

ISR POLICIES

9. PERSONNEL

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Approved by: Hortensia Prieto, *General Director*

A Second Review is required

i. History of Amendments

Version	Amendments	Section

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I. Purpose

II. Scope

III. Reference Documents

- Background checking policy
- Disciplinary policy
- Equality, diversity and inclusion policy
- Grievance policy
- Harassment Policy
- Recruitment Policy
- Code of conduct
 - Anti Corruption and bribery policy
 - Whistleblower protection policy
 - Student Contact Policy
 - Conflict of interest
 - Safeguarding
- Personnel's Uniform Request Procedure
- Foreign Staff Handbook
- Dress Code policy
- ISR Code of Ethics
- ISR Code of Conduct
- Communication and Marketing policy

IV. General Guidelines

PERSONNEL: HUMAN RESOURCES

1. Staff Philosophy and Goals

- ISR has to employ a dynamic, effective, well-qualified, and efficient staff to carry out a constantly improving educational program. Specific Human Resources service goals are to:
 - Recruit, select, employ and retain the best qualified personnel to staff the school
 - Provide equal employment opportunities for all candidates for positions, in accordance with Nord Anglia Education's Policies.

- Develop an appropriate environment for human relationships conducive to high levels of staff performance and satisfaction.
- Deploy available staff in such a way as to use them as effectively as possible to achieve the school's stated goals and objectives.
- Develop and manage staff compensation and benefit programs in ways that attract and retain qualified employees.
- Manage the development and updating of job descriptions by the appropriate supervisors.
- Effectively administer contracts and personnel policies with the aim of safeguarding good relationships between ISR and its staff.

2. Staff Responsibilities

2.1. Attendance & Punctuality

- All employees are expected at work on all scheduled work days and during all scheduled work hours and to report to work on time, regardless of the weather.
- Any employee's personal needs that may arise, should be fulfilled during the provided off time, such as assigned vacation periods, holidays, Family and Medical Leave. For Sick Days and Personal Days please read HR procedures.

2.2. Non pre-established activities

Staff members realize that there may be occasions, beyond the normal school day, when their services may be needed for various activities. They will be expected, therefore, to participate when called upon in such in-service activities as curriculum development study programs, school projects, extra-curricular activities, special meetings or pending tasks.

2.3. Open Door Communication

- ISR believes two-way communication is vital to maintain a productive and positive environment. ISR has the infrastructure to give and receive productive feedback to maintain a healthy and positive working environment.
- Employees' rights to privacy will be protected to the extent possible and no employee shall be penalized formally or informally for raising legitimate concerns through this process.

2.4. Dress code & professional Image

- As representatives of San Roberto International School, all personnel are expected to dress professionally and neatly following our Dress Code policy.
- Institutional ID must be worn at all times as part of the dress code and safety guidelines

2.5 Personnel uniforms

- Uniforms will be provided every year to the personnel in the following areas: **Kitchen, Maintenance, Messenger service, Security, Health Department, Reception, Athletics Department, assistants, HR and cashier.**
- All personnel who get this benefit will be expected to wear the complete, clean and in good conditions uniform provided. See the [Personnel's Uniform Request Procedure](#).
- Uniform budget will be authorized by the Administrative Director.
- All uniforms **MUST** meet the ISR Dress Code policy.

3. Staff Rights

3.1 Personnel Salary & Benefits

- All employees are granted salary and benefits authorized by General Director and by Nord Anglia Education
- All salary packages include the following official benefits to be aligned to the Mexican legislation
 - **Social Security Service (IMSS)**
 - **Retirement Fund (AFORE)**
 - **Christmas Bonus**
 - **Vacation Bonus**
 - **Time Off: Vacation and holidays**
 - **Family and Medical Leave**
 - **Professional Development or Training**
- Additional Benefits to staff are:
 - Savings Fund
 - Food Coupons
 - Health Insurance assigned according to position

- **Foreign Hired Benefits:** Benefits for Foreign hired staff members are included in Foreign Staff Handbook.

