopause and Peri-Menopausal	
Changes to regular menstrual cycles, becoming irregular, heavier, longer	Dental and oral health changes
Hair changes, including loss and thinning	Eye and skin irritation, dryness to skin and chronic adult acne
Fatigue	Increased body fat
Genito-Urinary issues (incontinence, increased UTI, vaginal discomfort)	Insomnia and sleep disturbances
Headaches	Joint aches
Hot flushes and palpitations	Lack of libido
Lack of enthusiasm, energy, or motivation	Night sweats (increased sweating may also be experienced throughout the day)

Poor concentration	Reduced confidence levels

Imbalanced Hormone Levels

Chronic adult acne	Confidence level changes
Fertility issues	Headaches
Insomnia and poor-quality sleep	Mood swings
Joint aches	Unexplained weight gain

Andropause

Chronic adult acne	Late-onset hypogonadism
Difficulty sleeping or increased tiredness	Mood swings and irritability
Erectile dysfunction	Loss of muscle mass and reduced ability to exercise
Fat redistribution, such as developing a large belly or enlarged chest	Poor concentration and short-term memory
General lack of enthusiasm or energy	Reduced confidence

Premenstrual Syndrome/ Premenstrual Tension

Breast tenderness	Feeling bloated
Changes in appetite	Feeling irritable
Changes to skin appearance and hair	Headaches
Mood swings	Tiredness or trouble sleeping

Associated psychological signs (this is not an exhaustive list)

Anxiety	Cognitive challenges including memory issues, brain fog, poorer concentration
Depression	Feelings of loss and grief
Irritability, sudden onset of anger	Loss of confidence
Mood swings	Panic attacks
Problems with memory	Stress

9. Practical Arrangements

9.1 Line Manager Support

Line Managers and Line Managers are normally the first point of contact a employees member will have to discuss their health concerns with or to raise a request for reasonable adjustments to their working environment.

For some people going through these biological, psychological, and social changes it can be uneventful but for others it will have an impact on their working day, which could affect their ability to function at their optimal level.

A person going through these changes may experience a negative impact on their performance and have a greater susceptibility to fatigue and stress at work. They may also experience a change in their confidence levels.

The signs and symptoms that a person is experiencing may also impact on various aspects of their working conditions and environment. For example, lack of temperature control or ventilation of a person's workplace, material or fit of uniforms, accessibility to toilet facilities and/or access to cold drinking water.

The support an employee receives has a significant impact and influences their experience at work. Employees should feel able to openly discuss this subject and managers should therefore ensure Menopause, and Hormonal Changes and the impact that these may have on employees are also openly discussed at team/service meetings. Open cultures need to be created where people feel comfortable to say if they are struggling.

9.2 Starting the Conversation

A person may find starting the conversation slightly awkward and feel reluctant to talk about sensitive and personal issues and the impact they may have on them at work.

Take time to listen and approach conversations with empathy, use open non-judgemental questions and take care not to make thoughtless comments and assumptions.

It is important to set the right tone when opening a conversation about any sensitive issues. Avoid interruptions, switch off phones, ensure other colleagues cannot walk in and interrupt.

Give the employee a chance to explain the situation in their own words and encourage them to talk by speaking calmly.

Do not make judgements based on personal or previous experience, every case will be different and must be treated as such.

Any conversations a member of employees have with you should be kept strictly confidential, and information should only be shared with the Occupational Health & Wellbeing service when consent has been provided by the employees member concerned.

9.3 Risk Assessment

Whilst menopause itself is not considered a disability in accordance with the Equality Act 2010, the symptoms and impact of these on a person's day to day live may well be. Therefore Managers and Line Managers should ensure that they take all reasonable steps to ensure that a member of employees's symptoms are not being exacerbated by their job or working environment.

A risk assessment will help to identify specific needs. Often, making simple changes can help to alleviate the impact of some signs and symptoms. A template risk assessment can be found here.

