

Employer-Led Conciliation Service Non-Employment Tribunal (Non-ET) Interim Delivery Arrangements

1. In line with existing public health advice and the Agency's consequent decision to halt all face-to-face contact between staff and service users it has been necessary to rethink the practical arrangements governing delivery of a number of the Agency's services including the Employer-Led (Non-ET) Conciliation Service.
2. Until further notice the Agency will not convene any meetings amongst parties involved in any employer-led conciliations; in either individual cases or for 'bulk'/multiple cases.
3. The Agency will however seek to agree, where possible, alternative arrangements with the parties, which might assist in facilitating a resolution to the dispute.
4. This will include the use of any secure technology available to the participants for example by telephone, email or video (Zoom) calling/conferencing. The Agency will continue to be mindful of the need to maintain confidentiality and information security in delivering the Employer-Led (Non-ET) Conciliation Service and will take advice as appropriate from the ICT Manager in using any alternative secure and GDPR compliant technology to conduct associated work.
5. The Agency will not request that the respective parties act in a manner which would run contrary to existing public health advice for example by grouping together in breach of the social distancing guidance. As such, the Agency may not be in a position to facilitate 'bulk'/multiple requests, i.e. when there are a number of individual employees involved. This will be dependent upon the necessary technology being available to the parties and the required facilities being in place. For further information, please speak to an Employment Relations Manager within Conciliation.
6. For individual cases, the Conciliation will be facilitated via the Telephone or Skype/Zoom and will be concluded by email correspondence.
7. For multiple or bulk cases the Agency will also recommend that a lead representative is identified (for both management and employee sides) to act as a single point of contact and to coordinate the Conciliation when using telephone or Zoom facilities.
8. The Agency will request the scheduling of video/telephone calls for specific times in the day (allowing sufficient breaks in between for discussions) or scheduling the

Conciliation exercise over a number of days. The Officer facilitating the conciliation will manage sequencing in conjunction with the respective parties.

9. These arrangements will be maintained under review in light of emerging advice and the Agency's ongoing response to the Coronavirus outbreak.