3.2 Special & Additional benefits

3.2.1 Lactation breaks for mothers and Nursery area

According to the Federal Regulation ISR will provide two 30 minute breaks to accommodate a female employee's need to express breast milk for her infant child, up to 6 months. ISR will provide a room for the care of female employees' babies. (See HR procedures)

3.2.2 Financial Aid for staff children:

According to availability, ISR assigns scholarships to the children of current staff in the following positions: Academic Principals, Homeroom Teachers and Administrative Directors based on the guidelines established in section Tuition and Fees Discounts.

3.2.3 Educational Bonus:

ISR provides educational bonus to staff members in the maintenance, delivery courier, cooking and safety department to their children in Elementary, Middle and High school grades. (see Educational Bonus in HR Procedures Manual)

3.2.4 Permissions and Leaves

Permissions

- a) Professional Staff Leaves and Absences:** ISR shall provide a plan for leaves and absences according to the following during the school year: 2 sick days, 2 days in case of death of family member, 5 days for a male staff member for the birth or adoption of a child and 6 weeks maternity leave for female staff members, 2 personal days for academic staff and 4 personal days for Admin Staff. (see HR procedure manual for more information).
- b) Days are non-cumulative from year to year**
- c) The personal days for academic cannot be attached to holidays or vacations**

3.2.5 Professional Growth Opportunities

As part of the Special professional development ISR offers opportunities for a selected group of teachers for a Masters in Education.

The employee will be expected to pay in full the scholarship loan in case of the following:

- If he suspends the program for more than a year or cancels the program
- If he is constantly absent or fails the program
- If he ends his work relationship with ISR before completing the program
- If the teacher does not fulfil the 3 year work commitment after completion of the program the proportional cost

3.2.6 Performance Review

- The purpose is to improve the quality of professional performance offered by staff members to improve the quality of education and services, and also the Professional Development and growth of all our staff.
- The evaluation process will include beginning, mid and end of the year reviews.

3.2.7 Tutoring for Pay

Tutoring for pay to own students and during the school hours is prohibited.

4. Code of Ethics and Conduct

At San Roberto International School, we are continually committed to conducting our business with the utmost integrity and according to the highest ethical standards. In addition to fully complying with the laws in each municipality, state and country in which we operate, we must do everything in our power to avoid anything that could even remotely suggest impropriety in business. Each staff member will acknowledge our ISR Code of Ethics and ISR Code of Conduct.

5. Staff responsibilities

5.1. Corrective Counseling /Disciplinary action

- In an effort to create and maintain an environment of integrity, all employees must adhere to certain standards of conduct, work performance and attendance according to ISR policies.

- First and foremost ISR will try to counsel employees if their behavior is inappropriate. However, if the inappropriate behavior continues, ISR will take further action up to and including termination.
- It is important to note that certain serious actions impacting the safety and security of ISR's employees and students may result in suspension pending an investigation of the situation.

5.2. Student Contact Policy

San Roberto International School believes that contact and individualized relationships between students and staff are a healthy and beneficial part of the learning and development process for students. At the same time, protection of students' personal welfare is the highest priority for ISR. Unfortunately, many of the hallmarks of the very best of mentoring relationships are also the badges of inappropriate adult/student relationships. Further, the specter of false accusation can cause irreparable damage to a child, a staff member and a school. For all of these reasons, this policy is mandatory

On-Campus Contact:

Any individual on-campus contact with an individual student shall comply with the following without exception in descending order of preference:

- The contact will take place in an open space regularly visible to others during times others are likely to be regularly present (i.e., on the top bleacher of a football field where PE classes take place or on a bench in a main quad, etc.).
- In a room or office with an uncovered window in the wall or door that is exposed to an area regularly visible to others during times others are likely to be regularly present.
- In a room or office with the door more than half way open at all times.
- In an enclosed space with 3 or more persons present (staff and student)

These requirements must be made a part of faculty staff training and monitored continuously. Breach of these protocols must be considered a serious disciplinary infraction on the part of staff leading to sanctions up to and including dismissal.

Off-Campus Contact:

Any off-campus contact (including giving students' rides in cars) between any member of the staff and any individual student is expressly forbidden (excluding family members and Godparents) except under the following circumstances:

- The contact is in the presence of a parent or guardian (note – this is in the presence of and not with permission of), or
- The contact is as part of a sanctioned, regular group activity (i.e., coach at games, chaperone on field trips, NAE trips, DC/DD tournaments, Interims, etc.), or

- The contact is part of a sanctioned one-on-one mentoring relationship which has met the complete criteria for such relationships (i.e. head approval, parent approval, proper documentation, case management, etc.).
- The contact has the express written permission of the Campus Director or General Director.