Reasonable adjustments can include minor changes, or a person being offered more flexible working arrangements. Practical steps to support employees can help minimise some of the most common signs and symptoms.

The Council will carefully consider any reasonable adjustments in consultation with the individual and Occupational Health/Employment and Policy team. However, the Council does have the right to decline any requests which are not deemed reasonable, suitable, or likely to be effective.

If a person's performance is being impacted by signs and symptoms of menopausal or hormonal changes it is important to address the root cause, as it is in the best interest of the employee, the team, and the Council.

Once a risk assessment has been completed it should be continued to be reviewed frequently. If any reasonable adjustments are identified, advice may be sought from Occupational Health and the Employment and Policy team.

Appendix 1 provides examples of adjustments which may be helpful for various indicators, please note that this is only for guidance.

9.4 Supporting Attendance

Everyone may be affected differently to menopause or hormonal changes and how these impact on their ability to be at work or their performance whilst at work.

The Council will treat employees with menopausal and hormonal changes the same as anyone else with long-term fluctuating health conditions, including considering reasonable adjustment requests in accordance with Equality Act 2010.
Managers and Line Managers should adhere to the relevant Supporting Attendance and Managing Absence Policies where an employee is absent due to the impact of menopause or hormonal changes.

10. Toolkits and Further Sources of Information

In order to support this policy, and provide Managers and Line Managers and employees with the relevant resources, toolkits for Managers/Line Managers and employees are available below along with links to other sources of information

Will have links here to Toolkits and other information resources for Managers and Line Managers and Employees. In these will be Information Leaflets, Practical Self Help Guides, links to podcasts, webinars etc and any template documentation such as risk assessment

11. Monitoring and Review

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    a. Review every two years, with other reviews when needed. For example, following new legislation, new external or internal strategies/plans, to align with best practice.
    b. Report to management teams, governance and working groups, committees, and scrutiny panels.

Appendix 1

Examples of Reasonable Adjustments

The table below provides some examples of adjustments that may be helpful for various symptoms. This is not an exhaustive list.

Symptom	Examples of Workplace factors which could worsen or interact with Symptoms	Suggested adjustments
Daytime sweats, hot flushes, palpitations.	**Unsuitable workplace temperatures and lack of ventilation.**	Ensure easy access to supply of cold drinking water and toilet facilities. Take account of shift or peripatetic workers schedules and allow them to access facilities during their working day. Carry out 'thermal mapping' to identify hot and cold spots in the workplace and review office seating plans to allow workspace to be positioned based on suitability/need. Look at ways to cool the working environment for those affected, for example fans at workstations, move desks nearer to windows, opening windows and adjust air conditioning.
	Unsuitable uniforms or workwear; unsuitable or ill-fitting personal protective equipment (PPE), for example, face masks/ visors and lead aprons may be uncomfortable if worn for long periods.	Avoid nylon or close-fitting uniforms, provide alternatives made from natural fibres. Ensure all PPE is appropriate in terms of size and materials and that more suitable alternatives are offered if needed. 'One size fit all' blanket issue items are unlikely to be suitable for all members of the workforce.
	Lack of access to rest breaks or suitable break areas. Hot flushes and facial redness may cause women to feel self-conscious or the sensation may affect concentration or train of thought	Be flexible about additional breaks. Allow time out and access to fresh air. Ensure a quiet area/room is available. Ensure cover is available so workers can leave their posts if needed.
Night-time sweats and hot flushes. Insomnia or sleep disturbance.	**Rigid start/finish times and lack of flexible working options may increase fatigue at work due to lack of sleep (may be compounded if shift work is carried out).**	Consider temporary adjustment of shift patterns or hours to accommodate any difficulties. Allow flexible/home working. Provide the option of alternative tasks/duties. Make allowance for potential additional need for sickness absence. Reassure workers that they will not be penalised or suffer detriment if

