

# GRAPHIC STUDIO DUBLIN

The Oldest Fine-art Print Studio in Ireland  
Established 1960

## **Member Handbook**

2008 Version

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### **Member Handbook Declaration Form**

**I acknowledge that I have read and understand Graphic Studio Dublin Member Handbook.**

**Name: \_\_\_\_\_ (Print Please)**

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**Signature**

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**Date**

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## **INTRODUCTION**

I am delighted to welcome you to Graphic Studio Dublin.

This handbook is issued to all Members on joining, or renewing subscription to Graphic Studio Dublin.

It is an important document and as it is part of the Terms & Conditions of Membership of Graphic Studio Dublin it is essential that you take the time to read and understand it.

Jackie Ryan  
Chief Executive Officer

## **Graphic Studio Dublin – A Brief History**

Graphic Studio Dublin was established in 1960, as fine-art printmaking studios. It operated collective studio facilities out of premises at 18 Mount Street Dublin, for the purpose of making fine-art prints in a collective co-operative ethos. It was modeled on Atelier 17 in Paris, a collective print-making studio that had been established in 1927. In 1988 Graphic Studio Dublin acquired a Gallery space, Graphic Studio Gallery, Through the Arch, Cope Street, Temple Bar, Dublin 2. This was to provide a gallery outlet that would further the aims of the artists, and form its method of sales to the public. The Arts Council/An Comhairle Ealaíon has financially supported Graphic Studio Dublin since its inception in 1960. Members of Graphic Studio Dublin pay a nominal membership fee for access to facilities, technical support, professional advice, and a sales outlet for their work. Graphic Studio Dublin is a non-profit arts organisation with registered charitable status, and all finance raised for the Company is used to improve artist facilities and services.

### **Mission Statement:**

Graphic Studio Dublin's aims are to provide studios and technical assistance to artists to make fine-art prints, to promote fine-art printmaking in Ireland and abroad, to educate the public about fine art printmaking, and to sell fine art prints on behalf of artists. It works in all traditional fine-art printmaking techniques including woodblock print, etching, lithography, drypoint and carborundum.

### **Graphic Studio Dublin's Two Premises:**

Since the inception of the arts in Ireland formally in 1951, through the Arts Act, very few arts organisations have had the planning foresight and fiscal expertise to buy their buildings. Graphic Studio Dublin has been a pioneer in planning and protecting the security of its artist's through long-term security for their print-making, through the purchase of its two premises:

#### **New Studios at Distillery House (2007):**

In 2007 the growth of Dublin's South Docklands necessitated the move of Graphic Studio Dublin's studio space to the Findlater Mountjoy Brewery building, Distillery House, Distillery Court, 537 North Circular Road, Dublin 1. The studios, which were completed in time to create the work for the **Revelation** exhibition at the National Gallery of Ireland, are 7,000 square foot over four floors and have potential to further pioneer Graphic Studio Dublin's facilities and services to members and visiting artists.

#### **Graphic Studio Gallery (1988):**

Graphic Studio Gallery, Cope Street, Temple Bar, Dublin 2 was purchased in 1988 with great vision on behalf of the Directors to protect and ensure the long-term success of Graphic Studio Dublin. It promotes the work of Graphic Studio Dublin members, and other print-makers, including international artists. As a part of Graphic Studio Dublin, its success contributes to the success of the overall Company. As a non-profit organisation, all revenues from the more commercial aspects of the work are used to help the riskier innovative work, that ensures Graphic Studio Dublin challenges and pioneers groundbreaking creative processes with print-making techniques, in Ireland and abroad.

## **Graphic Studio Dublin – Membership Procedure:**

Graphic Studio Dublin admits members twice yearly. Advertisement for members is placed in Visual Artists' Ireland and in Graphic Studio Dublin's e-bulletin. Membership is also invited on our website [www.graphicstudiodublin.com](http://www.graphicstudiodublin.com)

Applications for membership are in writing, including a cover letter stating why the candidate wishes to join Graphic Studio Dublin, an up to date CV (including all relevant professional experience) and an artist's statement.

Applications for membership must be accompanied by a portfolio (no larger than A1 in size) containing 6-10 pieces of work. Only originals will be accepted. No images on disk or reproductions will be accepted. All items must be submitted at the same time.

A panel of assessors, including the Studio Director, and an outside assessor, evaluate the portfolio, seeking demonstration of ability in at least one method of printmaking. In the absence of a formal qualification in printmaking, the candidate must demonstrate professional competency through work practice.

Applications are accepted twice yearly, the 15<sup>th</sup> January, and the 15<sup>th</sup> June by 5pm, annually.

Applications are submitted to The Administrator, Distillery House, Distillery Court, 537 North Circular Road, Dublin 1. Do not send applications for membership to Graphic Studio Gallery. No e-mail applications will be accepted.

Applicants will be informed, in writing, within four weeks of submission of portfolio, as to whether they have been successful or not.

Unsuccessful candidates, where possible, will be informed of the reason for failure to admission. In some cases, candidates may be admitted following training/courses which will ensure they reach the high standards which are part of Graphic Studio Dublin's ethos.

Successful entry will be followed by an induction into Graphic Studio Dublin practice encompassing a tour of the Studios, and receipt of the Members Handbook. Membership fees (€300 per annum in 2008), are paid in advance for the year commencing 1<sup>st</sup> January. June applicants will pay a pro rata membership in year one to 31<sup>st</sup> December.

Graphic Studio Dublin is an *Equal Opportunity Employer in compliance with the Employment Equality Act 1998 and Equal Status Act 2004.*

## **Membership Entitlements:**

Annual Membership of €300 entitles artists to the following:

24 hour access to Studio premises once the candidate has demonstrated competence in the use of studio facilities, and an understanding of, and compliance with health and safety standards, as assessed by the Studio Director.

The opportunity to purchase a selection of inks and papers, which are bought in bulk by Graphic Studio Dublin.

Use of Computer facilities to print CV's, invoices etc. (Autumn 2008).

One A1 print drawer to store prints, and one small storage area to store personal belongings.

Opportunities to participate in Graphic Studio Dublin Projects, such as the highly prestigious national cultural institution exhibitions at the National Gallery of Ireland, Chester Beatty Library and others. Participation in such projects is by an open selection process, the terms of which will be advertised for all projects.

Potential for inclusion in Summer & Winter group exhibitions at Graphic Studio Gallery.