These requirements must be made a part of faculty staff training and monitored continuously. Breach of these protocols must be considered a serious disciplinary infraction on the part of staff leading to sanctions up to and including dismissal.

5.3 Background Checks Policy

ISR conducts Background checks to all new staff members and every three years based to all active personnel in accordance to NAE policy

5.4 Violence in the Workplace

- Violence by an employee or anyone else against an employee, supervisor, student or member of management will not be tolerated.
- Employees are not to engage in either physical or verbal confrontation with a potentially violent individual.
- If the employee encounters an individual who is threatening immediate harm to an employee or visitor to our premises, contact your supervisor immediately.
- All reports of work-related threats will be kept confidential to the extent possible, investigated and documented.
- Violations of this policy, including the employee's failure to report or fully cooperate in the school's investigation, may result in disciplinary action, up to and including termination according to Article 47 of the Mexican Labor Law

5.5. Harassment Free Workplace

- ISR believes that every employee is entitled to fair and equal treatment, regardless of his or her race, ancestry, color, religion, gender, sexual orientation, marital status, national origin, age, disability, citizenship, veteran status, military service obligation or any other protected characteristic.
- Therefore, inappropriate workplace behavior or harassment, including, but not limited to, sexual harassment, by either employees or non-employees (such as vendors or contractors) will not be tolerated.
 - See Procedure for Sexual and Other Workplace Harassment (H.18)

5.6. Reporting Suspected Child Abuse

- Safeguarding and promoting the welfare of children is everybody's responsibility and refers to the processes of protecting students from harm, preventing the impairment of their health and development, ensuring that we seek to improve the general health and well-being of all students in our care.
- If any employee suspects an ISR student has been the victim of child abuse, abandonment or neglect, he/she should contact the Campus Director immediately in order to determine next steps according to legislation.

5.7. Drug Free School Policy

- ISR is committed to the maintenance of a drug-free workplace. All employees and anyone who is outsourcing, volunteering, doing internships and working as independent employees, inside the facilities, and/or have contact with students, are absolutely prohibited from unlawfully manufacturing, distributing, possessing or using controlled or illegal substances in the workplace. It is a condition of employment to refrain from taking illegal drugs on or off the job. And, in order to ensure a safe working environment for all employees, it is our policy to prohibit the use of drugs and alcohol in the workplace. All employees and job applicants may be required to undergo drug testing and can be subject to random tests.
- Violations of this policy, including the employee's failure to report or fully cooperate in the school's investigation, may result in disciplinary action, up to and including termination according to Article 47 of the Mexican Labor Law.

5.8. Smoking

San Roberto International School recognizes the need to provide a healthy and comfortable environment for students, visitors, and employees. Therefore, tobacco use, e-cigarettes and vaping devices are not permitted in any of our facilities. Smoking is prohibited in all school buildings; premises and school vehicles, including school-sponsored transportation; at off-site school-sponsored events, and any other areas designated by the school.

5.9. Conflict of Interest (Family members, other jobs, institutional resources)

Employment of Relatives

- While employee referrals are appreciated, ISR's commitment to equal opportunity employment requires that standard employment procedures be followed for all referrals in order to avoid any preferential treatment. No person shall hold a job or be hired to a job that requires his/her work to be directly or indirectly supervised or reviewed by a relative. ISR realizes that new relationships such as marriage

between current employees will occur from time to time. ISR will try to accommodate these individuals while guarding against any conflict of interest or disclosure.

- If an employee is aware of any existing situations, he/she shall notify his/her supervisor and Human Resources. Situations will be examined on a case by case basis for potential conflict. Exceptions must be approved by the General Director.
- ISR does not allow any commercial practice with any business or organizations where full-time contract employees' relatives may work. Nor with any business or organization owned or led by the employee or any relative. Unless authorized in written by the General Director

5.10. Outside Employment

ISR staff members are not allowed to have a second job that will have a negative impact with their commitment with the school and that could represent conflict of interest.