		they require adjustments to workload or performance management targets.
Urinary problems, for example, increased frequency, urgency, and increased risk of urinary infections.	**Lack of access to adequate toilet facilities may increase the risk of infection and cause distress, embarrassment, and an increase in stress levels.**	Ensure easy access to toilet and washroom facilities. Allow for more frequent breaks in work to go to the toilet.
	Employees member may need to access toilet facilities more frequently; may need to drink more fluids, may feel unwell.	Ensure easy access to supply of cold drinking water. Take account of peripatetic workers schedules and allow them to access facilities during their working day.
Irregular and/or heavy periods.	**Lack of access to adequate toilet facilities may increase the risk of infection and cause distress, embarrassment, and an increase stress level. Employees member may need to access toilet and washroom facilities more frequently**	Ensure easy access to well-maintained toilet and washroom or shower facilities. Allow for more frequent breaks in work to go to the toilet/ washroom. Ensure sanitary products readily available. Take account of peripatetic workers schedules and allow them to access facilities during their working day. Ensure cover is available so employees can leave their posts if needed.
Skin irritation, dryness or itching	**Unsuitable uniforms, workwear, PPE or workplace temperatures and humidity may increase skin irritation, dryness and itching, there may be discomfort and an increased risk of infection and a reduction in the barrier function of skin**	Avoid nylon uniforms. Provide alternatives made from natural fibres with options for layering that can be adjusted. Ensure comfortable working temperatures and humidity. Ensure easy access to well-maintained toilet and washroom or shower facilities. Allow for more frequent breaks in work to go to the toilet/ washroom.
Muscular aches and bone and joint pains.	**Lifting, moving and manual handling as well as work involving repetitive movements or adopting static postures may be more uncomfortable and there may be an increased risk of injury**	Make any necessary adjustments through review of risk assessments and work schedules/tasks and keep under review. Consider providing alternative lower risk tasks. Follow HSE guidance and advice on manual handling and preventing MSDs (Musculoskeletal disease)
Headaches	**Headaches may be triggered or worsened by many workplace factors such as artificial lighting, poor air quality, exposure to chemicals, screen work, workplace stress, poor posture/ unsuitable workstations,**	Ensure comfortable working temperatures, humidity, and good air quality. Ensure access to natural light and ability to adjust artificial light. Allow additional rest breaks. Ensure a quiet area/room is available. Conduct DSE and stress risk assessments.

	unsuitable uniforms, or workplace temperatures	
Dry eyes.	**Unsuitable workplace temperatures/humidity, poor air quality and excessive screen work may increase dryness in the eyes, discomfort, eye strain and increase the risk of infection**	Ensure comfortable working temperatures, humidity, and good air quality. Allow additional breaks from screen-based work. Conduct DSE risk assessments.
Psychological symptoms, for example: ▪ **Depression** ▪ **Anxiety** ▪ **Panic Attacks** ▪ **Mood changes** ▪ **Loss of confidence**	**Excessive workloads, unsupportive management and colleagues, perceived stigma around the menopause, bullying and harassment and any form of work-related stress may exacerbate symptoms. Stress can have wide ranging negative effects on mental and physical health and wellbeing. Performance and workplace relationships may be affected**	Conduct a stress risk assessment and address work related stress through implementation of the HSE's management standards. Ensure that workers will not be penalised or suffer detriment if they require adjustments to workload, tasks, or performance management targets. Ensure that Managers and Line Managers understand the menopause and are prepared to discuss any concerns that employees may have in a supportive manner. Ensure Managers and Line Managers have a positive attitude and understand that they should offer adjustments to workload and tasks if needed. Allow flexible/home working where appropriate. Ensure that employees are trained in mental health awareness. Raise general awareness of issues around the menopause so colleagues are more likely to be supportive. Provide opportunities to network with colleagues experiencing similar issues (menopause action and support group). Ensure a quiet area/room is available. Provide access to counselling services.
Psychological symptoms: ▪ **Memory problems** ▪ **Difficulty concentrating**	**Certain tasks may become more difficult to carry out temporarily for example learning new skills (may be compounded by lack of sleep and fatigue); performance may be affected; work-related stress may exacerbate these symptoms. Loss of confidence may result**	Conduct a stress risk assessment and address work related stress through implementation of the HSE's management standards. Reassure workers that they will not be penalised or suffer detriment if they require adjustments to workload or performance management targets. Ensure that Managers and Line Managers understand the menopause and are prepared to discuss any concerns that employees may have in a supportive manner. Ensure Managers and Line Managers have a positive attitude and understand that they should offer adjustments to workload and tasks if needed. Reduce