Potential for solo/combined exhibitions at Graphic Studio Gallery, subject to Exhibition Application Procedure.

Biographical and image promotion on [www.graphicstudiodublin.com](http://www.graphicstudiodublin.com)

Members section on [www.graphicstudiodublin.com](http://www.graphicstudiodublin.com) (due 2009) to access information, upload current artist's statement etc.

Education and training: 2-4 master-printmaking classes are held annually for members and others to learn skills in printmaking from national and International print-makers at a nominal cost.

Employment possibilities: Where appropriate members may be contracted to undertake work on behalf of Graphic Studio Dublin, including: printing editions, facilitating workshops, teaching printmaking techniques to the public/school groups or others. Graphic Studio Dublin aims to provide the artistic and economic possibilities for artists to create their own work.

Information re all open submission exhibitions received by Graphic Studio Dublin's staff, will be put on notice-boards internally for Members.

From 2008 all members of Graphic Studio Dublin will donate one piece of work from their annual output in that year to Graphic Studio Dublin's Archive. This archive is for study/historic purposes and is aimed to form part of a National Collection of print.

**Membership does not include use of office facilities, stationary or administrative back-up.**

## Hours of Work

Graphic Studio Dublin's Printmaking Studios at Distillery House, Distillery Court, 537 North Circular Road, Dublin 1, are accessible 24 hours, 7 days per week. Members are advised to set their own working patterns, but to take consideration of the Organisation of Working Time Act, 1997. ([www.irishstatutebook.ie](http://www.irishstatutebook.ie)).

Members are advised that regular breaks must be taken while working with print equipment to ensure that fatigue, repetitive strain and potential accidents are avoided.

The normal administrative and technical staff hours of Graphic Studio Dublin are 10am-5pm, Monday to Friday.

The Opening Hours of Graphic Studio Gallery are: 10am-5.30pm, Monday – Friday, and 11am-5pm Saturday.

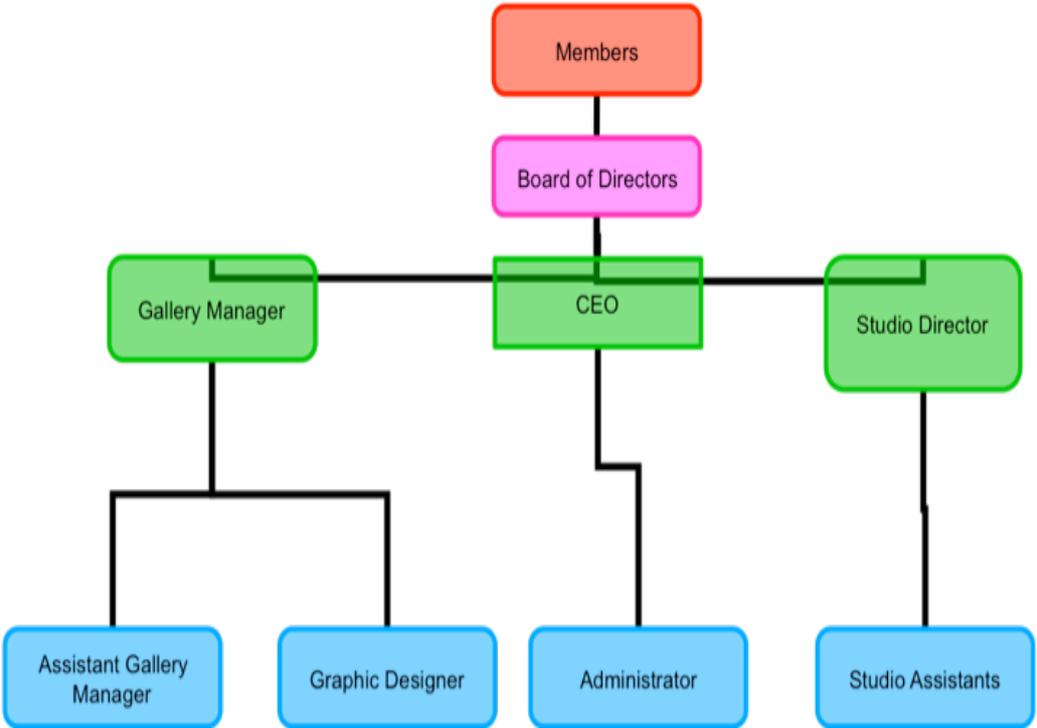
## Member Induction

Members will receive an induction prior to commencing. The induction may include some or all of the following:

- ❖ History, Objectives and Structure of Graphic Studio Dublin
- ❖ A tour of Distillery House, and its print equipment and working areas
- ❖ Sources of Finance and Annual Budget
- ❖ Names of Directors and Staff
- ❖ Administration procedures
- ❖ Questions Answered
- ❖ Health and safety procedures (including Evacuation Procedures)
- ❖ (From 2009) Guidelines for the Protection and Welfare of Children and Young People in the Arts Sector (2006) **(Note: this is available on [www.artscouncil.ie](http://www.artscouncil.ie))**

**Organisational Chart:**

# Graphic Studio Dublin



## **Company Structure**

Graphic Studio Dublin is a limited Company, registered in Dublin, and is Governed by the Companies Act 2006. Its Members are its shareholders. It has no share capital, and is a Registered Charity as recognised by the Revenue Commissioners. Graphic Studio Dublin's legal and contractual issues are devised by an elected Board of Directors. Graphic Studio Dublin's management, organisation and executive functions are carried out by employees.

### **The Board of Directors:**

The current Board of Directors of Graphic Studio Dublin comprises:

Ian Bewick

Gerry Cox

Cliona Doyle

John O'Sullivan

Geraldine O'Reilly (Chaiman)

Adrienne Symes

Under the Companies Acts the Board of Directors are elected annually at the AGM (traditionally from current Graphic Studio Dublin Membership). The Board also invite outside directors from the business, legal and finance sector to enhance the skills set of the Organisation. Board members serve a term of two years, and may be re-nominated a further two terms to facilitate conclusion of projects.

To fulfil Graphic Studio Dublin's Charitable status, and be eligible for Arts Council funding, Board members are non-executive and voluntary.

Principal Board role & Functions at Graphic Studio Dublin:

- Upholding Graphic Studio Dublin's vision and integrity
- Policy development, strategy formulation and planning
- Selection of the CEO
- Legal responsibilities
- Lobbying, networking and fund-raising
- Ensuring financial propriety under the Companies Acts

### **Staff and their roles at Graphic Studio Dublin (and the premises they work within):**

The management team at Graphic Studio Dublin comprises the CEO, the Studio Director & the Gallery Manager.

