

# Time Off Policy

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We know that your role at Nationwide is just part of who you are and want to support you in having time away from work, so that you can be your best self when you're here.

This policy will tell you all about the different types of leave available, but more importantly is a good starting point for a conversation between you and your manager to discuss the need for time off, and whether it can be agreed informally between you, or a specific leave type in this policy is more appropriate. Sometimes there might even be a combination of types of leave that are right for the situation.

Managers should think about the amount of notice given, the needs of the business and the needs of other team members when approving a request for time off but also use a commonsense approach to make sure individuals can take the appropriate time they need, then come back refreshed, re-energized and with a positive sense of wellbeing.

**Remember:**

- This policy applies to all employees on Nationwide terms and conditions, (including career family E) and employees of Nationwide (Isle of Man) Ltd
- The holiday section of this policy is contractual, [excluding the extended holiday scheme which is non-contractual]. All other types of leave in the policy are non-contractual and don't form part of your contract of employment
- There might be times when we'll need to amend, modify, or withdraw the terms of this policy. If we need to do this, it will be subject to consultation and, where relevant, negotiation with the Nationwide Group Staff Union (NGSU)
- In addition, holiday entitlement is subject to negotiation with the NGSU.

There are lots of options available to you to take time away from work, so have a look at the different categories below to see which one's right for you.

## Useful links

The below list of links are separate documents referenced throughout this policy.

- [Public Holiday Calculator](#)
- [Holiday Entitlement Calculator](#)
- [Holiday Pay Supplement – Employee Mini-Guide](#)
- [PeopleCloud](#)
- [Recognising Loyalty Intranet Site](#)
- [Two-Week Continuous Break Guide](#)
- [PeopleCloud Absence \(Incl. Holiday\) Guide](#)
- [Becoming a Parent Policy](#)
- [ASKHR@nationwide.co.uk](mailto:ASKHR@nationwide.co.uk)
- [MyReward](#)
- [Job Security and Redundancy Policy](#)
- [Wellbeing Policy](#)
- [Expenses Policy](#)
- [EmployeeCare](#)
- [Flexible Working Policy](#)
- [Working Carers Network](#)
- [Care Concierge Service – Legal & General](#)
- [Volunteering Intranet Site](#)
- [Recognition and Procedure Agreement Between Nationwide and NGSU](#)
- [Military Mobilisation Employee Checklist](#)
- [Military Mobilisation Manager Checklist](#)

## Holiday

**How to book:** Keyed by: Individual Absence type: Holiday

## Contents

- What is the Holiday Policy?
- What annual holiday are you entitled to?
- How is holiday booked, approved, changed and cancelled?
- Understanding your holiday entitlement in PeopleCloud
- What Public Holidays are you entitled to?
- Carrying Forward Holiday
- Joining and Leaving Nationwide
- What happens to your holiday entitlement in special circumstances?
- Holiday and sick absence
- Changing your work schedule/department
- What's the Extended Holiday Scheme?

## 1. What is the Holiday Policy?

The amount of holiday you get varies by career family and how long you've worked here. Holiday's then pro-rated if you work part-time. This policy tells you what your holiday entitlement is and what you need to do to ask for the time off.

Our holiday year runs from January to December and this policy applies to eligible employees who want to book holiday.

Wherever possible, the holiday dates you ask for will be agreed, subject to the operational needs of the business and other planned holiday in your team.

Your total holiday entitlement is made up of your basic annual holiday (outlined in section 2) and any Public Holidays that fall during the holiday year. You can find the dates of Public Holidays on the Public Holiday Calculator.

## 2. What annual holiday are you entitled to?

The table below sets out the basic annual holiday entitlement (in working days) for each full year.

	Career Family A to C	Career Family D
Up to 2 calendar years' service	25	30
2 calendar years' service	26	30
3 calendar years' service	27	30
4 calendar years' service	28	30
5+ calendar years' service	30	30

**Note:** Employees who were employed in specific roles on the Branch Network pre-1 Dec 2000 (9-5) terms and conditions as of 31 October 2012 have an additional three days' annual leave in excess of the amount shown above.

If the annual holiday entitlement in your statement of terms and conditions of employment is more than the number of days quoted above, then the higher entitlement applies.

The amount of holiday you get is calculated in hours and is based on your career family, how long you've worked here and how many hours you work in a normal week. If you work less than 35 hours a week, your holiday entitlement is pro-rated to align with the number of hours you work. The Holiday Entitlement Calculator can be used to help you to calculate your holiday entitlement.

You'll be paid when you are on holiday using the hourly rate for your annual contractual salary. Eligible employees may also receive a holiday pay supplement in relation to their pay for holiday; you can find out more about who's eligible and how it's calculated from the Holiday Pay Supplement – Employee mini-guide. The holiday pay supplement is non-contractual and may be varied or withdrawn at any time, subject to consultation with NGSU.

For the avoidance of doubt, the first four weeks of the leave you take in any holiday year will be considered to be the leave provided under regulation 13 of the Working Time Regulations 1998, the second 1.6 weeks will be the leave provided under regulation 13A of those regulations and any remainder will be considered to be your remaining contractual entitlement.

If you're promoted to a role that has a higher annual holiday entitlement, it'll be increased on a pro-rated basis. So, for example;

- you were in your previous role from Jan to Apr (4 months) - and that role had a holiday entitlement of 27 days, then
- you move into a new role in May – and that role has a holiday entitlement of 30 days, and
- you stay in that role for the rest of the year (8 months)

Your annual holiday entitlement in your new role will be  $27 \times (4/12) + 30 \times (8/12) = 29$  days, which gives you an additional 2 days holiday for that year. PeopleCloud calculates your entitlement in hours in line with your working schedule and where a part hour entitlement is arrived at, for example if you work part time or partial hours, the entitlement will be rounded up or down to the nearest 15 minutes.

You'll be able to take a service entitlement increase any time in the calendar year that you reach the relevant anniversary (subject to normal booking rules). So, if your anniversary is 30 October, and you'd be entitled to a higher entitlement when you reach the anniversary, you can take this holiday at any time in that holiday year. If your holiday is recorded on PeopleCloud, the system will calculate your entitlement automatically and show it from 1 January of that year.

This is different from any one-off holiday days you receive as part of a long service recognition award – have a look at the Recognising Loyalty intranet page for more information.