		demands if workload identified as an issue. Provide additional time to complete tasks if needed or consider substituting with alternative tasks. Offer and facilitate alternative methods of communicating tasks and planning of work to assist memory. Ensure a quiet area/room is available. Provide access to counselling services

Glossary of Terms

Definitions

A full list of definitions regarding the distinct types of menopause and hormonal changes are listed in Section 9 of this policy.

Hormonal Changes

Hormonal imbalance happens when a person has too much or too little of one or more hormones within a person's chemical balance. It is a broad term that can represent many different hormone-related conditions.

Cisgender

Denoting or relating to a person whose sense of personal identity and gender corresponds with their birth sex.

Non-Binary

A term that describes someone who does not identify exclusively as a man or a woman, or within a specific binary identity. The term can describe several different concepts, and people often use it interchangeably with terms such as agender, androgynous and genderqueer.

Trans*

Trans* is an umbrella term used to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth.

Acceptable Use of IT Policy

Version 4.0, DD Month YYYY

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Document control

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Revision history

Version	Originator	Review start date	Revision description and record of change
4.0	Julie Irwine	February 2022	Bi-annual review and plain English changes.
3.2	Rob Leitch	June 2020	Updated link to home working guidance on MyNL.

Document approvals

Version	Governance group	Date approved	Date approval to be requested (if document still in draft)
4.0	Finance and Resources Committee		22 November 2023
3.0	Finance and Resources Committee	3 June 2021	
2.0	Finance and Resources Committee	11 June 2020	
1.3	Policy and Resources Committee	21 June 2017	
1.2	Policy and Resources Committee	16 September 2014	
1.1	Policy and Resources Committee	14 March 2013	

Consultation record (for most recent update)

Consultation status	Stakeholders consulted between 02 March 2023 and 10 May 2023.	
Stakeholders consulted and dates	Business and Digital Management Team Corporate Communications Data Governance Board Data Management Team JNC for Teaching Staff Joint Trade Unions People Resources Technical Design Authority	21 March 2023 02 March 2023 29 March 2023 15 March 2023 30 March 2023 30 March 2023 15 March 2023 21 March 2023

Strategic alignment

Plan for North Lanarkshire

Improving the Council's Resource Base – A Workforce Strategy that is built around the needs of the council (as a single resource base) to deliver the priority outcomes, ensuring future workforce requirements, new skills and innovative approaches, and succession planning are recognised.

Digital and IT Strategy

The Digital and IT Strategy brings together separate but related plans and policies that contribute to the development and delivery of our digital vision. The Acceptable Use of IT Policy is one of these. It supports the strategy by providing a safe framework for using IT assets without exposing the council or our IT users to risks.

Next review date

Review Date	

Contents

A note about plain English

This document follows plain English guidance, in line with our corporate commitment to clear communications. In particular, it uses the following terms.

- 'We', 'us' and 'our' when referring to the council (as an organisation), our collective responsibilities (as authorised users of council IT assets), and when discussing specific activities.
- 'You' and 'your' when referring to the individual responsibilities and actions of authorised users of council IT assets.

1. Introduction

We use information technology (IT) to deliver our services, carry out our statutory duties, and support our internal business functions. It's critical in helping us work flexibly and efficiently. This policy informs our IT users on how to use IT assets appropriately.

We use the following three types of **IT assets** – see the Acceptable Use of IT Guidance for examples of each.

1. **Computing devices** (both business and personal) we use in council facilities and remotely to access information and do our jobs.
2. **IT systems and services**, both hosted within our own network and cloud-based, that we use to process and store information and deliver services.
3. **Network infrastructure and services** we use to access, store, manage and protect our systems.