#### **CEO (Distillery House)**

Researching, developing and implementing overall artistic and strategic policies for the organisation in consultation with the board and management team. Implementing the best legal and financial structure for the organisation. Financial planning and reporting; human resource management; staff development and training; management and development of IT systems; responsibility for health and safety policy and structures. Project management of all Graphic Studio Dublin's projects, in conjunction with the management team and staff. Liaison and development with key partners such as The Arts Council, local government departments, state agencies and funding partners. Development of Corporate Sponsorship opportunities within Graphic Studio Dublin. Representing Graphic Studio Dublin to National and International partners.

#### **Studio Director (Distillery House)**

The management and development of Graphic Studio Dublin's Studio facilities at Distillery House. Assisting in the production of the highest standards of printmaking, both technically and artistically. Researching, developing and implementing a fine-art print based visual arts programme in consultation with the CEO. Responsibility for health and safety. The development and maintenance of Graphic Studio Dublin's building (Distillery House), equipment and technical assistance to artists were appropriate. Ensuring that all health, safety and fire regulations are adhered to by technical staff and by members, incoming artists and visitors. Managing visiting artist programme and editioning printing.

#### **Gallery Manager (Graphic Studio Gallery)**

The management and development of Graphic Studio Gallery, to promote and sell fine-art prints. To programme the gallery to the highest artistic standards, and to provide a mix of programme to ensure interest across all clients. To advise artists in the preparation of exhibitions, and to maintain and increase marketing provision to ensure that Graphic Studio Gallery is pioneering the promotion of, and sale of fine-art prints by Graphic Studio members, and other international print-makers. Development of data bases and web based marketing strategies.

#### **Assistant Gallery Manager (Graphic Studio Gallery)**

The day to day running of Graphic Studio Gallery. Liaison with artists and clients in the sale of fine-art prints. To assist the Gallery Director to advise artists in the preparation of exhibitions, and to deputise for the Gallery Director in their absence. To assist in the sale and promotion of fine-art prints by Graphic Studio Dublin members, and other international print-makers. Development of data bases and web based marketing strategies.

#### **Administrator (Distillery House)**

Overall management and responsibility for the business, and day-to-day running of the studio office. Front of house enquiries from the public, artists, clients, stakeholders and others. Ensuring the best office systems are implemented. Maintaining member databases and information, and informing them of events/activities at Graphic Studio

Dublin. Collating information notices and leaflets about Graphic Studio Dublin's programmes, including its education programme. Ensuring uniform design of all Graphic Studio Dublin materials, in conjunction with the Graphic Designer. Upkeep of Graphic Studio Dublin website in conjunction with the Graphic Designer.

### **Gallery Assistant/Graphic Designer (Graphic Studio Gallery)**

The design of all Graphic Studio Dublin materials particularly Graphic Studio Gallery invites and promotional materials for exhibitions. To liaise with the Administrator to ensure uniform design across all stationery and information packs. Update and improvement of the Graphic Studio Dublin website, in conjunction with the Administrator.

### **Studio Assistant (1) p/t 3-day week (Distillery House)**

The two Studio Assistants are assistants to the Studio Director. Their duties include: The assistance of all printmaking tasks in Graphic Studio Dublin including: upkeep of all printmaking equipment, stocks such as inks, acids etc. Assisting the Studio Director in the induction of new studio members. The assistance and training of members into best practice with Studio practice at Distillery House. Assisting artists on the Visiting Artists' Scheme to make prints. Editioning prints for the Visiting Artists' Scheme.

### **Studio Assistant (2) p/t 2-day week (Distillery House)**

The two Studio Assistants are assistants to the Studio Director. Their duties include: The assistance of all printmaking tasks in Graphic Studio Dublin including: upkeep of all printmaking equipment, stocks such as inks, acids etc. Assisting the Studio Director in the induction of new studio members. The assistance and training of members into best practice with Studio practice at Distillery House. Assisting artists on the Visiting Artists' Scheme to make prints. Editioning prints for the Visiting Artists' Scheme.

## **Graphic Studio Gallery – Exhibition Procedure:**

Graphic Studio Gallery invites Exhibition Proposals annually.

Applications for exhibitions are in writing, including an Exhibition Proposal stating the objectives for the exhibition/theme, an up to date CV (including all relevant professional experience) an artist's statement, and a disk of images.

You may then be asked to submit a portfolio containing 5-6 pieces of work. A panel of assessors, including the Gallery Manager, and an outside assessor, evaluate the portfolio, and exhibition proposal. Applicants may be advised

Applications are accepted annually yearly, in June.

Applications are submitted to Graphic Studio Gallery, through the Arch, Cope Street, Temple Bar, Dublin 2.

Applicants will be informed, in writing, within eight weeks of submission of proposal, as to whether they have been successful or not.

Unsuccessful candidates, where possible, will be informed of the reason for failure to admission. In some cases, candidates may be admitted following training/courses which will ensure they reach the high standards which are part of Graphic Studio Dublin's ethos.

Graphic Studio Dublin is an *Equal Opportunity Employer in compliance with the Employment Equality Act 1998 and Equal Status Act 2004.*

**Communications:**

All communications with members are made via e-mail and by way of display of notices on notice boards in the studio. Only contractual and legal documentation will be posted in hard copy from 1<sup>st</sup> January 2009.

It is important that members inform staff of any change of contact details, so they can be updated on the network.

Communications channels for projects and other aspects of Graphic Studio Dublin plans are done via the route on the Organisational Chart (see Page 8).

**Complaints:**

All complaints regarding any aspect of Graphic Studio Dublin, must be made in writing.

**Fundraising:**

All fundraising carried out on behalf of Graphic Studio Dublin must be notified to the executive of the Company so that documentation regarding tax deductible sponsorship can be furnished to the funder, and relevant taxation disclosures be considered.

**Ethics****a) The sale of art by members of Graphic Studio Dublin (sale of work by others):**

No employee or member of Graphic Studio Dublin, who acquires work of another member or Visiting Artist through Graphic Studio Dublin, shall sell that work on the open market within 5 years of its acquisition without the prior written consent of the artist whose work is to be sold. Written consent is to be obtained through the Management team of Graphic Studio Dublin (CEO, Studio Director or Gallery Manager).