### **3. How is holiday booked, approved, changed and cancelled?**

You must agree your holiday dates in advance with your manager. Your manager will consider holiday requests fairly and consistently and your requests will be agreed wherever possible. However, there are a number of things that they'll need to take into consideration before approving holiday. This could include what's happening in the business, any operational peaks of work, or the amount of cover that's available in your department.

There are some conditions that apply to how you use your annual holiday entitlement:

- **Two-week continuous break** – if you work in specified teams in Treasury or Finance teams, you're required to have at least two continuous weeks off every year. This may be waived at the discretion of your manager, subject to your manager undertaking a risk assessment. Additional guidance, including a list of the affected Treasury and Finance teams, is available from the Two-week continuous break guide.
- **More than two weeks' holiday** – if you want to take more than two weeks' continuous holiday, you need to discuss and agree it with your manager before you submit your formal holiday request.
- **Christmas** – we'll make sure you can take at least one day of annual holiday entitlement over the Christmas period - your manager will balance any other requests with the needs of the business and the rest of your team.

If your area of the business uses PeopleCloud for holiday booking, have a look at the PeopleCloud Absence (Incl. Holiday) Guide for more info on how to book or amend holiday.

#### 4. Understanding your holiday entitlement in PeopleCloud

If your business area uses PeopleCloud to manage holiday, take a look at the PeopleCloud Absence (incl. Holiday) Guide which explains where to find your holiday entitlement and holiday balance details.

Your holiday balance summary shows your annual holiday entitlement, plus any one-off loyalty days and sabbatical leave that's been awarded to you because you've reached a long service milestone.

Your holiday summary is updated every time you submit a request and when your request's approved/declined/pushed back. Each request has a status, so you can see if your manager's approved or denied it, or if they've yet to review it.

If you've got two jobs at Nationwide, you'll have two holiday summaries, one for each job. One-off loyalty days/weeks appear in the Recognising Loyalty, Work Anniversary or Sabbatical Leave sections on your holiday balance summary on the date that you hit the relevant long service milestone. However, it's important to know that they're not added to your annual holiday entitlement each year, even though they form part of your holiday balance summary. They're one-off and when you've taken them, you'll need to reach the next long service milestone before being awarded any more one-off days.

If you've been awarded a one-off loyalty day, you must take it within 12 months of your long service milestone. If you don't, it'll be removed from your holiday balance summary and you won't be able to take it later. If you're awarded a work anniversary day off, while this will stay on your holiday entitlement until you take it, the work anniversary day off must normally be taken within 5 days of the work anniversary date. You can find more information in the Recognising Loyalty Intranet page.

Your projected holiday entitlement for the following year can also be viewed on PeopleCloud.

## 5. What Public Holidays are you entitled to?

As well as your annual holiday entitlement, you have a contractual entitlement to Public Holiday leave. Public Holiday leave can't be carried over into the next calendar year.

As a general rule, there are eight Public Holidays each year in England and Wales, although it varies from time to time. The Public Holidays in Scotland, Isle of Man and Northern Ireland are different and will be managed in line with locally agreed arrangements.

If you want to find out more information regarding Public Holidays have a look at the Public Holiday Calculator.

### Working part-time or compressed hours

If you work part-time (i.e. less than five days and/or 35 hours per week) or you've got a working schedule where you work a different number of hours on different days, you'll get a pro-rated Public Holiday entitlement. To help you calculate your Public Holiday leave entitlement use the Public Holiday Calculator.

If you're not required to work on a Public Holiday which falls within your working schedule, your Public Holiday leave entitlement will be used to cover that day.

If you work less than five days a week or part-time, you might not have enough Public Holiday entitlement to cover the Public Holidays which fall in your working schedule. Any public holiday shortfall or deficit is managed within PeopleCloud in that it deducts automatically from your holiday entitlement. However, you can choose to make up the time, including taking account of early starts/late finishes and using 'time off in lieu' you're owed, if you prefer. These arrangements will need to be managed locally with your manager.

If you've got more Public Holiday leave than you need, you'll be able to take it as additional holiday.

### Working schedule

Some people may be required to work on a Public Holiday, depending on their contract type. Where your normal working schedule covers a Public Holiday and you're required to work, you won't get an overtime payment for that Public Holiday. Instead, you'll be able to take your Public Holiday leave at another time, subject to normal holiday booking rules. If you work over and above your contracted hours on a Public Holiday, your normal overtime rates will apply.

### Sickness and public holiday deficit

If you're sick on a normal working day when you were planning to make up hours towards your public holiday deficit, the sickness absence will be recorded against your normal contracted hours only - any additional hours you were going to make up won't be counted, and you'll need to make those up at a different time.

If you're sick on a date you're due to work only to make up your Public Holiday deficit and it isn't part of your contracted hours/dates, it won't be recorded as sickness absence, and you'll need to arrange with your manager to make up the hours at another time.

## 6. Carrying forward Holiday

The holiday year runs from January to December, so always try to take your full entitlement during the holiday year. When that's not possible, or what you want to do, you have the option to carry forward 1 week of holiday entitlement into the next holiday year.

The maximum number of annual holiday hours you can carry forward into the following year is the same as your contracted weekly hours as at 31 December (if you have a working pattern where the number of hours you work varies each week, it is the average weekly hours you work, as at 31 December). Different rules apply if you're:

- on long term sick, see the Sickness Absence Policy
- on maternity / adoption leave over the start of the new year, your unused holiday entitlement can be carried over on request, into the new year (see the 'Becoming a Parent' Policy)

If you carry forward any annual holiday, it'll be added to your holiday balance on PeopleCloud on 1 January. Ensure you take the holiday as soon as possible to prevent a build-up of unused holiday at the end of the year.

If you use a local system to book holiday, it's important you keep your PeopleCloud holiday record aligned with the local system when you request leave. This will ensure any carry forward entitlement shows correctly in PeopleCloud at the end of each year.

## 7. Joining and Leaving Nationwide

If you join or leave Nationwide part way through the holiday year, your annual holiday entitlement for that year will be calculated on a pro-rata basis, based on how many whole months and calendar days you work in the year, rounded up or down to the nearest 15 minutes.

