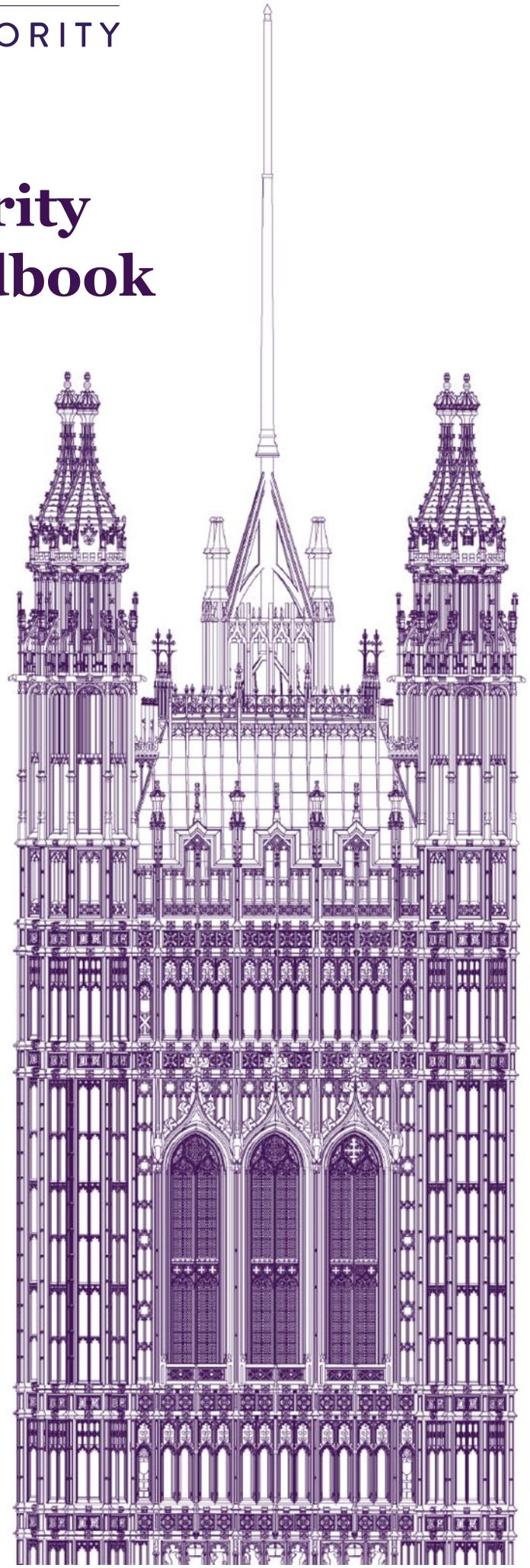




HOUSES OF PARLIAMENT
R&R DELIVERY AUTHORITY

Delivery Authority Colleague Handbook





Welcome from the CEO and HR Director

A very warm welcome to the Houses of Parliament Restoration & Renewal Delivery Authority. We are an organisation - unique in purpose and reputation - that is leading the delivery of the biggest and most complex renovation of a heritage building ever undertaken in the UK. It's not every day you can say that you're contributing to protecting and preserving the legacy of the iconic and world-famous Palace of Westminster to ensure this treasured building can continue to serve as home to the UK Parliament in the 21st century.

Whether you are only just embarking on a career with the Delivery Authority, or you are already working for us, we want to provide details on how we operate as an organisation. At the heart of everything we do is our commitments to Health, Safety and Wellbeing, and to Equality, Diversity, and Inclusion. So, our handbook is different to what you may have seen before as it's not about telling you how to do your job, it's our way of demonstrating how we want you to have the best possible experience of being part of something truly unique and memorable. In some instances, we refer to information that you can access once you join.

We very much look forward to working with you in the future.



David Goldstone CBE
Chief Executive
Restoration & Renewal Delivery Authority



Janet Campbell
HR Director
Restoration & Renewal Delivery Authority



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A Little Bit of History

In 2018 Parliament decided to create independent bodies to manage the Restoration and Renewal of the Palace of Westminster, part of a UNESCO World Heritage site. In 2019, legislation was passed which set out how the work will be carried out under a two-tier governance system, similar to that used for the 2012 London Olympics and Paralympics Programme. In 2020, the Sponsor Body was established as the single client accountable to Parliament and then that's where we come in.

