

POLICY P

STAND-BY POLICY

Overview

The purpose of this policy is to outline the system of allowances and payments for people who are required to be available to work, or to work outside of the company's standard working hours. The following allowances and payments are available:

- Stand-by allowance
- Call-out allowance
- Overtime payment
- Time off in lieu (TOIL)

Stand-by policy

A Stand-by Allowance is payable if you are required to be available to come into work to cover a situation, which occurs outside the standard working day or scheduled working week.

Eligibility

If you are eligible for Stand-by Allowance this will be specified in your Statement of Terms and Conditions of employment.

During a period on Stand-by you must:

- Be available for contact at all times;
- Be fit to work at all times; and
- Be within 30 minutes' travel time from your place of work

Failure to adhere to the above may result in the Stand-by allowance being withheld and disciplinary action being taken up to and including dismissal.

Payment

You will receive payment only when periods of Stand-by are on a formal rota and are authorised in advance. The following rates apply:

Weekdays	£10	
Saturday and Sunday	£20	
Bank Holiday*	£25	*Bank Holiday is defined in the Company Handbook.

Your claims must be made on the appropriate time sheet and must be authorised by your line manager each month in order to process the payment before payroll cut-off. Payments are subject to normal payroll deductions and are reviewed on a regular basis to ensure they remain competitive.

Call out allowance

A call out allowance will be paid when:-

- An employee is required to come in to work from home outside of the standard working day or scheduled working week; or
- An employee is required to provide telephone support or remote technical support from home.

This could apply when you are on Stand-by or where you are called in because of an emergency.

Payment

All hours worked will be paid at the following rates:

Monday to Saturday	1.5 times hourly rate
Sunday	2 times hourly rate
Bank Holidays*	2 times hourly rate

*Bank Holiday is defined in the Company Handbook.

Any payments will include reasonable travelling time to and from the office. Your claims must be made on the appropriate time sheet and authorised by your line manager each month in order to process the payment before payroll cut-off.

Rest periods for excessive periods of call out

The Company has a responsibility to make sure that employees, customers and the general public are not put at risk as a result of you working excessive hours without rest. Managers may use discretion in allowing additional rest periods with pay when people have worked excessive hours.

It is also your responsibility to make sure that you do not put yourself or anyone else at risk by working excessive hours. If you feel you are working excessive hours, please raise this with your immediate manager. Hours will be monitored and reviewed on an individual basis.

This policy is subject to review and will reflect any changes to the Working Time Regulations as amended.

Overtime

Overtime payments may be made to employees who are required to work outside of the standard /scheduled working week. If you are entitled to be paid for overtime worked this will be detailed in your Statement of Terms and Conditions.

Eligibility

You will receive overtime payments when:

- The period of overtime has been agreed and authorised by your line manager before you start the work.
- You have completed the normal working hours for the week as detailed in your Statement of Terms and Conditions and you have not been absent through sickness. Holidays, including public holidays, count towards the normal working week unless otherwise stated by line manager.

Overtime Payments

Overtime will be paid for work carried out at the normal place of work and will not include travelling time.

Payment will be made at the rates shown below provided a continuous period of at least ½ hour is worked over the standard/scheduled working day.

Monday to Saturday	1.5 times hourly rate
Sunday*	2 times hourly rate (unless Sunday is a standard/scheduled working day)
Bank Holidays*	2 times hourly rate

*Sundays and Bank Holidays are measured midnight to midnight. Bank Holiday is defined in the Company Handbook.

Your claims must be made on the appropriate time sheet, and must be authorised by your line manager each month before payroll cut-off. Payments are subject to normal payroll deductions.

Time off in lieu (TOIL)

An employee will be eligible to receive TOIL when required to work outside of the standard/scheduled working week. If you are entitled to receive TOIL this will be detailed in your Statement of Terms and Conditions.

Eligibility

You will receive TOIL when:

- The period of eligible work has been agreed and authorised by your immediate manager before you start work
- You have completed the normal working hours for the week as detailed in your Statement of Terms and Conditions and you have not been absent through sickness. Holidays including public holidays, count towards the normal working week unless otherwise stated by your line manager

Receiving and taking TOIL

TOIL will be accumulated for work carried out on behalf of the Company and will not include travelling time.

Your claims must be made on your holiday form and authorised by your line manager prior to the work being carried out. Once authorised your remaining holiday balance will be increased by the appropriate amount.

TOIL must be taken within 4 weeks of the date on which it was accumulated. After this time your holiday balance will be reduced by the appropriate amount.