If you're leaving Nationwide and you've accrued holiday entitlement that you aren't taking as holiday before you leave, we'll normally pay you for it, or in certain circumstances (subject to providing reasonable notice) we might ask you to take the accrued holiday during your notice

period. If you leave Nationwide and you've taken more holiday than you're entitled to, the appropriate deduction will be made from your final salary payment. The PeopleCloud Absence (incl Holiday) Guide explains how to check how much of your pro-rated entitlement you'll have used when you leave.

## 8. What happens to your holiday entitlement in special circumstances?

In some circumstances we'll manage your holiday entitlement in a specific way:

### Promotion

If your holiday entitlement increases because you're promoted, your new entitlement is calculated on a pro-rata basis, rounded up or down to the nearest 15 minutes.

**Maternity, adoption, shared parental or paternity leave** – You'll continue to accrue holiday during your maternity, adoption, shared parental or paternity leave. To find out more, have a look at the Becoming a Parent Policy.

One-off loyalty days and sabbatical leave – when you reach a service milestone, you'll be awarded one-off loyalty holiday in the form of one-off days or 6-week sabbatical leave. These will appear in your holiday summary on the 'Me' section of PeopleCloud when you reach the relevant milestone but the timescales for using this holiday are different from normal annual holiday. To find out more about them, have a look at the Recognising Loyalty Intranet page.

## 9. Holiday and sickness absence

### Sickness Absence

If you're absent from work through sickness, you'll continue to accrue your annual holiday entitlement. You can take holiday when you're off sick by contacting your manager, who should then key it onto PeopleCloud for you to ensure it is recorded and the correct payment given.

### Sickness Absence (before a booked holiday)

If you're ill or injured before the start of a planned holiday, we'll let you postpone your holiday dates to another mutually agreed time, providing the following conditions are met:

- you must produce a letter/medical certificate from your doctor confirming that you're unfit to work **and** unfit to take your holiday.
- you must submit a written request to postpone the planned holiday, normally within 10 working days of notification that you're ill. All rescheduled holiday must be taken within the holiday year and can't be carried forward.

### Sickness Absence (while on holiday)

If you become sick or injured on holiday, we'll let you take your holiday at an alternative time if the following conditions are met:

1. the total period of incapacity for work must be fully certificated by a qualified medical practitioner, through evidence such as a letter or medical certificate. If you can't provide either of those, speak to AskHR about what other evidence we could accept. If you're overseas when you fall ill or are injured, you'll still need to provide evidence to certify your illness.
2. you contact your manager as soon as you know that your holiday will be disrupted due to illness/incapacity [or as soon as that's possible].
3. you submit a written request, no later than 10 working days after first telling us of your incapacity for work, setting out how much of the holiday period was affected by sickness or injury and the amount of holiday that you want to take at another time. Your rescheduled holiday should be taken within the holiday year, unless this isn't possible (take a look at the section on 'Sickness Absence inability to take holiday' below).

### Sickness Absence (inability to take holiday)

If you've come back to work from sickness absence, you should plan to take your holiday before the end of the holiday year, using the normal booking process. Where you haven't been able to take a minimum of four weeks holiday in a year (inclusive of Public holidays) because you've been continuously absent through sickness, or where you've come back to work from sickness absence with not enough time in the holiday year to take your remaining holiday, or where it's not possible for your manager to agree it on your return because of the needs of the business or your team, you'll be allowed to carry forward additional holiday to the next holiday year and should contact AskHR by raising a Help Desk Request on PeopleCloud or emailing [AskHR@nationwide.co.uk](mailto:AskHR@nationwide.co.uk).

The maximum amount of holiday you can carry forward in these circumstances is four working weeks. If you've already taken at least four weeks holiday in the holiday year (including Public holidays) you won't be allowed to carry forward any more than the standard carry forward amount which is set out in section 6.

## 10. Changing your working schedule/department

Our holiday year runs from January to December. If you change your working schedule during the year in a way that affects the number of hours you work, or the days that you work, your holiday entitlement will reduce/increase. So, it's really important that your manager keeps your working schedule up to date on PeopleCloud.

If you move from an area of the business that uses Blue Pumpkin to log holiday, into an area that uses PeopleCloud, your manager must make sure that your working schedule and any holiday that you've taken in the holiday year is logged on PeopleCloud before you move. Make sure that your records are up to date before you start your new role.

## 11. What's the Extended Holiday Scheme?

This scheme lets you take an occasional extended holiday by carrying forward holiday from your annual holiday entitlement. For the purposes of this scheme, the normal carrying forward rules don't apply.

The scheme operates over a six-year period:

- In years one to five, you can accumulate a maximum of fifteen days' holiday by carrying forward up to three days each year from your normal holiday entitlement (this doesn't include any holiday purchased through **MyReward**).
- In year six, the accumulated days can be used with up to eighteen days of your holiday entitlement for that year, to give an extended holiday period of a maximum of 33 days.

The accumulated days can only be taken in the sixth year of the scheme and can't be combined with holiday taken at the end of year five or the beginning of year seven. If you leave Nationwide during the five-year accumulation period, you'll be paid in lieu for the days you've accumulated under the scheme.

You need to apply to your manager by completing the Extended Holiday Scheme form to join the scheme before the 31 March in the year that you want to start accumulating holidays.

In years one to five, the People Services Team within the People Function will make the adjustment to your holiday record on the 'Me' section of PeopleCloud. In year six, People Services will adjust your holiday again and return your accumulated days to you.

Your manager will also keep local records of the holiday you've accumulated during the first five years of the scheme. If you move jobs during that period, make sure you tell your new manager, and that your records are passed across.

You must agree the dates of your extended holiday at least four months before you want your holiday to start and then book the whole extended holiday through the 'Me' section of PeopleCloud.

Extended holiday won't normally be agreed at peak times between June and mid-September.

## Career Breaks

### How to book:

**Short break** - Keyed by: individual or manager Absence type: Short Break UNPAID.

**Employment break**- Keyed by: Individual Absence type: N/A, Employment – Resignation section of PeopleCloud.

We want you to be able to fulfil your personal commitments and to enjoy interests you have outside of work. Taking a Career Break can help you do that and then come back to work with new ideas, skills, motivation, and enthusiasm.

There are two Career Break options if you want to take extended time away from work.