Graphic Studio Dublin's ethos is to support artists professionally and financially, and to that end we endeavour to ensure that all artists personally receive the maximum remuneration from their own work's sale.

**b) The sale of art by members of Graphic Studio Dublin (sale of own work):**

Graphic Studio Dublin exists to support artists in every way possible, but particularly by having a dedicated Gallery outlet through which sales are made. It would be unethical of a member, who is approached by a client through Graphic Studio Dublin, to sell work directly to that client. Sales which have been set up via Graphic Studio Dublin should be channelled through Graphic Studio Gallery. In practice it may be impossible to steer all sales through the Gallery, where work might be old work or for other reasons. If it is not possible to channel the sale through the Gallery, and a client has contacted you to make a sale directly, then it would be ethical of you to remit 10% of the sale to the Company, in recognition of the collaborative relationship between you and Graphic Studio Dublin.

If in doubt, seek the advice of the Gallery Manager.

## **Training and Education**

Graphic Studio Dublin recognises the complex and fluid nature of the printmaking process. It is important that members have access to ongoing and diverse education/training that will offer an opportunity to further skills. It is hoped that this training commitment will lead to the highest possible standards and to the transfer of skills to as many artists specialising in print media as possible.

Training will be twofold:

Specialist print training (Beginner, Experienced and Master-Class levels)

Other art practice training (VAT for artists, health & safety etc.)

Investment in education/training takes commitment and time from all those involved and a willingness to take an active part in training identified is an ethos of Graphic Studio Dublin.

When the Company contributes to training/education through time and/or funding full attendance is required. If an employee/member fails to attend a booked training/education session they may be asked to fully re-imburse the cost to Graphic Studio Dublin.

## **Telephone Usage Policy – Mobiles – Public Phone**

Phone use in Distillery House must be unobtrusive to others working in the building. If your mobile rings while in a communal working area, you must accept the call outside of this area, so as not to disturb other artists. The stairwells have good mobile phone coverage, and are recommended as the area to receive mobile calls. There is a public phone for your convenience, however the number is not to be given out as a random contact number. The number may be given, if you are there to accept a call at a pre-planned day/time, as the payphone ringing randomly will cause disturbance to other users of the building.

## **Internet and E-mail Usage Policy**

**Internet Use** - The company's computer and network resources shall not be used to disseminate, view or store commercial or personal advertisements, solicitations, promotions, destructive code such as viruses, self-replicating programs etc., pornographic text or images, or any other material deemed unauthorised by the Company.

Users shall not use the company internet connection to download-unauthorised software, "plug-ins", games or other entertainment software (including screen savers) or save inappropriate or offensive material.

Software provided by the company may only be used as part of the user's role as a member, or staff member for work, educational and training purposes of Graphic Studio Dublin.

The user agrees to abide by all copyright and licensing agreements for software entered into by the company with other parties. Users shall not copy or use material created by others without acknowledgement, or, where appropriate obtain permission from the copyright owner.

Users must not jeopardise, in any way, the integrity, performance or reliability of the company's computer and network resources. No attempts must be made to circumvent data protection schemes, "hack" into systems or interfere with the intended operation of the computer and network resources. Users are warned that gaining unauthorised access to data (including programs) and/or interfering with data belonging to others are offences under the criminal law.

The user undertakes to comply with the provisions of Data Protection legislation.

It is not permitted to use computer and network resources for inappropriate purposes, which include but are not limited to the following activities:

- ❖ Knowingly performing any act which will interfere with the normal operation of computers, peripherals or networks.
- ❖ Knowingly destroying the integrity of computer-based information.
- ❖ Deliberately wasting computer resources.
- ❖ Compromising the privacy of others.
- ❖ Granting another individual unauthorised access to your computer account or attempting to access another individual's computer files.
- ❖ Using the computer and network facilities for unauthorised profit or commercial purposes.
- ❖ Causing offence to another individual or discriminating on the grounds of gender, marital status, sexual orientation, religious or political belief, age, disability, race, colour or membership of the traveller community.

**E-mail Use** - E-Mail is provided for educational, research and administrative use only. It is not to be availed of for commercial purposes, personal financial gain or significant personal use. Users should be aware that e-mail is neither secure nor guaranteed to be private.

Users must not send messages, including attachments, which are abusive, obscene, threatening, defamatory, offensive or harassing. It is the responsibility of users who receive such messages to delete them immediately. Users must not partake in or promote the sending or distribution of chain e-mail messages or send unnecessary files, which would adversely affect computer and network resources.

Graphic Studio Dublin accepts no liability for lost or deleted e-mail.

Users must not send anonymous e-mail.

Users must not open e-mail attachments from unsolicited or unknown sources.

Existing norms or behaviour apply to computer based information just as they would apply to more traditional media.

**Policy Enforcement** - Users should report any suspected abuse of computer and network resources, or any inappropriate material or e-mail that may come to their attention as well as any suspected damage or problems with files. Users when requested are expected to co-operate with system administrators and/or other authorised staff in any investigation of system abuse.

- ❖ The company reserves the right to examine any files held on its computer systems.
- ❖ Any user found in breach of this Policy shall be liable for legal and Graphic Studio Dublin disciplinary procedures.

### **Confidentiality**

Members are required at all times to maintain absolute confidentiality in respect of all matters which come to their knowledge in the course of their work and to be aware that they may be privy to sensitive information while working in Graphic Studio Dublin's premises.

## **Grievance Policy**

Members of this organisation have the right to express any grievance relating to their membership. The following Grievance Procedure is based on Employment Grievance Procedure. However, in the case of Graphic Studio Dublin's Membership, it shall form the basis of procedure for members also. The purpose of the following grievance procedure is to provide a formal method for an individual member to take up a complaint or concern with management.

### **Grievance Procedure - Qualifying Points**

- ❖ Members may at all stages in this procedure be advised or accompanied by a member colleague, staff representative(s), or trade union representative(s) of his/her choice, or may elect to have this person or these persons present the complaint on their behalf.
  
- ❖ Management will keep a written record of each meeting, which will include details of the member's case, the response of management and the outcome of the meeting. The member will be asked to agree and sign the record of the meeting, after consultation with his/her representative. Copies of the record will be given to everyone who attended the meeting.
  
- ❖ The member will be advised by management of the next stage at the end of every stage of the procedure.
  
- ❖ The member will be allowed adequate time to prepare the member's case.
  
- ❖ Every effort will be made to resolve the grievance at each stage.
  
