

Holiday and Other Leave Policy & **Support Pack**



NatWest
Group

Last update: 5 December 2024

We regularly update this document. Make sure you have the latest version by downloading it from the intranet.

This policy and support pack is not contractual and is subject to change at NatWest Group's discretion. It will be reviewed from time to time to make sure it continues to meet the Group's legal obligations and business needs.

Who's this for?

This policy applies to employees and line managers in **Great Britain and Offshore (Jersey, Guernsey, Isle of Man and Gibraltar)**.

The policy covers general information for everyone as well as specific information for employees and for line managers.

It **does not apply** to agency workers or contractors.

Our Purpose through policy

Having a meaningful annual leave allowance and a comprehensive range of other leave types, champions potential and supports employees and their families by encouraging and facilitating a healthy work life balance where the right type of leave can be taken in the right circumstance.

Our range of support recognises that the wellbeing of our employees is crucial in helping us bring the best of ourselves to work. This will ultimately help our businesses to thrive.

How should you use this policy?

The pack is split into two parts:

Information.

If you want general information about types of leave and support under those leave types, go to the information contents.

Scenarios.

If you're dealing with a specific scenario and want to understand what you should do as either a line manager or employee, go the scenario contents and find the one that fits your circumstances.

Where to go for more information



If you have any questions on the policy or supporting process or if you're dealing with a complicated case, you can [Ask Archie](#) for further support and guidance.

Related content

- Our Holiday Calculator is available to support in determining leave support available under this policy (Human Resources > Absence > Holiday & Other Leave > Tools to help you).

Contents

1. Roles and Responsibilities	5
1.1. Employees	5
1.2. Line Managers	5
2. Types of leave	5
2.1. Annual Leave	5
2.1.1 Contractual annual leave (holiday) entitlements for employees in Great Britain and Gibraltar	5
2.1.2. Contractual annual leave (holiday) entitlements for employees in Jersey, Guernsey and Isle of Man	6
2.1.3. Taking annual leave - principles	6
2.1.4. Returning to work after annual leave	6
2.1.5. Annual leave and flexible working arrangements	7
2.1.6. Annual leave, Bank Holidays and non-standard working hours	7
2.1.7. Extended periods of leave	7
2.2. Bank Holidays	7
2.3. Special Leave (non-discretionary)	10
2.4. Special Leave (discretionary)	13
2.5. Career Breaks	17
2.5.1. Pay, pension and benefits on a Career Break	17
2.5.2. Returning to work after a Career Break	18
2.5.3. Career Breaks and holidays	18
2.5.4. Career Breaks and bonus	19
2.5.5. Career Breaks and continuous service	19
3. Compliance Leave (Two-week leave) Policy	19
4. Pay, benefits and holiday during paid leave	19
5. Pay, benefits and holiday during unpaid leave	19
6. Pay, benefits and holiday during Reserve Forces (Military) Leave	20
7. Leaving the Group	20
8. Further Support	20
8.1. Employee Assistance Programme	20
8.2. Accessing our Employee Assistance Programme	21
8.3. Wellbeing on the Intranet	21
9. Scenarios for Managers	22
9.1. If you need to plan your team's holidays	22
9.2. If someone needs to take dependents leave	23
9.3. If you have a member of your team who would like to take time off for fertility treatment	24
9.4. If you need to calculate Bank Holiday entitlement for a colleague who is part time or works compressed hours	25
9.5. If someone is leaving and wants to know their remaining allowance (or has unused holiday allowance). For example, if someone resigns, retires or is being dismissed with notice.	25

9.6 If someone is leaving on redundancy and they have unused holiday allowance.....	26
9.7. If someone's about to come back to work after being on special leave.....	26
9.8. If someone has suffered the loss of a significant person	27
10. Scenarios for Managers and Employees.....	29
10.1. If a holiday is requested but is declined	29
10.2. If holidays have been bought through NatWest Group Benefits.....	29
10.3. If someone has banked holidays under the Holiday Banking Scheme.....	30
10.4. If someone changes their hours during the year and wants to know their holiday allowance	31
10.5 If someone changes grade during the year and wants to know their holiday allowance	31
10.6. If someone's ill when they are on holiday (including Bank Holidays).....	31
10.7. If someone hasn't used all their holiday allowance and its getting near the end of the year	32
10.8. If someone needs to work a Bank Holiday	33
10.9. If someone hasn't come back from holiday.....	34
10.10. If someone on special leave doesn't come back when they're meant to – or the leave is being used for the wrong reason	35
10.11. If someone is on Long Term Sick and wants to know what happens to their holidays.....	35
10.12. If someone is experiencing domestic abuse and needs to take some safe leave to relocate to a safe environment.....	36
10.13. If someone in the Reserve Forces is being mobilised.....	37
10.14. If someone wants time off to train	38
10.15. If someone is taking a lot of dependents leave	40
10.16. If someone can't get into work because of travel difficulties	40
10.17. If someone wants to take a Career Break.....	41