Type of break	Eligibility	Time available	Paid or unpaid
Short break	<ul style="list-style-type: none"> <li>At least 12 months' continuous service.</li> <li>Have been actively at work for the three months before the start of the break</li> </ul>	1-6 months	Unpaid
Employment break	<ul style="list-style-type: none"> <li>At least 12 months' continuous service.</li> </ul>	1-5 years	Unpaid

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### 1. Types of Career Break

A **Short Break** is normally between one and six months, but your manager might agree up to 12 months in some circumstances. The time off is unpaid but you're still an employee of Nationwide.

If you take a Short Break, you remain an employee and we normally guarantee you can come back to the role you were in before the break. If your role becomes redundant while you're on a Short Break, we'll follow the Job Security and Redundancy Policy and contact you as part of the consultation process.

An **Employment Break** is between one and five years. You need to resign and won't be an employee of Nationwide while you're on the break.

If you want to come back at the end of an Employment Break, you'll need to apply for a vacancy in the normal way through nationwide.co.uk. There's no automatic right to return on the same terms and conditions as before.

If you do come back after an Employment Break, the time you've worked for us before and after the break counts as continuous service [just not the time you were on the break].

## 2. Eligibility

You must have at least 12 months' continuous service [full-time or part-time] with us to take either break.

For a **Short Break** normally you'll also need to have been actively at work for the three months before the start of the break [excluding normal holidays, short-term absence, maternity leave, adoption leave and shared parental leave].

## 3. What can you use a Career Break for?

There's no restriction on the number of short breaks you can apply for while you work for us. A Career Break gives you the opportunity for personal development (e.g. extended travel, voluntary service overseas or further education) or for personal or domestic commitments. You can't use a Career Break to take up employment somewhere else, or to start a personal business venture.

If you're not sure whether a career break is right for what you want to do, contact us using a Help Desk Request on PeopleCloud for advice.

## 4. What pay and benefits will you get?

On an unpaid **Short Break** you obviously won't be paid your full salary, but you may get a small amount even if you're away for the whole month, because of how your annual salary is calculated by the day (you'll also get paid for public holidays). If you're off at the time of the pay review, any salary adjustment will be applied when you come back.

Your employment continues for the purpose of calculating benefits which are based on how long you've been with us and some of your benefits/terms and conditions continue (if you're eligible for them when your break starts), such as:

- Holiday accrual
- Private Medical Insurance
- Death in Service
- Personal Accident Cover
- Concessionary mortgage

You'll accrue your normal holiday entitlement while you're off but remember you can only carry forward five days of your unused entitlement.

There are no pension contributions payable either by you or Nationwide while you're on a Short Break.

Check if you'll be eligible for a payment under the Annual Performance Pay (APP) plan by reviewing the plan rules.

To find out how your break will impact your MyReward benefits, contact the MyReward Help Desk.

To find out how your break will impact your company car or car allowance (business need or CF E car allowance), speak to Car Fleet Services.

On an **Employment Break** all your terms and conditions cease, as you're no longer employed by us.

Our policies and benefits can change, and we won't tell you about that while you're on the break -when you come back, you'll be covered by the policy that exists on that date.

Check if you'll be eligible for a payment under the Annual Performance Pay (APP) plan by reviewing the plan rules.

There are no pension contributions payable either by you or Nationwide while you're on an Employment Break. If you were an active member of the NPF when it closed to future accrual on 31 March 2021, you should be aware that on leaving Nationwide you lose some of the enhanced terms that currently apply to your deferred NPF pension, even if you were to re-join Nationwide in the future. In particular, you lose:

(1) the right in some circumstances to take your post April 2011 NPF accrued pension unreduced from age 60 (your pension will be reduced where it is paid before the Normal Retirement Age of 65), and

(2) the enhanced Permanent Incapacity Early Retirement (PIER) terms (any PIER pension payable will now be subject to an early retirement reduction).

If you return at the end of your agreed Employment Break, we will honour your combined

length of service. This means we will add your service from before and after your Employment Break together – but will exclude the period of your Employment Break (this does not reinstate any enhanced deferred NPF benefit terms you were previously entitled to – see above).

In order to receive this benefit of combined length of service:

- For applications processed before 22 March 2021, you must return at the end of the Employment Break period specified in your letter of confirmation, unless you formally agree an extension with your manager (up to the five years' maximum allowed for Employment Breaks).
- For applications processed from 22 March 2021, you must return within five years from the start of your Employment Break.

## 5. Applying for a Career Break

You should normally request a Career Break at least three months before you want it to start, so there's time to consider your request and, if needed, to arrange cover. If a situation comes up which means you can't give 3 months' notice, speak to your manager as soon as you can.

Applying for a **Short Break** is fairly informal. Talk to your manager about why you want to take leave and how long for. If they agree, you create an Absence Request through the 'Me' section of PeopleCloud for your manager to approve.

Don't commit to any plans before your application for a Career Break has been agreed. Your manager will consider your request with an open mind, but they do need to consider the impact on the team and the business, so there's no guarantee that they'll be able to agree it.

To apply for an **Employment Break**, talk through the reasons with your manager and then key the request via self-service on PeopleCloud for your manager's approval. If your Employment Break's agreed, you'll get written confirmation of the Employment Break. Your manager will then follow the leavers' process.

## 6. Before you go and while you're away

It is important to have and capture a conversation with your current manager reflecting on your performance, progress against goals and development before you start your **Short Break** or **Employment Break**. For details of where to record/store notes of the conversation, refer to the Enabling Performance intranet pages.

When returning, it's important to pick up your regular conversations with your manager to support your return, check in on your wellbeing, and to agree and refresh your goals.

If you're sick while you're on your Short Break, we normally expect you to stay on the break until your agreed return date. As you're not expected to work during that time, you won't be entitled to receive any sick pay (including Statutory Sick Pay).

If you're still sick (and can't work) on your agreed return date, you'll be eligible to receive sick pay subject to the normal eligibility rules. Contact your manager before your expected return date to let them know and follow normal sickness reporting.

Your manager will keep in touch while you're on a **Short Break** but not an **Employment Break**, as then you no longer work for us.

## 7. Coming back to work

### Short Break

When your Short Break's approved, we'll tell you when you'll need to contact us to arrange coming back.

If you decide you want to come back earlier than agreed, your manager will consider it, but it might not always be possible, for example if someone else is covering your role.

If you can't come back on the agreed date, contact your manager immediately. They may be able to extend your Short Break, or if not, talk through what your options are.

If you decide not to come back, that's a normal resignation and you'll need to give your contractual notice.