5.11. Confidential Information

ISR employees may have access to confidential information. It is important to remember that information (original or copies), observations and data of a confidential or proprietary nature obtained while employed by the school are the property of San Roberto International School (collectively, "Confidential Information"). The employee may not (during his/her employment with the school or at any time thereafter) disclose to any unauthorized third party or use for their own purposes, any Confidential Information of the school and/or students or personnel without the prior written consent of the ISR Legal Department. The school may request, at any time, for the employee to return all notes, plans, records, reports, computer files, printouts and software and other documents and data (and copies thereof) which constitute Confidential Information or Work Product which the employee may then possess or have under his/her control.

5.12. Solicitation and Distribution

To avoid interference with work, any commercial practice and the soliciting of other employees for membership, contributions, funds, or other purposes during working time is prohibited. Exceptions to the policy may be made if campus directors authorizes the solicitation of funds for recognized and established charities that benefit the general community. No materials, other than those required for normal operation, should be distributed during working time or in working areas.

5.13. Commercial Practices (gifts)

Please refer to NAE Gift and hospitality guidance for teachers policy

5.14. Political and Religious Activities

- ISR is a school of Catholic inspiration that will foster respect for human dignity and will enhance the opportunities to respect people with different ideas, beliefs, customs and religions.
- Political, religious or belief affiliation won't be a reason for discrimination at ISR if they respect universal and civic principles.
- No ISR personnel are allowed to promote any political party or any communitarian religious activity not aligned with the authorized academic programs.

5.15. Public Declarations

All public declarations, internal and external, may only be done by the General Director to ensure consistency of all messages and information. No other ISR employee is allowed to talk in public on behalf of ISR without authorization. (All ISR personnel who are allowed to speak in public, must clarify if he or she is sharing a personal opinion or if he/she is talking on behalf of ISR). Please refer to the Communication and Marketing policy for details

5.16. Murmuring

All personnel must abstain from making any ill-judged comment in social media or behind someone's back that could affect the institution's reputation or the reputation of any member of the Board or the staff or has a negative impact on the work environment. Additionally, all personnel must abstain from making any sarcastic, mocking or degrading comment about students, employees or parents of the ISR community.

5.17. Ecology

As part of its philosophy, ISR seeks to be a socially responsible organization that takes care of the environment and makes good use of natural resources. It is expected that all its employees make good use of all institutional resources.

6. Salaries

Our goal is to be at top quartile in the salary market to attract and retain the best employees. In order to achieve this goal, we have: job descriptions, salary categories and compensation packages according to the position's responsibilities.

Compensations

Overtime payment:

Payment of any additional service rendered by the employee **outside of his working schedule and contractual responsibilities**. Special payment, additional to the nominal salary, for every added hour worked (overtime).

- These special payments will be included in the monthly salary deposit and will be calculated based on the additional hours worked during that month.
- Authorization from the Managing Director is required.

Other Independent Employees - payment of professional services rendered by Other Independent Employees.

- Payments are done in a monthly basis
- ISR will pay this compensation through approved payment methods and the independent employee must hand in a fiscal invoice.
- Only includes the time worked within the 10 month period (36 weeks or 200 days) of the school year.
- A maximum of two weeks per school year will be paid as overtime compensation to Other Independent Employees working for the Fine Arts Department.
- Any supervisor with Other Independent Employees working for his area will be responsible for monitoring their effective working hours and reporting them to the HR department for professional services payment purposes.
- Any other arrangement must have the authorization from the Managing Director and General Director.

Teacher Aides

In case of the absence of a Homeroom teacher for more than 8 consecutive working days, the Teacher Aid will substitute for her/him.

- A compensation will be paid after the eighth day of substitution and the stipend will be determined by the difference between the Teacher Aid's monthly salary and an A category Homeroom Teacher's salary.

- This compensation will only include the additional substitution days worked during the school year. It does not apply to academic breaks or holidays.
- Any supervisor will be responsible for reporting the absence of the homeroom teacher and the monitoring of the effective working days and reporting them to the HR department for payment purposes.