1. Roles and Responsibilities

1.1. Employees

- Ensure you have agreement from your line manager in advance of taking any leave, giving as much notice as possible to ensure cover is in place to minimise any operational impact.
- Remain open to compromise and be flexible in discussing your leave request. Discuss options and alternatives with your line manager to try and reach an agreement to suit all parties.
- Use Workday to request and log any leave you take.
- Let your line manager know as soon as possible of any intended change to your leave arrangements and update your request on Workday.
- Follow any keeping in touch requirements outlined in the support pack during any period of leave where this is required.
- Return to work on the date agreed with your line manager.

1.2. Line Managers

- Understand your employee's needs and reasons for requesting leave.
- Make fair and thoughtful decisions, considering the impact on the employee, our customers, the rest of your team and operational business needs.
- If you've had to decline a request, provide employees with an explanation of the reasons why.
- Remain open to compromise and be flexible where possible to accommodate a leave request. Discuss options and alternatives with your employee to try and reach an agreement to suit all parties wherever possible.
- Ensure all leave is logged on Workday.
- Take appropriate disciplinary action if the employee misuses the policy.
- Consider the wellbeing of your employee, encouraging them to take their full holiday entitlement and provide support where special leave may need to be taken, especially in an emergency situation.



Deciding the right kind of leave to give

Sometimes an employee will ask for a certain kind of leave when another type would be better. Some examples in our scenarios section include Dependents Leave and leave for fertility treatment.

Sometimes working flexibly for a short period is a better option than taking a form of leave and available options can be found in our [Flexible Working Policy and Support Pack](#) (Human Resources > Working here > Life balance > Flexible working).

2. Types of leave

This Holiday & Other Leave Policy provisions can be split into four categories:

- **Annual Leave** – an employee's contractual holiday and Bank Holiday entitlement
- **Special Leave (non-discretionary)** – when an employee can take reasonable time off (subject to eligibility) to enable them to care for a dependent, undertake training or fulfil public commitments
- **Special Leave (discretionary)** – when employees have no legal right to leave, but requests time off, often at short notice to deal with personal and other public commitments
- **Career Break** – enables employees to take a break of up to 52 weeks to focus on personal interests and/or personal development, charity work etc.

2.1. Annual Leave

2.1.1 Contractual annual leave (holiday) entitlements for employees in Great Britain and Gibraltar

The table outlines entitlements for full time employees. These entitlements are pro-rated for part time employees.

Grade Level		
A	B	C and D
25 days (175 hours)	28 days (196 hours)	30 days (210 hours)

2.1.2. Contractual annual leave (holiday) entitlements for employees in Jersey, Guernsey and Isle of Man

The table outlines entitlements for full time employees. These entitlements are pro-rated for part time employees.

Years of Service	Grade Level		
	A1 / A2 / A3	B5	B7 / C - D
Under 3 years	23 days	28 days	30 days
3 to 4 years	25 days	28 days	30 days
5 years +	27 days	30 days	30 days

Across all jurisdictions

- There may be variations on the standard entitlement, particularly with regards to historical arrangements and legacy entitlements.
- Historical/legacy arrangements apply to employees who receive a higher annual leave entitlement because of previously agreed arrangements to retain their higher entitlement.
- These historical/legacy entitlements will stop if the employee chooses to move to a new role.

2.1.3. Taking annual leave - principles

Our approach to the annual leave year is as follows:

- The annual leave year runs from 1st January to 31st December and employees are expected to take their annual holiday allowance within the leave year. This ensures employees are getting rest and time away from work.
- Five days (pro-rated for part time employees) can be carried over to the following year at management discretion. Any holiday allowance or Bank Holiday entitlement carried over must be taken by the end of December in the following year.
- Where holiday is purchased through the holiday buy scheme, it must be used in the year that it's purchased for and shouldn't be part of any carry over of holiday to the following year (e.g., holiday purchased in the 2024 annual election window must be used in 2025 and not carried over into 2026).
- Payment in lieu of holiday not taken in an annual leave year will not be granted.
- If an employee is dismissed from the Group for gross misconduct, they will not be paid for any outstanding holidays in excess of the statutory entitlement of 28 days. Further information on the treatment of annual leave when an employee leaves the Group can be found [here](#).

2.1.4. Returning to work after annual leave

Employees should return to work on the date agreed with their line manager. Failure to do so without prior management approval, could lead to disciplinary action.

2.1.5. Annual leave and flexible working arrangements

Annual leave allowance and statutory public holidays will, where appropriate, be adjusted to reflect an employee's flexible working pattern. For more information, please refer to the Flexible Working Policy & Support Pack (Human Resources > Working here > Life balance > Flexible Working).