The council owns all information stored on council assets.

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2. Purpose

This Acceptable Use of IT Policy provides a safe framework for using IT assets without exposing the council or our IT users to risks. It is a control factor for the Information Security and Governance corporate risk and aligns with the following.

- Digital and IT Strategy – this brings together separate but related plans and policies – including this one – that contribute to our digital vision.
- Information governance policies – Data Protection, Information Security, Payment Card Data Security, Records and Information Management – that keep our IT assets safe and operational, and maintain the confidentiality, integrity and availability of our information.
- Codes of conduct that set out mandatory standards for Councillors and Employees.
- Related legislation.

3. Scope and exclusions

In scope: This policy applies to our employees, councillors, contractors, consultants, third party service providers, temporary agency staff, modern apprentices, students, volunteers, and anyone else authorised to access or use our IT assets.

Exclusions: There are separate policies for the schools' network and public use of IT resources and the internet in libraries.

4. Governance

The **Finance and Resources Committee** has **approval** authority for, and oversight of, this policy. The **Data Management Team** then the **Data Governance Board** – as **key stakeholders** – oversee its review and consider its contents before referring it on for approval. The **Chief Officer of Business and Digital** – as the council's Senior Information Risk Owner – is **accountable** for its governance.

The **Information Security and Risk team** is **responsible** for the following activities.

1. Produce, publish and promote this policy.
    a. Write it in a way that's easy to read and understand.
    b. Consult with relevant stakeholders on its content and implications.
    c. Make sure all users can access it.
2. Give guidance on how to apply and comply with this policy through standards, procedures and guidance notes – see product set for list and links.
3. Review and report on this policy.
    a. Review every two years, with other reviews when needed. For example, following a critical security incident, new legislation, a significant threat, an audit action.
    b. Report to management teams, governance and working groups, committees and scrutiny panels.

5. Policy compliance

By using our IT assets, every user is agreeing to comply with this policy, and all policies, standards, procedures, and guidance it references.

This includes following the acceptable use principles below, understanding that we monitor usage of all our IT assets, and consenting to this monitoring.

Due to the importance of this policy and as a consistent reminder, our computers and laptops display an **Acceptable Use of IT Policy statement** that users must accept before they can log in to their device.

We only use council managed devices to access council systems and conduct council business – subject to limited exceptions.

We investigate any suspected breach of this policy, under the Discipline Policy and any other relevant policies.

We refer any suspected unlawful acts to the appropriate authorities. This includes the police, and professional and regulatory bodies.

6. Acceptable use of IT assets

All users of our IT assets must:

- comply with this policy, in line with the acceptable use of IT principles below; and
- fulfil their role in assuring the security and integrity of council information and IT assets, as outlined in the user responsibilities below.

Acceptable use of IT principles

1. IT authentication (password) and secure access
2. Protecting digital information
3. Managing digital information
4. Appropriate use of IT assets
5. Using email
6. Using collaboration platforms
7. Using social media
8. Personal use of council IT assets
9. Using personal devices, software and cloud accounts
10. Reporting information security incidents

The **user responsibilities for the acceptable use of IT assets** – summarised below and detailed in the Acceptable Use of IT Guidance – instruct users on how to confidently and securely access and use council devices and information. The Information Security and Risk team can help with questions about this policy and associated guidance:

User responsibilities for protecting digital information

b. Never work on sensitive information where unauthorised people can see or hear it.
c. Only print paper copies if there's a business reason for not sharing digitally.
d. Only use dictation and read aloud assistive technology in a secure location.
e. Don't access information unless you have a valid business reason to do so.
f. Follow procedures for data protection subject access and freedom of information requests.
g. Only give out information when authorised, it's appropriate to do so, and the recipient's identity is verified, where needed.
h. Lock your device whenever you leave it for a short while but are still using it: Windows logo key +**L**.
i. Log out of your device and close it down when you're no longer using it.