Overseen by the Sponsor Body, the Delivery Authority will deliver the work required using our incredible wealth of technical expertise, specialist knowledge and years of experience that we are bringing together. One of our key tasks will be to support the Sponsor Body in the development of the Outline Business Case which will then be presented to both Houses of Parliament to get the green light.

The Benefits of What We Are Doing

The Palace is deteriorating faster than it can be repaired. The longer the essential work is left, the greater the risk of a sudden catastrophic failure from fire, flooding, or stone fall. The restoration is a huge challenge. It has a floorplate the size of 16 football pitches with 1,100 rooms, 100 staircases, three miles of passageways, four floors and 65 different levels. The project will secure the future of the Palace as the home of the UK Parliament and preserve its UNESCO World Heritage Site status by:

- Providing all the services needed by a modern, accessible, and accountable Parliament.
- Improved disabled access for visitors and people working there.
- Improved fire safety and removal of risks caused by asbestos.
- Restoration of extensively decayed stonework.
- Repair or replacement of the 4,000 bronze windows.
- Increased energy efficiency with lower running costs and a significantly reduced carbon footprint.
- Reduced demand for costly emergency repairs.
- Reduced risk of major disruption to the work of Parliament caused by sudden service failure.

Our Mission; Our Vision; Our Values and Behaviours

Mission

To save the seat of democracy.

Vision

To transform the Houses of Parliament to be fit for the future as the working home of our Parliamentary democracy, welcoming to all and a celebration of our rich heritage.

Values and behaviours

We have four defined values: we act with integrity; we are inspiring; we achieve together, and we can be ourselves. We have chosen to make our values real, tangible, and actionable by clearly articulating what they mean in practice from a behavioural point of view. Therefore, each of the values has a supporting statement as shown in the following diagram. Descriptors of what the associated behaviours are and aren't are available [here](#).



Our values play an important part in inspiring and motivating everyone who works on the Programme. Our behaviours set the expectations of how we will work with each other and hold ourselves to account for our actions, both collectively and individually. They also give clear signals about our expectations on how other organisations will work with us, what we will place emphasis on in our relationship with them and how, in turn, they should seek to work with others while connected to the R&R Programme of work.

What We Expect from You

We have a high profile in the public domain, and our reputation is important; being part of our team gives you a shared responsibility in protecting and maintaining this. There are various ways you can have an impact ranging from political impartiality, managing your social media activity, and only accepting gifts and hospitality in accordance with our policies, to name but a few. All we ask is that you avoid doing anything that could have an adverse impact on our organisation or the Programme, as described in our policies. See our [Staff Gifts and Hospitality Policy](#), [Social Media Policy](#) and [Code of Conduct](#) for further details.

We provide details of our expectations from when we advertise roles all the way through to your contracts of employment. We need your expertise to deliver the Programme and to bring new ideas and suggestions as we move forward. You have a great opportunity for cross-team working and we encourage high levels of collaboration to collectively deliver our strategic goals.

Flexibility works both ways, and you can expect that there will be periods of time where there will be peaks and troughs in our workload, and you might need to work extra hard. Our normal hours are 37.5 per week, Monday to Friday but what is important is to strike the right balance between time working, and time away from work. We actively encourage discussions with your line manager to agree your pattern of work to best fulfil roles and responsibilities. See our [Flexible Working Procedure](#) for further details.

Honesty is definitely the best policy and that's certainly what we expect from everyone acting on our behalf. We trust everyone to carry out their work conscientiously, ethically and with integrity, but we would be naïve to think there won't be times when things will go wrong, and we want to encourage everyone to feel able to speak up about any concerns they may have without fear of any



reprisal for doing so. It is an important point about our culture, that we will encourage people to be open about when something has gone wrong, or seems to be going wrong, and that we work together to address the issue, and learn the lessons, without undue recriminations. See our [Whistleblowing Policy](#) for further details.