### Employment break

If you want to come back at the end of an Employment Break, let us know at least 3 months before you'd like to come back. You'll be considered for all advertised jobs that you want to apply for.

You'll need to register and apply for roles through our recruitment system, which you can find on [nationwide.co.uk](https://nationwide.co.uk).

If you can't find a suitable job, you can choose to extend your Employment Break up to the maximum period of five years until the right role comes up.

## 8. Pension

### Short Break

From the start of your short break, contributions to the Group Personal Pension (GPP) will end. On your return, contributions to the GPP will re-commence.

If you were in the Nationwide Pension Fund (NPF) prior to starting your break, you'll be entitled to a deferred pension for your period of pensionable service in the NPF up to the point it closed to future accrual (in line with the communications dated 17 February 2020). Although this will be calculated at 31 March 2021 remember, you won't have built up any pension during your Short Break.

### Employment Break

From the start of your Employment Break, membership and contributions to the Group Personal Pension (GPP) will end. Aviva will write to you setting out your pension options. Your options include leaving your contributions invested with Aviva, continuing to make contributions direct to Aviva or transferring your pension arrangement to another provider.

If you come back to Nationwide as an employee, you'll be entitled to join the GPP. Section 4 above includes further information on the impact an Employment Break can have on your deferred NPF pension terms.

## 9. Sabbaticals

Employees who've completed 25 years' continuous service are eligible for a six-week paid Recognising Loyalty sabbatical – have a look at the Recognising Loyalty intranet page to find out more.

### Time Off for Medical and Dental Appointments

**How to book: Keyed by: Not keyed Absence type: N/A**

When you can't arrange to make medical/dental appointments outside of your work hours Nationwide allows you to take a reasonable amount of paid time to go to appointments without making up the time. Talk to your manager about the time you'll need to take in advance in order to gain their approval.

If you need to take a dependent to an appointment, you should look at the Family Support Leave section instead.

If you've got a disability that needs regular appointments to manage your condition or illness, have a look at Disability Leave in our Wellbeing Policy.

If you're pregnant, have a look at the leave available for antenatal appointments in our [Becoming a Parent Policy](#).

### **Time Off for Domestic Emergencies**

**How to book: Keyed by: Individual or Manager Absence type: Other Paid Absence/ Other Unpaid Absence**

If there's an emergency at home that affects you, you can take up to one day's paid leave to sort it out. Talk to your manager about the time you'll need - if you need more than a day, your manager may also agree to some unpaid leave. There's no restriction on the number of occasions you can use this leave during the year.

If your manager is concerned that frequent absence is having an impact on your ability to carry out your role, they'll discuss it with you, to support you and help you find ways to improve your attendance.

If the emergency involves a dependent, have a look at the [Emergency Time Off for Dependents](#) section.

### **Time Off for Religious Purposes**

**How to book: Keyed by: Individual or Manager Absence type: Other Paid Absence/ Other Unpaid Absence**

If you'd like to pray at particular times of the day, talk to your manager who'll try to let you take this time, balanced with the needs of the business and your team.

### **Travel Disruption**

**How to book: Keyed by: Not keyed Absence type: N/A**

If your travel to work is disrupted e.g. because of bad weather, speak to your manager as soon as possible to discuss whether it's safe/possible to travel and other options such as home working or working from another Nationwide building.

Managers should take a commonsense approach to managing these situations, recognising that the safety of the employee should always take priority.

If you're travelling for work and can't get home, meaning you need to book a hotel or a different way to travel, we'll cover these in line with the [Expenses Policy](#).

### **Emergency Time Off for Dependents**

**How to book: Keyed by: Individual or Manager Absence type: Other Paid Absence/ Other Unpaid Absence**

You might need to take time off to deal with an unexpected event or emergency involving a dependent. A dependent is:

- a spouse
- a civil partner
- a child
- a parent
- anyone else who lives in the same house as you, but who is not your tenant, lodger, boarder or employee.
- anyone else who would reasonably rely on you for assistance if they fell ill/are injured or would reasonably rely on you to make alternative arrangements for their care (for example an elderly neighbor who lives alone).

You can take up to two days' paid leave, and a reasonable amount of unpaid leave, to sort things out and make alternative arrangements, so that you can come back to work having dealt with the situation.

As soon as you can, tell your manager what's happened, agree the time off that you need and when you expect to be able to come back to work. There's no restriction on the number of occasions you can use this leave during the year.

If your manager is concerned that frequent absence is having an impact on your ability to carry out your role, they'll discuss it with you, to support you and help you find ways to improve your attendance.

This type of leave is designed to help you in an emergency that you couldn't predict - if you need planned time-off, talk to your manager and agree a period of family support leave, unpaid carers' or parental leave, holiday, compassionate leave, or a career break.

## Family Support Leave

### How to book: Keyed by: Individual or Manager Absence type: Family Support Leave

Family support leave gives you up to 5 days paid leave each calendar year (pro-rated for part-time employees) to help you with caring responsibilities for dependents of all ages, including taking them to non-emergency appointments, responding to foster care arrangements, or providing / arranging care for a dependent with a long-term care need.

You can take your leave over separate occasions (minimum of 30 minutes) or choose to use all 5 days in one go. You need to take the leave specifically to care for, or support, someone who's dependent on you. A dependent is:

- a spouse
- a civil partner
- a child
- a parent
- anyone else who lives in the same house as you, but who is not your tenant, lodger, boarder or employee.
- anyone else who would reasonably rely on you for assistance if they fell ill/are injured, or would reasonably rely on you to make alternative arrangements for their care (for example an elderly neighbor who lives alone).

You'll normally need to agree the time off in advance with your manager, so they can manage the time you're away, balancing your needs with the needs of the business. You'll be paid as normal when you take the leave.

Any period of Family Support Leave you take counts towards your statutory leave entitlement under the Carer's Leave Act 2023. You may also be eligible to apply for unpaid Carers' Leave under this policy.

### **Bereavement and Compassionate Leave**

**How to book: Keyed by: Individual or Manager Absence type: Other Paid Absence/ Other Unpaid Absence**

When someone you're close to is seriously ill, you can take compassionate leave. When you need time off to mourn the death of someone close to you, time off to attend a funeral, or time off to make arrangements such as the funeral or probate duties, you can take bereavement leave.