6.3. Managing digital information

User responsibilities for managing digital information

1. Make sure all information you create, use, process, store, share and dispose of is in line with business need and complies with our information governance policies.
2. Follow the rules set out in the Information Classification and Handling Standard and Information Classification and Handling Guidance.
3. See the Records Retention Schedule to decide how long to keep information and how to dispose of it.
4. Know where to store and publish digital information. This includes shared and personal storage areas, network drives, business systems, other file sharing platforms, internal communications platforms, and our websites.

6.4. Appropriate use of IT assets

User responsibilities for the appropriate use of IT assets

1. Technical and systems administrators must have prior authorisation to give access to the systems and services they manage, in line with access control and code of connection procedures.
2. Use access rights appropriately – in line with job roles and responsibilities.
3. Stay safe online when using search engines, visiting websites and other internet-based services. The Get Safe Online website – a Cyber Scotland partner – provides advice.
4. Never create, store, view, download, or share (links and attachments) inappropriate content that do any of the following.
    a. Use unacceptable language.
    b. Insult, target or discriminate against people with protected characteristics.
    c. Could be interpreted as politically motivated, bullying, abusive, offensive, or illegal.
    d. Contain images, videos or written materials that are sexually explicit or exploitative, or promote discrimination, hate, violence, extremism or terrorism.

User responsibilities for the appropriate use of IT assets

e. Send or post unsolicited or fraudulent messages. This includes spam, phishing and assumed identity.
f. Infringe copyright online, while acting on behalf of the council.
g. Operate or promote any private businesses or commercial ventures.

5. **If a user accidently breaks any of these rules, they must tell their manager straight away, and – if necessary – log an incident on the IT self-service portal.**
6. Understand that we investigate all suspected inappropriate activity.

6.5. Using email

User responsibilities for using email

1. Never use email or any other digital messaging facility to send or share inappropriate content or communications, as described in section 6.4 above.
2. Users must use the council email system for work-related activities.
   a. Use **individual council email accounts** for work and organisational activities.
   b. Use **shared email accounts** – where appropriate – to collectively manage team-level communications.
3. Users must **not** do any of the following.
   a. Send work related email or information to their own personal email address.
   b. Send work related email or information to any other personal or external email addresses – except when in line with points 2f and 2g of the protecting digital information guidance in section 6.2 above.
   c. Use a council email address to send or receive personal messages - except in emergencies as detailed in section 6.8 below.
   d. Use a non-council email address to send or receive work related messages – subject to authorised exceptions relating to third party users and IT system notifications.
   e. Edit the content of a third party's message, unless authorised to do so.
4. Be vigilant! Malicious email – including scam and phishing attempts – is our biggest IT security threat. Follow email security guidance on spotting and reporting suspicious email. **Users must phone the IT Service Desk straight away if they have opened an attachment or clicked on a link in a suspicious email**. See reporting information security incidents in section 6.10 below for more details.
5. Read the Records Retention Schedule for information on retaining and disposing of email and Information Classification and Handling Guidance for rules on sharing email messages.

6.6. Using collaboration platforms

User responsibilities for using collaboration platforms

1. We use Microsoft Teams and SharePoint to communicate, collaborate, chat, meet, share and store files, and access other IT products.

User responsibilities for using collaboration platforms
2. Only access our collaboration platforms from council devices. Don't use personal devices. 3. Don't store personal files and media or copyrighted materials on our storage facilities. 4. Users can join collaborative sessions hosted by other organisations on other approved browser-based platforms. 5. Read the Information Classification and Handling Guidance for information on storing and posting content on collaboration platforms, and the Records Retention Schedule for guidance on retaining and disposing of it.