- ❖ The proceedings will remain confidential to the member, his/her representative and management.
  
- ❖ Copies of correspondence and written records relating to the grievance will be kept on file. This information will be destroyed after two years unless management or the member consider the matter to be of a serious or grievous nature.

**Before a member formally invokes the grievance procedure they are expected to make every effort to resolve grievances first of all directly with the person/people concerned. Notwithstanding the above, the steps for initiating the grievance procedure are as follows.**

#### **Stage 1**

The member will raise the matter with the Studio Director. The Studio Director will investigate the grievance and will attempt to resolve the matter as soon as possible and in any event within 10 working days.

If the member's grievance is with the Studio Director, the member will raise the issue with the CEO, who will investigate the grievance and will take all steps to resolve the matter as soon as possible and in any event within 10 working days.

**Stage 2**

If the matter is still not resolved the complaint should be made in writing to the Chairperson of Graphic Studio Dublin, who will meet as soon as possible but not later than 30 working days from receipt of the formal notification of the grievance from the member.

**Stage 3**

If still unresolved all parties have the right to ask for the help of an agreed outside arbitrator. The CEO/Chairperson will arrange for a meeting of all parties with the arbitrator within 28 days of their agreement to have an arbitrator. The decision of the arbitrator will be final.

## **Disciplinary Policy**

Graphic Studio Dublin's management is responsible for the promotion of consistent and agreed codes of conduct and standards of behaviour within the organisation.

The following disciplinary procedure sets out the action to be taken by management with a member who may be guilty of misconduct or gross misconduct. The procedure aims to balance justice for the individual/s with the need for discipline in the organisation. It is the policy of the organisation to be fair and uniform throughout.

The purpose of this procedure is to make clear the relationship between people empowered by management to take disciplinary action and the member who is the subject of disciplinary action so that all concerned understand their rights and obligations.

This procedure has been written in the light of the requirements of the Unfair Dismissals Act, 1997 - 2001. The procedure applies to all staff, and as such is to be taken as a guideline by Graphic Studio Dublin members.

Management and employees who have responsibility for implementing disciplinary procedures should have a thorough knowledge of these procedures and know how to conduct disciplinary interviews and hearings.

**Misconduct** - It is not possible to list in writing every possible act or omission that will constitute misconduct. In any event every Graphic Studio Dublin member is required to behave in a manner, which will not endanger/inconvenience or cause offence to fellow members, employees or visitors or bring discredit to the organisation. Examples of misconduct, which could lead to formal disciplinary action (if not resolved through informal proceedings), are as follows:

- ❖ Negligence in the performance of duties.
- ❖ Violent or threatening behaviour.
- ❖ Breach of confidence not amounting to gross misconduct.
- ❖ Being absent without permission or excuse.
- ❖ Reporting for work under the influence of alcohol\drugs.
- ❖ Deliberate breach of safety rules.
- ❖ Deliberate falsification of information relevant to the organisation.
- ❖ Deliberately withholding information, which obstructs the work of the organisation.
- ❖ Deliberately bringing the organisation into disrepute.
- ❖ Consistent non co-operation with staff members or management.
- ❖ Breach of the organisation's policies.
- ❖ Use of banned substances.
- ❖ Refusal to obey the lawful instructions of The Studio Director.
- ❖ Telephone, internet or e-mail abuse.

**Responsibility for Disciplinary Action** - Disciplinary action is the responsibility of the Management of Graphic Studio Dublin.

**Disciplinary/Grievance and Appeals Panel** - Both panels will be established by the Board. The chairperson of the Board will be a non-voting member of both panels. The

Board delegates powers to the Panel to make disciplinary decisions, including termination of membership.

**General Principles Applying to the Disciplinary Procedure** - Members may at all stages in this procedure be advised or accompanied by a colleague of their choice or a trade union representative.

**Records** - Management will keep a written record of each meeting, which will include details of the member's case, the response of management and the outcome of the meeting. The member will be asked to agree and sign the record of the meeting, after consultation with his/her representative.

**Time Frame** - At all stages disciplinary proceedings will be completed as quickly as is compatible with the need to ensure that justice is done and seen to be done.

**Methodology** - Management will ensure that a proper investigation of the facts is carried out. This may involve interviewing all parties concerned. Any mitigating circumstances and the previous record of the member concerned will be taken into account. Disciplinary action will be treated confidentially as far as possible.

**Disciplinary Procedure** - Where an employee's or member's conduct, attendance or performance warrants disciplinary action, the following disciplinary procedures will apply, except in the cases of alleged gross misconduct where immediate suspension pending investigation may take place.

### **Stage 1 - First Verbal Warning**

The immediate supervisor will conduct a disciplinary interview and may decide to issue a formal verbal warning. In this case the immediate supervisor will advise the Member/Employee:

- ❖ What action or improvement is to be taken to prevent further disciplinary action?
- ❖ The time limit by which action should be taken or improvement made.

### **Stage 2 - Written Warning**

If the immediate supervisor considers after the review that the progress is unsatisfactory then management will conduct a disciplinary hearing and will issue a formal written warning. Details of how the Member's progress has not been satisfactory will be clearly outlined.

In this case management will advise the Member.

- ❖ Where improvements have not taken place;
- ❖ What action or improvement is to be taken to prevent further disciplinary action?
- ❖ The time limit by which action should be taken or improvement made.

### **Stage 3 - Final Written Warning**

If management considers after stage 2 that progress is still unsatisfactory the procedure used in stage 2 will be repeated and a final written warning will be issued. This final written warning will state that any subsequent lack of progress or recurrence of the offence will lead to automatic dismissal/loss of membership.

#### **Stage 4 - Dismissal**

Dismissal will be endorsed by the Disciplinary/Grievance Panel and will be confirmed in writing. This letter will state the grounds for the action taken.

#### **Appeals Procedure**

- ❖ The member/employee will be informed of his or her right to appeal, and how to exercise that appeal.
- ❖ The Appeals Panel will hear appeals.
- ❖ The Appeals Panel is a committee established by the Board.
- ❖ A representative of his/her choice at any appeal hearing may accompany the employee.
- ❖ An appeal should be made within three working days of the decision by notifying the Chair of the Appeals Panel in writing. The appeal will be heard as soon as possible but not later than 30 working days from the receipt of notification from the Member.
- ❖ The appeals process provides the opportunity for the Appeals Panel to consider any new evidence not previously presented and to consider if the decision of the disciplinary hearing was reasonable in the circumstances.