Every person is different, some may feel able to come back to work quickly, while others will need more time, so how long you need to be off will depend on your specific circumstances and is agreed between you and your manager. This is normally up to twenty days' paid leave for both types of leave (pro-rated if you're part-time) but can be extended at your manager's discretion.

You can take bereavement leave at any time within the 56 weeks following the date of the bereavement, either in week blocks or individual days. If you're eligible to receive statutory parental bereavement leave/pay, any period of paid bereavement leave taken under this policy will count towards your statutory entitlements.

If you need more time off you could request unpaid leave, holiday or, if appropriate, Carers' Leave. Don't forget Nationwide provides 24 hour telephone support through EmployeeCare.

### **Unpaid Parental Leave**

**How to book: Keyed by: Individual or Manager Absence type: Other Unpaid Absence**

Unpaid parental leave is a statutory entitlement which lets you take up to a total of 18 weeks' unpaid leave to look after your child's welfare if you meet the eligibility criteria:

- you have one year's continuous service
- you're named on the child's birth or adoption certificate or you have or expect to have parental responsibility
- the child is under 18

You can take it in blocks of a week, up to a maximum of four weeks in any 12 months. If your child's entitled to Disability Living Allowance, then you can take the leave in single days, up to a maximum of four weeks in any 12 months.

Each parent qualifies for leave for each child (even where both of you are employed by us). If you want to take the leave, first speak to your manager, then request the time off via self-service on PeopleCloud, giving at least 21 days' notice of the date on which you'd like your leave to start.

Unpaid parental leave is a statutory entitlement, so you'll always be able to take it, though it might not always be possible [because of operational reasons] to take it on the exact dates you've asked for. If that's the case, your manager will:

- notify you in writing within seven days of your request for leave being received
- explain to you the reason for the postponement
- meet with you to agree a mutually suitable alternative date for you to take your leave. This will be no later than six months after your original request

If you ask to take unpaid parental leave on the birth or adoption of your child, and you've given us at least 21 days' notice, we won't postpone the leave.

The leave is unpaid, so your salary's suspended while you're off. If there are any changes to your pay while you're on leave, e.g. because of the annual pay review, they'll be applied to you when you come back.

The majority of your other terms, conditions and benefits will continue to apply, for example:

- Holiday accrual
- Private Medical Insurance
- Death in Service
- Personal Accident Cover
- Concessionary mortgage

However, there can be some differences:

- You'll accrue your normal holiday entitlement while you're off but remember you can only carry forward five days of your unused entitlement
- There are no pension contributions either by you or Nationwide while you're on leave. On your return pension contributions will re-commence
- Check if you'll be eligible for a payment under the Annual Performance Pay (APP) plan by reviewing the plan rules
- To find out how your break will impact your MyReward benefits, contact the MyReward Help Desk
- To find out how your break will impact your company car or business need car allowance, speak to Car Fleet Services.

If you are due to commence unpaid parental leave, it is important you have a conversation with your manager to discuss the support you may need, your wellbeing and any immediate priorities prior to the start of your period of absence. For details of where to capture notes of the conversation refer to the Enabling Performance intranet pages.

When returning from leave, it's important to pick up your regular conversations with your manager to support your return, check in on your wellbeing, and to agree and refresh your goals.

When you return from leave, you'll come back to your role on terms and conditions no less favorable than if you hadn't been away.

## Carers' Leave

**How to book: Keyed by: Individual or manager Absence type: Carers' Leave UNPAID**

We recognise that many employees have caring responsibilities outside of work. You can take unpaid leave to help you balance work with caring for a sick, disabled, or elderly partner, relative or friend. You can take your leave over separate occasions (minimum of 30 minutes, or in longer blocks), up to a maximum of four weeks per year.

### Eligibility

To qualify for carers' leave you need to meet the following criteria:

- have one year's continuous service
- intend to take the leave for the purposes of caring for your partner, relative or friend

You don't need to be a registered carer to take carers' leave, but it would help us understand carers at Nationwide better if you let us know that you're a carer using the Personal Details section of PeopleCloud under Biographical Info.

### Booking the time off

You'll normally need to agree the time off in advance with your manager, so they can manage the time you're away, balancing your needs with the needs of the business - don't forget your **Carers' Passport** can help you have the conversation.

### Pay and benefits

Carers' leave is unpaid, so your salary's suspended while you're off. If there are any changes to your pay while you're on leave, e.g., because of the annual pay review, they'll be applied to you when you come back.

The majority of your other terms, conditions and benefits will continue to apply, for example:

- Holiday accrual
- Private Medical Insurance
- Death in Service
- Personal Accident Cover
- Concessionary mortgage

However, there can be some differences:

- You'll accrue your normal holiday entitlement while you're off but remember you can only carry forward five days of your unused entitlement
- There are no pension contributions either by you or Nationwide while you're on leave. On your return pension contributions will re-commence
- Check if you'll be eligible for a payment under the Annual Performance Pay (APP) plan by reviewing the plan rules
- To find out how your break will impact your MyReward benefits, contact the MyReward Help Desk
- To find out how your break will impact your company car or business need car allowance, speak to Car Fleet Services.

If you are due to commence carer's leave it is important you have a conversation with your manager to discuss the support you may need, your wellbeing, and any immediate priorities prior to the start of your period of absence. For details of where to capture notes of the conversation refer to the Enabling Performance intranet pages.

When returning from leave, it's important to pick up your regular conversations with your manager to support your return, check in on your wellbeing, and to agree and refresh your goals.

When you return from carers' leave, you'll come back to your role on terms and conditions no less favorable than if you hadn't been away.

Don't forget, if you need to deal with an emergency concerning the person you care for, you can use Emergency Time Off for Dependents, which is paid.

If you need short-term flexibility in the hours you work to deal with your responsibilities as a carer, talk to your manager who'll make every effort to let you adjust your working hours for a short, specified period of time or to take annual leave, balancing your needs with the needs of the business. If you need a more permanent change in how you work, have a look at the Flexible Working Policy for more information.

## Further Support

You can gain further support from our Working Carers Network and our Care Concierge service with Legal & General, whose team of care experts can help you navigate the often challenging and difficult later life care journey.

## Volunteering

**How to book: Keyed by: Individual or Manager Absence type: Volunteering PAID**

Nationwide gives all permanent employees who've passed probation up to 14 hours' paid volunteering leave every calendar year (pro-rata for part time employees).