6.7. Using social media

User responsibilities for using social media
1. Corporate Communications is responsible for our Corporate Communications Strategy and the supporting Guidance for using social media for work purposes. 2. The council owns all social media accounts that communicate and conduct business on its behalf. 3. The Corporate Communications team has authority over every council social media account – as detailed in and subject to the exceptions in the social media guidance note. 4. Owners and publishers of council social media accounts must only use council devices, follow the social media guidance, and never publish or share inappropriate content or communications as described in section 6.4 above. 5. All users with access to Viva Engage (also known as Yammer) – our private, internal social network – can post informal communications and comments. See user guidance. 6. See the Information Classification and Handling Guidance for rules on posting information on our social networking sites. 7. Read the Employee Code of Conduct for guidance on **personal use of social media** and your rights and responsibilities relating to expressing personal views about the council, maintaining confidentiality, and professional and ethical conduct.

6.8. Personal use of council IT assets

User responsibilities for personal use of council IT assets
1. Council IT assets are primarily for business use, but we do allow appropriate personal use. For example: a. using council devices and systems to send or receive personal email messages or phone calls in an emergency, and b. general web browsing during breaks and lunch. 2. Users who choose to make use of this privilege, must follow these rules. a. Comply with all relevant council policies, including this one. b. Don't use council IT assets for private business or commercial ventures.

User responsibilities for personal use of council IT assets

c. Don't do it during work time.
d. It must not interfere with normal business or negatively impact productivity.
e. Don't store personal files on any of our storage facilities.
f. Understand that:
   - we own all information stored on council IT assets – both business and personal;
   - all personal use is subject to the same monitoring activities as business use;
   - users are personally accountable for what they do with council IT assets, including online activity; and
   - if a user abuses this privilege, we reserve the right to withdraw it, and will investigate their activity if we suspect potential misuse.

6.9. Using personal devices, software and cloud accounts

User responsibilities for using personal devices, software and cloud accounts

1. We don't allow personal devices access to the council network, or any systems or services hosted there. We also don't generally allow personal devices access to our cloud hosted systems and services. However, there are exceptions to this.
   a. **iTrent** – staff can only manage their own mySelf personal records.
   b. **Viva Engage** – to allow staff to read and contribute to conversations.
   c. **Public facing websites** – users can view content on council websites.
   d. **Social media platforms** – viewing content on platforms where we have a presence. Users must not use a personal device when using social media for work purposes.
   e. **Microsoft Authenticator** – a free app users install on their personal device to authenticate onto the council network and M365 when working remotely.
2. Users must not use software, systems or services they have personally licensed, purchased, registered an account with, or subscribed to, for work purposes. This includes software on personal devices, and cloud-hosted systems and services accessed from any device.
3. We generally allow personal mobile devices in shared workplaces.
   a. For courtesy and privacy reasons, users should set sound mode to low volume and or vibrate and take calls where they won't be overheard.
   b. In some work settings users may not be allowed to use personal mobile devices, have them visible or even on their person for privacy or health and safety reasons. Line managers can give more guidance on this.

6.10. Reporting information security incidents

User responsibilities for reporting information security incidents

1. We must report information security incidents straight away to the Service Desk and or Data Protection Team and to line managers if:
   a. someone has logged on to a device or system using another person's details;

User responsibilities for reporting information security incidents

b. a device is lost or stolen; and or
c. there may be a system or data breach.

2. There may be other reporting requirements, depending on the type of incident.
3. For full details see the Information Security Incident Management Procedure and the Data Protection Breach and Incident Management Protocol.

7. Monitoring

7.1. Monitoring activities and privacy

We carry out a range monitoring activities of our IT assets for compliance, security, operational, performance, and maintenance purposes.

A note on respecting individual privacy.

This policy aims to strike a balance between the following.

1. Respect for an individual's privacy in accordance with the
   → Data Protection Act 2018, and
   → Human Rights Act 1998.
2. Our monitoring and scanning obligations under the
   → Regulation of Investigatory Powers Act 2000, and
   → Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000

Users can't presume privacy when using council IT assets for business or personal reasons. By using our IT assets and agreeing to comply with this policy, they are consenting to our monitoring procedures. We:

- collect and record usage data to make sure our IT assets work correctly and securely;
- monitor information entering, leaving, or stored on our IT assets; and
- don't routinely monitor individuals but may access personal information as part of our monitoring activities.