**Personnel/Member File** - At all stages of these procedures, records will be kept by management in the employee's personnel file or member file detailing the nature of any breach of discipline, the action taken and the reasons for it, the date of the action taken, whether an appeal was lodged its outcome and any subsequent developments. These records will remain on file for 12 months before being removed and destroyed.

**Gross Misconduct** - Management reserves the right to suspend a member/employee pending investigation in cases of gross misconduct. Examples of what may be regarded as gross misconduct are:

- ❖ Malicious mischief resulting in danger to fellow members, employees or other persons or danger to or destruction of the organisation's property or equipment.
- ❖ Disclosing without consent any information obtained by him/her while working in the organisation's premises. This condition shall not apply to communications necessarily made by him/her in the course of the work.
- ❖ Inflicting bodily injury on another person.
- ❖ Serious breaches of the organisation's Equal Opportunities Policy.
- ❖ Serious breaches of the organisation's Health and Safety Policy.
- ❖ Failing to account for money or other property received on behalf of the organisation.
- ❖ Stealing from the organisation.
- ❖ Repeated acts of insubordination.
- ❖ Repeated acts of misconduct as outlined above.
- ❖ Serious acts of bullying, harassment and sexual harassment.

In such cases management will suspend the member/employee concerned, while an investigation of the alleged incident takes place. Such a suspension should last as short a time as possible, but no longer than twenty one working days.

The complaint against the member/employee and his or her rights under this procedure will be explained, including the right to be accompanied by a trade union representative or member of his or her choice. The complaint against the member/employee will be dealt with under the Disciplinary Procedure.

A member/employee dismissed for gross misconduct has the right of appeal. The appeal should be made to the Appeals Panel within three working days of the decision by notifying the chairperson of the Appeals Panel in a letter sent by recorded delivery.

The Appeals Panel will hear the appeal as soon as possible but not later than 30 working days from the receipt of notification from the Member/employee. The procedure for Conduct of Appeal Hearing will be followed.

## **Equality at Work**

The Company is both conscious of, and committed to, its obligations under The Employment Equality and Equal Status Legislation Acts, 1998 and 2004.

The Company recognises that in Irish society certain groups and individuals are discriminated against and are denied equality of opportunity. Management aims to create an environment in which equality is promoted as a means of developing the full potential of everyone involved in the organisation.

The company is committed to examining and monitoring existing practices/procedures and will make recommendation for change in relation to equality on an ongoing basis.

The organisation, its members and employees commit themselves to equality of opportunity and to eliminate all forms of discrimination under the terms of the Employment Equality and Equal Status Acts, 1998 and 2004. The Act describes discrimination "as the treatment of a person in a less favourable way than another person is, has been or would be treated, in a comparable situation".

### **The Employment Equality Acts 1998-2004**

- Promote Equality
- Prohibit discrimination (with some exemptions) across nine grounds
- Prohibit sexual harassment and harassment
- Prohibit victimisation
- Require appropriate measures for people with disabilities in relation to access, participation and training in employment
- Allow positive action measures to ensure full equality in practice across the nine grounds.

### ***Aspects of employment that are covered include:***

- Advertising
- Equal pay
- Access to employment
- Vocational training and work experience
- Terms and conditions of employment
- Promotion or re-grading
- Classification of posts
- Dismissal
- Collective agreements.

### ***The Acts apply to:***

- Full-time, part-time and temporary employees
- Public and private sector employment
- People employed in another person's home.

### **The legislation prohibits discrimination on the following nine grounds:**

- The gender ground: a man, a woman or a transsexual person (specific protection is provided for pregnant employees or in relation to maternity leave);
- The marital status ground: single, married, separated, divorced or widowed;
- The family status ground: a parent of a person under 18 years or the resident primary carer or a parent of a person with a disability;
- The sexual orientation ground: gay, lesbian, bisexual or heterosexual;
- The religion ground: different religious belief, background, outlook or none;
- The age ground: this applies to all ages above the maximum age at which a person is statutorily obliged to attend school;
- The disability ground: This is broadly defined including people with physical, intellectual, learning, cognitive or emotional disabilities and a range of medical conditions;
- The race ground: A particular race, skin colour, nationality or ethnic origin;
- The Traveller community ground: People who are commonly called Travellers, who are identified both by Travellers and others as people with a shared history, culture and traditions, identified historically as a nomadic way of life on the island of Ireland.

**Discrimination** - There are different types of discrimination covered by the Acts including indirect discrimination, discrimination by imputation and discrimination by association. Discrimination is defined as the treatment of a person in a less favourable way than another person is, has been or would be treated in a comparable situation on any of the nine grounds which exists, existed, may exist in the future, or is imputed to the person concerned. The instruction to discriminate is also prohibited.

- Indirect discrimination – happens where there is less favourable treatment in effect or by impact. It happens where people are, for example, refused employment or training not explicitly on account of a discriminatory reason but because of a provision, practice or requirement which they find hard to satisfy. If the provision, practice or requirement puts people who belong to one of the grounds covered by the Acts at a particular disadvantage then the employer will have indirectly discriminated, unless the provision is objectively justified by a legitimate aim and the means of achieving that aim are appropriate and necessary.

- Discrimination by Association – this happens where a person associated with another person (belonging to a specified ground) is treated less favourably because of that association.

### **Equal Opportunity Policy**

The aims of Equal Opportunity Policy are:

- To promote equality of opportunity throughout the company.
- To ensure that no person is treated less favourably than another in relation to the nine distinct grounds for discrimination.
- To prevent any form of discrimination whether direct or indirect.
- To ensure that we fulfil our legal obligations.

No member or employee will be penalised or treated less favourably because of pursuing rights by way of taking action, supporting action or giving notice of intention to take or support action under equality legislation.

All members and employees are required to comply with this policy. Breach of any aspect of the Equal Opportunities Policy will be treated as misconduct under the disciplinary procedure.

**Employment** – It is our policy that the principles and practices of equality of opportunity should apply to all conditions of service of our members/employees.

**Grievance** - Should members/employees feel that they have not been treated fairly they should use the grievance procedure.

**Discipline** – Should members/employees act in contravention of the Company's equality policy, then they may be subject to disciplinary action under the disciplinary policy.

**Victimisation** –Members/Employees will not be penalised or subject to other adverse treatment because of pursuing rights by way of taking action under equality legislation.