If you complete your probation on or after 1 July, you'll only be able to use up to 7 hours' paid leave in that calendar year.

Have a look at the Volunteering intranet site to find out more.

If you're a volunteer Reservist or you volunteer with any of the Emergency Services, you may want to also have a look at the Time Off for Reservist and Emergency Services Training section of this policy.

## Time Off for Public Duties

**How to book: Keyed by: Individual or Manager Absence type: Public and Court Duties**

We encourage employees to participate in community activity and will support you by providing paid time-off for the following roles:

- Justice of the Peace
- Member of a Local Authority
- Member of a statutory tribunal
- Member of a police authority
- Member of a board of prison visitors or visiting committee
- Member of a relevant body responsible for monitoring conditions of those in custody
- Member of a relevant health body
- Member of a relevant education body
- Member of the Environment Protection Agency
- Duties on behalf of a Political Party
- Duties as a school governor

How much time you need will depend on the role, so agree a reasonable amount of time with your manager, which they will need to balance with the needs of the business and the rest of the team.

### **Time Off for Jury Service**

**How to book: Keyed by: Individual or Manager Absence type: Jury Service**

If you're called for Jury Service, it is your obligation to attend, and you'll be given time off work to support this. You're responsible for responding to the Jury Service request within 7 days of receiving the summons. Jury Service usually lasts up to 10 days but can be longer.

When you're on Jury Service, the Court will provide you with a form to claim loss of earnings. You don't need give this to Nationwide for completion, or submit it to the Court, as we'll pay you

your normal rate of pay during your Jury Service. If you're not called to serve on a particular day or released early, you should attend work where that's practical.

In exceptional circumstances, we might have to ask the Court to defer your Jury Service if your absence could cause serious harm to the business. Examples include, a regulatory failure, a critical incident, failing to meet an FCA requirement or your branch would have to close if you were away. We'll let you know if that's the case.

If we need to defer your Jury Service, we'll provide a letter with a clear explanation of the potential impact to the business. Jury Service can only be delayed once in a 12-month period.

### **Time Off for Union/Employee Representative Activities**

**How to book: Keyed by: Individual or Manager Absence type: Union Duties**

It is important to us that all of our people are given support by the Nationwide Group Staff Union (NGSU) when they need it, so Union representatives are entitled to reasonable paid time off to carry out their roles. The amount of agreed time off given is detailed in the Recognition and Procedure Agreement between Nationwide and the NGSU.

### **Time Off for a Court Appearance or Assisting the Police as a Witness**

**How to book: Keyed by: Manager Absence type: Public and Court Duties**

If you need to attend Court as a witness, you'll be given paid leave. Talk to your manager to agree the time-off in advance, or if that's not possible as soon as you can.

If you need to attend Court for any other reason, you should discuss it in advance with your manager, to agree the time off.

If you're attending Court in connection with an event that you witnessed at work and you need additional support, please contact us a Help Desk Request on PeopleCloud.

### **Time Off for Pension Scheme Trustees**

**How to book: Keyed by: Manager Absence type: Pension Trustee Activities**

If you're a trustee of an occupational pension scheme you can take reasonable paid time off.

### **Time Off for Reservist and Emergency Services Training**

**How to book: Keyed by: Individual or manager Absence type: Reservist and Emergency Services PAID or UNPAID**

We want to support you in your commitment to be a volunteer reservist or as a volunteer supporting our Emergency Services in the community. We'll do this by giving you up to 10 days' paid leave each calendar year to attend training.

The UK emergency services are any service which can be accessed by calling 999 i.e.:

- Police
- Ambulance
- Fire
- Mountain rescue
- Cave rescue
- Coastguard
- Lifeboat

If you're a Reservist, and your annual camp lasts longer than two weeks, you can claim an extra 5 days' paid leave. All you need to do is input the three week period when you make your claim.

If you volunteer and need to take more than the 10 days off a year (or 15 days off for Reservist training), you'll need to talk to your manager about using holiday or taking Unpaid Leave using the category Reservist and Emergency Services UNPAID.

Note that if you are a Reservist, it's important that you register that you're a Reservist in the Career and Performance section of PeopleCloud.

### **Military Mobilisation**

**How to book: Keyed by: Individual or manager Absence type: Reservist Mobilisation UNPAID.**

- When does this apply?
- Types of Reservist
- Compulsory mobilisation
- If I'm mobilised, what will happen to my pay?
- What will happen to my benefits?
- What happens when I come back to work?
- When I come back to work what training will I get?
- What do I need to do if I want to volunteer to be a High Readiness Reservist?
- Mobilisation
- Coming back to work

Further information can be found in the Employee and Manager Checklists.

### 1. When does this apply?

This applies when a Reservist is mobilised for full-time military service or operations. The period of mobilisation can vary but is typically 3-12 months.

If you're compulsorily called up, your employment is protected under the Reserve Forces (Safeguard of Employment) Act 1985. This means that you can't be dismissed as a result of being called up for active military service and you'll be reinstated into your former job after demobilisation.

### 2. Types of Reservist

There are essentially two different types of Reservist:

- Volunteer Reservists - civilians recruited and trained into any of the three Volunteer Reserve Forces.
- Regular Reservists - ex-military personnel who retain a liability to be mobilised depending on how long they have served in the Armed Forces.

There's also a category of Volunteer Reservists known as 'High Readiness' Reserves who have specific skills and can be mobilised within 12 or 24 hours. They're likely to be mobilised into military service to respond to an incident within the UK. Further information can be found in section 8 - What do I need to do if I want to volunteer to be a High Readiness Reservist?

To enable Nationwide to understand who and how many Reservists we have across the business, we ask that you update the Career and Performance section of PeopleCloud under Competences and Qualifications.

### 3. Compulsory mobilisation

If you're called up for active military service or operations, you'll be sent call-up papers at least two weeks before the date on which you're required to report for mobilisation. The notice for Volunteer Reservists is normally 28 days.

In exceptional circumstances, due to your particular business skill set/knowledge or the operational needs of the business, following discussion with you, we may ask for your military service to be deferred. In these circumstances Nationwide will apply to the Ministry of Defence (MoD) for you to be given exemption, or for your mobilisation to be deferred.

#### 4. If I'm mobilised, what will happen to my pay?

Whilst you're mobilised, the MoD will pay you a basic salary according to your military rank. If this basic element is less than the salary you receive from Nationwide, you can apply to the MoD for the difference to make sure that you don't suffer loss of earnings. We can help you if you need to provide evidence of your notional salary and bonus payments for the MoD to determine your salary and other financial assistance packages.

