

# Joint Statement - 10 January 2020 updated 11 November 2020.



All employees must **read** this Joint Statement

**NBS 01/2020**

## Public holidays working arrangements 2020/2021

To help everyone plan for your work and home commitments we have agreed public holiday opening arrangements which are set out in the statement below:

1. [Arrangements for business areas delivering all year round service to members](#)
2. [Branch Network and Nationwide Now](#)
3. [Administration Centres \(including Banking & Savings, Direct Mortgages, Payment Operations, Collections & Recoveries, Specialist Customer Support, Complaints Operations, Resilience & Agility and PPI Team](#)
4. [Isle of Man office](#)
5. [Payments and holiday](#)

For reference, the public holidays for 2020 and early 2021 are listed below:

- Friday 10 April – Good Friday
- Monday 13 April – Easter Monday
- Friday 8 May – VE Day
- Monday 25 May – Spring Bank Holiday
- Monday 31 August – August Public Holiday
- Friday 25 December – Christmas Day
- Monday 28 December – Boxing Day

- Friday 1 January 2021 – New Year’s Day

The following additional public holidays apply in Northern Ireland or Scotland:

- Tuesday 17 March – Northern Ireland only
- Monday 13 July – Northern Ireland only
- Monday 4 January 2021 – Scotland only
- Autumn Public Holiday (date varies) – Scotland only

**1. Arrangements for business areas delivering all year round service to members**

In the following areas there is a need to continue normal working across the public holiday periods and Christmas Eve so arrangements for how this is done will be communicated locally within the following areas:

- Member Contact and Support
- Financial Operations
- Enterprise Command Centre in IT Operations & Service Delivery
- Digital Service

**2. Branch Network & Nationwide Now**

These arrangements are detailed in the table below. Normal opening arrangements apply on any days not specified.

	<b>Branches England, Scotland &amp; Wales</b>	<b>Branches Northern Ireland</b>	<b>Nationwide Now</b>
Tuesday 17 March (St Patrick’s Day)	Normal opening arrangements	Closed	Normal working arrangements
Friday 10 April (Good Friday)	Closed		Closed
11 April (Easter Saturday)	Normal opening arrangements		Normal working arrangements
12 April (Easter Sunday)	Closed		Closed
Monday 13 April (Easter Monday)	Closed		Closed
Friday 8 May (VE Day)	Closed		Closed

Saturday 9 May	Normal opening arrangements		Normal opening arrangements
Monday 25 May (Spring Public Holiday)	Closed		Closed
Sunday 12 July (Northern Ireland only)	Closed	Closed	Closed
Monday 13 July (substitute day for Northern Ireland only)	Normal opening arrangements	Closed	Normal working arrangements
Monday 31 August (August Public Holiday)	Closed		Closed
Thursday 24 December (Christmas Eve)	Closed		Closed
Friday 25 December (Christmas Day)	Closed		Closed
Saturday 26 December (Boxing Day)	Closed		Closed
Sunday 27 December	Closed		Closed
Monday 28 December (substitute day for Boxing Day)	Closed		Closed
Thursday 31 December (New Year's Eve)	Close at 3pm		Close at 3pm
Friday 1 January (New Year's Day)	Closed		Closed
Saturday 2 January	Normal opening arrangements in England, Wales and Northern Ireland. Branches in Scotland will be closed.		Normal opening arrangements except for Caledonia House which will be closed.

Sunday 3 January	Closed	Closed
Monday 4 January (Scotland only)	Normal opening arrangements in England, Wales and Northern Ireland. Branches in Scotland will be closed.	Normal working arrangements except for Caledonia House which will be closed.

### **3. Administration Centres (including Banking & Savings, Direct Mortgages, Payment Operations, Collections & Recoveries, Specialist Customer Support and Complaints Operations, Resilience & Agility and PPI Team)**

Unless you work in one of the areas outlined in [section 1](#), the following applies:

- administration centres in England will be closed on the public holidays and Christmas Eve, however for the PPI team there may be a requirement to continue operations for some public holidays and these arrangements will be communicated locally.
- administration centres in Scotland will be closed on the public holidays and Christmas Eve, however on 2 January there will be a requirement to continue operations within the Banking & Savings and Complaints Operations teams in Caledonia House – these arrangements will be communicated locally.

These arrangements are detailed in the table below. Normal opening arrangements apply on any days not specified.

	<b>Admin / Banking &amp; Savings, Direct Mortgages, Payment Operations, Collections &amp; Recoveries, Specialist Customer Support, Complaints Operations and Resilience &amp; Agility</b>	<b>PPI Team</b>
Friday 10 April (Good Friday)	Closed	Normal working arrangements*
11 April (Easter Saturday)	Normal working arrangements	Normal working arrangements
12 April (Easter Sunday)	Closed	Closed
Monday 13 April (Easter Monday)	Closed	Normal working arrangements*

Friday 8 May (VE Day)	Closed	Normal working arrangements*
Saturday 9 May	Normal working arrangements	Normal working arrangements
Monday 25 May (Spring Public Holiday)	Closed	Normal working arrangements*
Monday 31 August (August Public Holiday)	Closed	Normal working arrangements*
Thursday 24 December (Christmas Eve)	Closed	Closed
Friday 25 December (Christmas Day)	Closed	Closed
Saturday 26 December	Closed	Closed
Sunday 27 December	Closed	Closed
Monday 28 December (substitute day for Boxing Day)	Closed	Closed
Thursday 31 December (New Year's Eve)	Close at 3pm	Close at 3pm
Friday 1 January (New Year's Day)	Closed	Closed
Saturday 2 January	<p>Normal working arrangements in England and Wales.</p> <p>Caledonia House and Glasgow Admin Centre will be closed (with the exception of Banking &amp; Savings* and Complaints Operations* where normal working arrangements will apply).</p>	Normal working arrangements
Sunday 3 January	Closed	Closed

Monday 4 January (substitute day for Scotland only)	Normal working arrangements in England and Wales. Caledonia House and Glasgow Admin Centre will be closed (with the exception of Banking & Savings* and Complaints Operations* where normal working arrangements will apply).	Normal working arrangements
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\* volunteers will be requested

**4. The Isle of Man office** - will follow opening arrangements applicable to Administration Centres and will also be closed on Friday 28 August and Monday 6 July.

#### **5. Payments and holiday**

Details of the applicable payments for working on a Public Holiday over this period can be found in the HR Policy Point, referring to the relevant policy that applies to you (see either the **Overtime and Additional Hours Policy**, the **Branch Network Working Arrangements** if you work in the Branch Network, or the **Shift Working Policy** if you are employed on a Shift Contract).

If you are working in an area which is closing earlier on New Year's Eve and you would normally work part of your contracted hours on these days, you can find more information on the treatment for earlier closing in the **Q&As**.

**Janet Chapman**  
Chairman Employee  
Involvement Committee (EIC)

**Tim Rose**  
General Secretary  
Nationwide Group Staff Union

### **Employee Involvement Committee (EIC)**

For more information on the Employee Involvement Committee and our approach to Employee Involvement, visit the **Employee Involvement Intranet Site**.

**Updated** on 6 July to reflect the postponement of the Isle of Man TT day from 12 June to 28 August 2020

Updated on 11 November to reflect the decision to close for a full day on 24 December (Christmas Eve) 2020. Community names were updated where appropriate and Janet Chapman replaced Tony Prestedge as Chairman of the EIC.