**Promotion** – The Company will give equal access of opportunity to all members/employees for posts within the organisation.

**Development and Training** – Development and training form an integral part of one's career path and the company will endeavour to offer the same opportunities to all members/employees and to seek and achieve high standards of performance.

**Interviews** – Interviews will be carried out objectively and individuals judged on merit and their ability to do the job

**People Friendly Policies** – The Company will endeavour to make reasonable efforts to reconcile work and employees family responsibilities.

**Language** - Management is committed to the use of non-discriminatory language in all literature, documents and advertising produced by the organisation.

**Harassment** - Within the organisations Equal Opportunities Policy management wants to ensure that everyone involved in the organisation has the right to freedom from bullying, harassment and sexual harassment. Freedom from harassment is a condition of work which every member and employee is entitled to.

**Management** - Management will treat bullying, harassment and sexual harassment as misconduct under the organisation's Harassment Policy and disciplinary procedure.

**Procedures** - If an member/employee considers that he/she has been treated less favourably on grounds of his or her status the agreed grievance procedure will be used to deal with the complaint. Complaints will be dealt with on a confidential basis. Any complaint made will not result in any disciplinary action against the member/employee making the complaint, except in the event that the complaint was malicious.

**Information and Training** – Management will ensure that all members of the organisation are informed regularly of the organisation commitment to equal opportunities. Management will also provide training on equal opportunities issues as appropriate.

**Monitoring** – Management is responsible for monitoring the effectiveness of and making recommendations for change to this Equal Opportunities Policy

## **Bullying, Harassment and Sexual Harassment**

Within Graphic Studio Dublin's Equal Opportunities Policy management wants to ensure that everyone involved in the organisation has the right to freedom from bullying, harassment and sexual harassment.

Management is also committed to treating bullying, harassment and sexual harassment as misconduct under the organisations normal disciplinary procedure.

For very serious incidents, (impact on the person defines the term serious harassment), or repeated incidents of harassment – where bullying, harassment or sexual harassment has occurred after warnings and due investigation – dismissal is a result.

**Bullying** - Workplace Bullying is repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and /or in the course of membership/employment, which could be reasonably be regarded as undermining the individuals right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work but as a once off incident, is not considered to be bullying under the terms of the Health & Safety Authority Guidelines on the Prevention of Workplace Bullying 2001

**Harassment** - Harassment is defined as any act or conduct (whether spoken words or gestures, or the production, display or circulation of written words, pictures or other materials) that, if the action or conduct is unwelcome to the recipient, and could reasonably be regarded as offensive, humiliating or intimidating.

**Sexual Harassment** - The definition of sexual harassment includes any act of physical intimacy, request for sexual favours or other acts or conduct including spoken words, gestures or the production display or circulation of written words, pictures or other material that is unwelcome to the recipient and could reasonably be regarded as sexually offensive, humiliating or intimidating.

### **Complaints Procedure – Informal**

- ❖ Any member/employee who feels s/he is being bullied/harassed should keep detailed notes of each incident, including dates, times and his/her feelings at the time, as s/he will need to be able to refer to specific incidents.
- ❖ Any member/employee who believes that s/he is being bullied/harassed should explain clearly to the perpetrator that this behaviour is unacceptable. In circumstances where the complainant finds it difficult to approach the alleged perpetrator(s) directly, they should seek help and advice on a strictly confidential basis, from a contact person. This person could, for example be one of the following; a fellow member, the Studio Director, the CEO, or an employee/trade union representative.
- ❖ Any person to whom a complaint of bullying/harassment is made should listen patiently, be supportive and discuss the various options open to the member/employee concerned. After discussing the problem, the employee may feel

sufficiently confident to approach the alleged perpetrator directly and point out the specific aspects of this person's behaviour that s/he finds unacceptable. It may be helpful for the member/employee to rehearse what s/he intends saying to the alleged perpetrator so that s/he feels more confident about initiating the discussion.

- ❖ In some cases, the member/employee may request the person in whom s/he has confided to speak to the alleged perpetrator on his/her behalf. In this situation the approach of the contact person in raising the issue with the alleged perpetrator(s) should be by way of a confidential, non-confrontational discussion with a view to resolving the issue in an informal low-key manner.
- ❖ If it emerges that the alleged perpetrator is genuinely unaware that his/her behaviour is a source of distress to the member/employee concerned, it should be possible to resolve the problem by way of informal discussion. Where problems have arisen due to a personality clash between the complainant and the alleged perpetrator, it may be helpful to arrange for both parties to meet with an independent facilitator.
- ❖ Some persons who engage in such behaviour may stop when they realise their victim is no longer prepared to tolerate the situation. Other persons may respond to an allegation by trivialising the complaint in order to make it appear that the victim is over-reacting. The perpetrator may joke about the behaviour complained of and insist that other people do not find such behaviour offensive. If this is the case, it should be pointed out to the perpetrator that the complainant is not obliged to tolerate behaviour which s/he finds offensive simply because other people may not find this behaviour objectionable.
- ❖ A complainant may decide, for whatever reason, to bypass the informal procedure. Choosing not to use the informal procedure should not reflect negatively on a complainant in the formal procedure.

## Complaints Procedure – Formal

If the problem continues or if it is not appropriate to resolve the problem informally (e.g. because of the severity of the harassment), it will be necessary to process the complaint through the procedure set out below. The investigation will be conducted thoroughly, objectively, with sensitivity, utmost confidentiality and with due respect for both the complainant and the alleged perpetrator(s).

- ❖ All complaints will be dealt with promptly and confidentially as far as possible.
- ❖ The complainant should make notes of the incidents and dates and report immediately.
- ❖ The complainant should make formal complaint in writing to his/her Studio Representative, or if preferred, any member of management. The complaint should be confined to precise details of actual incidents of bullying/harassment. The member will be advised of the steps in the formal procedure.
- ❖ The alleged perpetrator(s) will be notified in writing that an allegation of bullying/harassment has been made against him/her. They will be given a copy of the complainant's statement and advised that s/he will be afforded a fair opportunity to respond to the allegations.
- ❖ Both parties should seek appropriate advice/representation as soon as possible.
- ❖ The complaints will be investigated, where practicable, by two (2) members of management who have received appropriate training to enable them to pursue the investigation in a sensitive and objective manner. The advice/assistance of an outside expert will be available to the investigators if necessary.
- ❖ At least one person investigating the complaint will be of the same sex as the complainant.
- ❖ The investigation will be pursued with due respect for the rights of the complainant and the alleged harasser.
- ❖ The investigation will be carried out with the minimum of delay consistent with fairness to both parties.
- ❖ The investigator/s will keep a record of all interviews/meetings held during the investigation.
- ❖ The advice/assistance of an outside expert will be available to the investigators if necessary.
- ❖ The investigating team will conduct separate interviews with the complainant and the alleged perpetrator to establish the facts surrounding the allegations. The investigator/s will keep a record of all interviews/meetings held during the investigation.