We are also aware of the risks of fraud and bribery given the size and complexity of the Programme. So, it's really important that everyone knows their responsibilities with regard to detecting and preventing fraud and bribery and what to do if you discover something that's not quite right. See our [Fraud and Bribery Policy](#) for further details.

In your role you will have access to our equipment, systems and data needed to enable you to undertake your role. We ask you treat everything with the utmost sensitivity, confidentiality, and security. See our [Data Protection Policy](#) and [Acceptable Use of Digital Services Policy](#) for further details.

What to Expect from Us?

Working for the Delivery Authority brings with it an attractive and competitive package of benefits which includes:

- Competitive salary which is paid on 28th of each month
- Discretionary bonus, depending on performance
- Pension with Salary Sacrifice option
- 30 days annual leave, pro rata for part-time colleagues
- Season Ticket loans
- Contribution to Professional Body Subscriptions

We have the amazing privilege of working in the heart of Westminster – home to the largest concentration of visitor attractions and historic landmarks, including Buckingham Palace, Westminster Abbey and the most famous of them all, the Houses of Parliament. From time to time, you might need to travel to different locations or incur costs that you need to claim back. See our [Staff Expenses Policy](#) for further details.

Performance and Support

We are committed to creating a fair and inclusive environment and value the contribution of every individual colleague. Our approach to engaging with you during probation periods and ongoing Performance and Development Reviews are key to us achieving a high performing culture. Our framework enables you and your manager to have ongoing conversations, set and monitor key objectives and priorities, monitor the completion of mandatory training and agree Personal Development Plans (PDPs) to ensure they link with the overall strategic aims of the Programme. See [Probation Procedure](#) and [Performance and Development Review Guidance](#) for further details.

We operate a two-way approach to managing performance whereby we all know what is expected in terms of contribution, how it needs to be delivered and how we can all expect to be treated. There may be instances, however, where any one of these areas is not quite working and needs some form of intervention. Naturally, we have Grievance, Disciplinary and Capability Procedures available but we would hope that through ongoing feedback, we can keep the use of them to a minimum. See [Grievance](#), [Disciplinary](#) and [Capability Procedures](#) for further details.



Time Off and Attendance at Work

Taking time off from work is important for everyone. We offer **30 days annual leave plus Bank Holidays** for colleagues working full-time over 5 days a week (pro-rata for part-time colleagues). Our leave year runs from April to March and all time off can be managed through our Oracle system.

We also offer a variety of other types of special leave such as Jury Service, Compassionate leave etc. Whilst we have the majority of entitlements covered, we recognise there may be instances where additional time off is required and we will support our colleagues as needed. For all leave types, see our [Time Off from Work Policy and Procedure](#) for further details.

We encourage all our colleagues to maximise their attendance at work and look after their general wellbeing, but we do recognise colleagues will, from time to time, be unable to come to work because of ill-health. See our [Managing Sickness Absence Policy and Procedure](#) for further details.

Personal Life Plans

Where you are planning a family, we want to provide the best possible support to our colleagues. We have a range of leave and pay entitlements – some of which can be enhanced depending on your service. Our Family Friendly suite of Policies and Procedures will provide further details in due course.

Health and Wellbeing

Health and wellbeing is of paramount importance to us and we want to make sure we're doing everything we can to make sure our offices, equipment and ways of working follow best practice and our obligations as set out in the Health and Safety at Work Act 2015. We all have an individual responsibility in making sure our policy works and supports both our own health and wellbeing, as well as that of others involved in the Programme. We offer a variety of activities in this area including our Employee Assistance Programme and dedicated Mental Health Ambassadors and First Aider. See our [Health, Safety and Wellbeing Policy](#) and [Mental Health Policy](#) for further details.

The Legal Bits

We take our legal and statutory obligations seriously and will comply with these at all times. Our policies and procedures are written with these in mind, but they are not contractual and can be varied from time to time. We will of course communicate in good time ahead of any changes taking place.

We Want to Hear from You

Feedback is really important to us and we are always seeking new ideas and suggestions on improving the way we operate. We'd love to hear from you, please [contact us](#) at any time.