Substitute Teachers

- A Substitute Teacher will take over all the responsibilities of any absent teacher or cover for the medical leave of homeroom teachers, as required by the Principal. A special compensation will be paid **ONLY** when the medical leave requires the substitute teacher to take over all responsibilities as a homeroom teacher, such as maternity leave. It does not apply to academic breaks or holidays.
- Any other arrangement must have the authorization from the Managing Director and General Director.

6.1 Internal Personnel Changes

In order to foster the professional growth of our employees, whenever there is an open position, an internal candidate will be considered first. He or she must meet the experience and education requirements.

- **New-Hired Personnel:** intended for personnel hired to cover a vacancy. Hiring must be authorized by the immediate supervisor, the director of the area and the General Director. In order to begin working all new-hired personnel must have the Internal Personnel Changes Form completed by the HR department.
- **Job Position Change:** Any change in an employee's job position, salary, type of contract, or campus relocation must have all documentation complete and the corresponding authorization signatures before the change proceeds.

6.2. Administration of files (personnel records, access)

Employee Records:

- It is important (for both ISR and the employee) that employee records be correct and up-to-date. It is the employee's responsibility to notify Human Resources within 30 days of any change in name, address, telephone number, or number of dependents, new degrees or professional development certificates, savings fund beneficiaries, marriage, etc.
- All employee records are maintained confidential, according to the ISR Data Protection Policy,
- Former employee records will be kept for the time according to the Fiscal and Labor Law. If a former employee returns before this time, the file must be updated; if it is after this time, the file must be created again.

7. Recruitment, Selection and Hiring of Personnel

- According to the Mexican Labor Law and to NAE Guidelines a deliberate approach to attract, develop and retain top professionals with the attitude to meet current and future ISR needs is implemented.
- At ISR, the Human Resources Department is in charge of staff selection, recruitment and hiring, side by side with the immediate supervisor who needs to cover a vacancy. For more information refer to the Employee Handbook

EXPAT STAFF DEFINITION

An Expat is:

1. A person who is offered a contract or who signs a contract outside of Mexico, and who specifically moves to Monterrey, Mexico to teach at ISR based on that contract; or
2. A person who is working at another U.S.-type or international school outside of the United States and is classified as an expat or foreign hired teacher by that school.

An Expat shall receive a salary (paid in Mexican pesos) that is competitive with other international schools as well as additional benefits as specified in the Compensation and Benefits handbook. An Expat will lose all expat benefits if they are reclassified as or choose to become a “local hire” teacher.

An Expat whose primary purpose for being in Monterrey may have changed:

1. is a person who was initially classified as an Expat professional staff member at ISR but whose personal circumstance has changed so that teaching at ISR may no longer be their primary purpose for remaining in Monterrey. The personal circumstance refers primarily to marrying a non-expat individual. When this circumstance occurs, the professional staff member will continue receiving a proportional housing allowance plus local benefits, and support with all immigration processes.

8. Termination of Contract

- All termination of contract procedures are aligned to the Mexican Labor Legislation.
- The Human Resources department is in charge of all termination of contract procedures.

- Termination of contract may occur due to the employee's personal decision, lack of fulfillment of minimum study requirements, or poor performance. This is, the working relationship between ISR and an employee may be a decision of either of them. Other reasons for termination of contract may be related to lay off, end of a contract of employment before its ending date, or death.
- For termination of a contract, the employee's immediate supervisor must coordinate the process with the Human Resources department.
- Any local hire employee who does not complete the working time agreed in the signed contract or breaks the signed contract will be paid only until his last day at work.
- Any foreign hire employee who does not complete the working time agreed in the signed contract or breaks the signed contract will be paid only until his last day at work.
- Any academic or academic-administrative personnel, that completes the working time agreed up to the end of the school year, before summer break, and decides to terminate the contract, will receive full summer payment and benefits.

ISR Manual of Policies and Procedures Acknowledgement Form

SIGN AND RETURN THIS SECTION TO YOUR SUPERVISOR

I have read, understand, and agree to abide by the standards and policies set forth in the San Roberto International School Manual of Policies and Procedures.

I understand that lack of knowledge cannot be used as a defense and that failure to abide by these standards may result in disciplinary action, up to and including termination.

_____ Date

Print Name

_____ Date

Employee's Signature