- ❖ Both the complainant and the alleged perpetrator may be accompanied by a union representative or member colleague at all interviews.
- ❖ The investigating team will interview any witnesses to the alleged bullying/harassment and other relevant persons. Confidentiality will be maintained as far as practicable. Witnesses will be expected to respect the privacy of the parties involved by refraining from discussing the allegations with other studio members or persons outside the organisation.
- ❖ The investigation will be completed as soon as possible, after the receipt of the written complaint, unless there are exceptional circumstances, for example the absence of a key witness on annual leave.
- ❖ If following the investigation, it is decided that bullying/harassment did take place then disciplinary action will follow in accordance with the disciplinary procedure.
- ❖ If, following the investigation, both parties continue working together management will monitor the situation to ensure that the bullying/harassment has stopped.
- ❖ Both parties will be informed of the outcome of the investigation in writing as soon as possible. Either party may appeal the decision through the appeals procedure.
- ❖ If it is concluded that harassment has occurred, the appeal mechanism within the Company's grievance procedure is available to the alleged harasser.
- ❖ If, at the end of the grievance procedure, it is clear that the complaint was valid, disciplinary action will be taken to stop the harassment immediately and prevent its recurrence.
- ❖ Staff will be protected from intimidation, victimisation and/or discrimination resulting from their alleged sexual harassment or assisting with the investigation. Any victimisation is, in itself, a breach of equality legislation and will be dealt with under the Disciplinary or Grievance Procedure as appropriate.
- ❖ Where a complaint is not upheld by a formal investigation, this does not necessarily indicate that the complaint was malicious. While a malicious complaint will generally be treated as mis-conduct under the disciplinary procedure, the application of this provision should not in any way deter members/employees from bringing forward legitimate complaints.

### ***Training /Awareness***

It is considered that all personnel who have a role in either the informal or formal procedure e.g. designated members of management, Studio Representatives, etc – should be made aware of appropriate policies and procedures which should, if possible, include appropriate training.

### **Health, Safety and Welfare Policy**

The Health, Safety and Welfare Policy of our organisation is:

- ❖ To take all practical steps to safeguard the health, safety and welfare of all members, employees and of all clients and visitors to our premises;
- ❖ To provide adequate working conditions for our studio members and employees, with proper facilities to safeguard their health and safety and to ensure that any work which is undertaken produces no risks to health or safety;
- ❖ To encourage members and employees to co-operate with the organisation in all safety matters.

**Obligations of Management** - Management is responsible, in accordance with the Safety, Health and Welfare at Work Act, 2005, to ensure as far as is reasonably practicable, the safety, health and welfare of all members and employees. In particular, management has a duty:

- ❖ to design and maintain a place of work to be safe and without risk to health;
- ❖ to provide safe means of access to and exit from a place of work;
- ❖ to provide and maintain plant and equipment which is safe and without risk to health;
- ❖ to provide necessary information, instruction, training and supervision for safe and healthy working;
- ❖ to provide and maintain suitable protective clothing or equipment where hazards cannot otherwise be controlled;
- ❖ to prepare adequate emergency plans;
- ❖ to prevent risk to health and safety in relation to the use of articles and substances; to provide welfare facilities;
- ❖ To make arrangements for the notification of accidents or dangerous occurrences; to acquire the services of a competent person when necessary to ensure the safety and health of employees at work.

**Obligations of Employees** - Under the Safety, Health and Welfare at Work Act, 2005 employees are required:

- ❖ To take reasonable care for their own safety, health and welfare and that of others who may be affected by their acts or omissions.
- ❖ To co-operate with their employer or any other person to an extent as will enable the employer to comply with statutory obligations.
- ❖ To use any suitable appliance, protective clothing, convenience, equipment or other means provided for securing their safety, health or welfare.
- ❖ To report to their employer or immediate supervisor any defects of which they become aware in plant, equipment, place of work or systems of work which might endanger safety, health or welfare.
- ❖ Not to intentionally or recklessly interfere with or misuse any appliance, protective clothing, convenience, equipment or other means provided to ensure the safety, health and welfare of persons in the workplace.

**Safety Statement** - Management has drawn up a Safety Statement, which is reviewed annually. Members and employees have a right of access to view the safety statement at any time.

Members/employees have the right to make representations to management on safety, health and welfare issues and management will take account of any such representations, as far as is reasonably practicable.

Members/employees are required to report any possible hazard to the Safety Representative. You are also required to report every accident, (no matter how trivial) to the Safety Representative/Studio Director.

Members should be aware that breaches of safety rules might result in graduated disciplinary action, up to and including dismissal. During induction you will be made aware of the Safety Statement, Fire Evacuation Procedures and any hazards specific to your area of work.

### **Management Discretion**

It is impossible for this handbook to cover all situations that could arise. It is therefore the right of management to act in a discretionary manner to cater for any such unforeseen circumstances.

### **Staff Handbook Review**

This document will be reviewed not later than 1<sup>st</sup> January 2009.

**Appendix 3: Member Declaration Form -Confidential**

Surname: \_\_\_\_\_

Forename: \_\_\_\_\_

Address: \_\_\_\_\_

Next of kin: \_\_\_\_\_ Contact phone no: \_\_\_\_\_

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Tel. No. \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Place of Birth: \_\_\_\_\_

Any other name previously known as/or alias: \_\_\_\_\_

Previous Addresses: \_\_\_\_\_

\_\_\_\_\_

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Have you ever been convicted of a criminal offence or been the subject of a Caution or of a Bound Over Order? YES  NO

If YES, please state below the nature and date(s) of the offence(s):

Nature of Offence \_\_\_\_\_

\_\_\_\_\_

Date of Offence \_\_\_\_\_

Please provide names, addresses and phone numbers of two people whom we could contact for a reference (not relatives).

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**DECLARATION:**

I declare that I know of no reason why I would not be a suitable person to work with children or young people.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_