You won't be paid by Nationwide while you're on active military service. Any adjustments to your salary, for example through the annual pay review, will be applied when you get back.

#### 5. What will happen to my benefits?

Where possible, with the exception of pay, benefits will be maintained during your mobilisation. However, you should be aware that as some of your benefits are insured by third parties their rules on military mobilisation will apply, for example Nationwide's personal accident cover.

- You'll accrue your normal holiday entitlement while you're off, have a look at the holiday section of this policy for more information.
- If you're a member of the Nationwide Group Personal Pension (GPP), you can choose to continue this while you're on leave. The MOD will pay Nationwide's employer contributions while you're on leave and liaise with the Pension Services team to agree how both employee and employer contributions are paid while you're away. You can speak to the Pension Services team for more information.
- Check if you'll be eligible for a payment under the Annual Performance Pay (APP) plan by reviewing the plan rules.
- To find out how your break will impact your MyReward benefits, contact the MyReward Help Desk.
- To find out how your break will impact your company car or business need car allowance, speak to Car Fleet Services
- If you're normally eligible for Death in Service cover, you must check with the Pension Services team, as exclusions may apply if you're visiting a dangerous region/country or are mobilised for a war situation.
- If you're normally eligible, you'll be excluded from the personal accident insurance while you're on military service. You're encouraged to also check any personal insurances that you have in place, as some of these may have exclusions relating to military service or war.
- If you're an existing member of the Nationwide Healthcare Plan, you'll be excluded from cover during your mobilisation. However, if you have family cover, your dependents will continue to be covered while you're away.
- If you currently have a concessionary mortgage rate, this rate will continue while you're mobilized.

If you are due to commence military service, it is important you have a conversation with your manager to discuss the support you may need, your wellbeing, and any immediate priorities prior to the start of your period of absence. For details of where to capture notes of the conversation refer to the Enabling Performance intranet pages.

When returning from your service, it's important to pick up your regular conversations with your manager to support your return, check in on your wellbeing, and to agree and refresh your goals.

You remain employed by us during your mobilisation, so your continuous service isn't broken, as long as you come back to work no later than 26 weeks following your demobilisation.

## **6. What happens when I come back to work?**

At the end of your period of mobilisation you'll receive a period of paid leave from the MoD. We don't expect you to come back to Nationwide until that leave's over.

You have the right to return to your role with Nationwide, within 26 weeks of demobilisation. If it's not possible to reinstate you into your previous role, we'll re-engage you into the same or a similar type of role on terms and conditions which are equally favorable to your previous role.

## **7. When I come to back work what training and development will I get?**

Your manager will agree a training and development plan to help your return to work. If you're in a regulated position, a period of re-training may be required before you can fully resume all activities relating to the role.

## **8. What do I need to do if I want to volunteer to be a High Readiness Reservist?**

You should talk to your manager about the commitment involved. You'll need our written consent if you work for us for more than two days per week.

Once you've had a discussion, you should put your request in writing to your manager, including:

- what specific skill it is that qualifies you to be a High Readiness Reservist
- the date you want to start

If your manager agrees to this, it'll be confirmed in writing. The agreement is valid for one year - if, at the end of that year, you want to continue as a High Readiness Reservist, you'll need to submit a new request to your manager, and on an annual basis going forward.

## **9. Mobilisation**

The MoD will give at least two weeks' notice of mobilisation to Compulsory Reservists. They aim to give Volunteer Reservists at least 28 days' notice of mobilisation, although that can vary.

When you receive your mobilisation papers, you must notify your manager immediately; providing both a copy of the papers and a letter from the MoD which sets out the start date and possible duration of your mobilisation. The letter should also be sent to HR Lifecycle Services via Help Desk PeopleCloud, attaching the scanned copy to the case via the Notes & Attachments tab. You'll also need to request time off via the 'Me' section of PeopleCloud.

We appreciate that High Readiness Reservists can be called out at very short notice but try to give your manager as much notice as possible.

## 10. Coming back to work

When you're ready to come back, call your manager to discuss your return and then write to them confirming:

- that you'd like to be reinstated to your previous role
- the date on which you would like to return (this should normally be within 13 weeks of demobilisation, however if circumstances such as illness or injury prevent you from returning within 13 weeks you can return within 26 weeks)

This letter should be received by your manager no later than the third Monday following your demobilisation.

Your manager will acknowledge receipt and confirm your return to work date. If the role you'll be returning to is different from the role you had when you were mobilised, you'll also be told at this time.

## DOCUMENT CONTROL

### CHANGES SINCE LAST VERSION

Links throughout the policy to documents on PeopleCloud Knowledge have been updated.

### VERSION HISTORY

Version	Date
20.0	29 September 2025

SUPERSEDED DOCUMENTS	
Holiday	1 April 2022
Career Breaks	30 Dec 2019
Time Off for Other Reasons	6 Apr 2020
Military Mobilisation	30 Dec 2019
Emergency Time off for Dependents	30 Dec 2019
Other Family Friendly Leave	20 Jan 2020

The following separate sections were removed from PeopleCloud on 19 December 2022 but can be found in their entirety in this document:

Holiday section	19 December 2022
Career Breaks section	19 December 2022
Medical and Dental Appointments section	19 December 2022
Time off for Domestic Emergencies section	19 December 2022
Time Off for Religious purposes section	19 December 2022
Travel Disruption section	19 December 2022
Emergency Time Off for Dependents section	19 December 2022
Family Support Leave section	19 December 2022
Bereavement and Compassionate Leave section	19 December 2022
Unpaid Parental Leave section	19 December 2022
Carer's Leave section	19 December 2022
Volunteering section	19 December 2022
Time Off for Public Duties section	19 December 2022
Time Off for Jury Service section	19 December 2022
Time Off for Union / Employee Representative Activities section	19 December 2022
Time Off for a Court Appearance or Assisting the Police as a Witness section	19 December 2022
Time Off for Pension Scheme Trustees section	19 December 2022
Time Off for Reservist and Emergency Services Training section	19 December 2022
Military Mobilisation	19 December 2022

### ISSUE CONTROL

**Owner:** People Policy Team  
**Approvers:** Director of Performance & Reward