7.2. Types of monitoring

There are two types of monitoring.

1. **Usage logging:** This is a standard data collection activity data – generally in system event logs. It does not log content, only information about user activity. We restrict and control access to logging information, as per the Access Control Standard.
2. **Content inspection:** That is, viewing the actual digital data, information and records within files and IT systems – both business and personal – that users create, modify, access, view and receive.

7.3. Identifying and investigating potential misuse

We reserve the right to monitor individual usage – under strict controls – to help identify and investigate potential prohibited use or misuse in breach of this policy and codes of conduct. Managers must have prior formal approval before they can access this information. See Discipline Policy and Discipline Policy Guidance Note for more information.

Level 1 investigation: Inspecting user logs – to determine if there has been a breach; and or we have cause to investigate further.

Formal approval authority

→ A Chief Officer must approve requests for employees within their service.

→ The Depute Chief Executive must approve requests for Chief Officers in Adult Health and Social Care, Education and Families, and Enterprise and Communities.

→ The Chief Executive must approve requests for Chief Executive's Chief Officers, Depute Chief Executive or Councillors.

→ The Leader of the Council must approve request for the Chief Executive.

Level 2 investigation: Inspecting content – where there is a need to investigate more thoroughly than inspecting user logs alone. For example, where we believe there is or has been a breach of this policy, to comply with the request of law enforcement officers, or where we believe an employee is or has been in breach of their employment contract

Where an officer authorises a content inspection request, they must advise the following people before it starts and when it's finished.

1. The Chief Executive or the Leader of the Council – as per the formal approval authority.
2. The individual concerned. However, there may be situations where we can't inform them. For example, where there is reason to believe that this would prejudice or compromise an investigation.

8. Product set

The table below lists documents in the acceptable use of IT product set and other related products. This may include links to other file types, websites and IT systems.

→ Those listed under policies, standards, procedures and guidance are the responsibility of the Information Security and Risk team.

→ Those listed under related products are the responsibility of other teams, services or agencies.

Product type	Product
Policies	▪ Information Security Policy ▪ Payment Card Data Security Policy
Standards	▪ Access Control Standard ▪ Information Classification and Handling Standard

Product type	Product
Procedures	▪ Access control procedures ▪ Code of Connection procedures ▪ Information Security Incident Management Procedure
Guidance	▪ Acceptable Use of IT Guidance ▪ Email security guidance ▪ IT Authentication (Password) and Secure Access User Guidance ▪ Information Classification and Handling Guidance ▪ Information Security and Risk on Viva Engage (aka Yammer)
Related products	▪ Corporate Communication Strategy ▪ Cyber Scotland ▪ Data Protection Breach and Incident Management Protocol ▪ Data Protection Policy ▪ Data protection subject access requests ▪ Digital and IT Strategy ▪ Discipline Policy and Discipline Policy Guidance Note ▪ Employee Code of Conduct ▪ Freedom of information requests ▪ Get Safe Online ▪ Guidance on the use of social media for work purposes ▪ IT self-service portal ▪ Public use of IT resources and the internet in libraries ▪ Records and Information Management Policy ▪ Records Retention Schedule ▪ Schools' policy documents on Glow
Legislation, regulations, and government guidance	▪ Computer Misuse Act 1990 ▪ Copyright information: GOV.UK ▪ Councillors' Code of Conduct ▪ Discrimination: your rights: GOV.UK ▪ Data Protection Act 2018 ▪ Ethical Standards in Public Life etc. (Scotland) Act 2000 ▪ Freedom of Information (Scotland) Act 2002 ▪ Human Rights Act 1998 ▪ Investigatory Powers (Interception by Businesses etc. for Monitoring and Record-keeping purposes) Regulations 2018 ▪ Public Records (Scotland) Act 2011 ▪ Regulation of Investigatory Powers Act 2000 ▪ Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 ▪ The Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2020