2.1.6. Annual leave, Bank Holidays and non-standard working hours

For employees who don't work a standard 7 hour day, 5 days a week, then annual leave, including Bank Holidays are calculated in hours and requested in hours.

 More information on how to request holidays can be found in the respective Workday guide – use these to ensure that allocation is requested correctly (Human Resources > Workday help).

2.1.7. Extended periods of leave

- An employee's contractual holiday entitlement won't be affected by an extended period of leave (e.g., under one of our family friendly policies), except in the case of Career Breaks.

 Further information on the treatment of annual leave entitlements under one of our family friendly policies can be found in the policy and support packs for Maternity, Adoption, Shared Parental Leave and Partner Leave (www.natwestgroupepeople.com/policyinformation/).

2.2. Bank Holidays

The Bank Holidays recognised by the Group in 2024 are as follows:

Great Britain

Date	Day	Holiday
1 January	Wednesday	New Years Day
18 April	Friday	Good Friday
21 April	Monday	Easter Monday
5 May	Monday	Early May Holiday
26 May	Monday	Spring Bank Holiday
25 August	Monday	Summer Bank Holiday
25 December	Thursday	Christmas Day
26 December	Friday	Boxing Day

Gibraltar

Date	Day	Holiday
1 January	Wednesday	New Years Day
17 February	Monday	Winter Midterm Bank Holiday (Commonwealth Day)
18 April	Friday	Good Friday
21 April	Monday	Easter Monday
28 April	Monday	Workers Memorial Day
1 May	Thursday	Early May Holiday
26 May	Monday	Spring Bank Holiday

16 June	Monday	King's Birthday Holiday
25 August	Monday	Summer Bank Holiday
10 September	Wednesday	Gibraltar National Day
25 December	Thursday	Christmas Day
26 December	Friday	Boxing Day

Isle of Man

Date	Day	Holiday
1 January	Wednesday	New Years Day
18 April	Friday	Good Friday
21 April	Monday	Easter Monday
5 May	Monday	Early May Holiday
26 May	Monday	Spring Bank Holiday
6 June	Friday	TT Bank Holiday
7 July	Monday	Tynwald Day (substitute day)
25 August	Monday	Summer Bank Holiday
25 December	Thursday	Christmas Day
26 December	Friday	Boxing Day

Jersey

Date	Day	Holiday
1 January	Wednesday	New Years Day
18 April	Friday	Good Friday
21 April	Monday	Easter Monday
5 May	Monday	Early May Holiday
9 May	Friday	Liberation Day
26 May	Monday	Spring Bank Holiday
25 August	Monday	Summer Bank Holiday
25 December	Thursday	Christmas Day
26 December	Friday	Boxing Day
26 December	Thursday	Boxing Day

Guernsey

Date	Day	Holiday
1 January	Wednesday	New Years Day
18 April	Friday	Good Friday
21 April	Monday	Easter Monday
5 May	Monday	Early May Holiday

9 May	Friday	Liberation Day
26 May	Monday	Spring Bank Holiday
25 August	Monday	Summer Bank Holiday
25 December	Thursday	Christmas Day
26 December	Friday	Boxing Day

- Where additional bank or public holidays are announced in any jurisdiction, the Group will decide whether to adopt these and communicate the decision to all employees at that time.
- Alternative days are customarily appointed for all bank and public holidays which fall on a Saturday or Sunday.

2.3. Special Leave (non-discretionary)

- This is when an employee has a legal right (excluding Safe Leave) to reasonable time off to fulfil a personal or public commitment.
- Leave granted under Special Leave (non-discretionary) is in addition to any annual leave entitlement.
- Special Leave (non-discretionary) can be paid or unpaid.
- Whilst granting leave is non-discretionary for line managers, we encourage employees to give as much notice as possible before requesting leave and agreeing with their line manager when leave is taken to minimise operational impacts and allow time for cover to be put in place.

Leave	What is it for?	What should you know?	Paid or unpaid?	How long can you take?
Dependent's Leave	Leave to cover emergencies involving a dependent	<p>You have the right to take reasonable time off to deal with unexpected emergencies.</p> <p>By dependent, we mean:</p> <ul style="list-style-type: none"> • your spouse or partner • your children • your parents • close relatives • someone you live with (except tenants, boarders, or lodgers) • someone who depends on you for care or medical help • a child you are the guardian of 	Can be paid or unpaid, and this is at a manager's discretion	<p>Whilst there is no defined legal set of timescales, we consider 3 paid days a year as reasonable.</p> <p>It should however be recognised that each case will be different and individual circumstances should be considered when agreeing timescales.</p>
Jury Service	When you're called up to serve on a jury	<p>We'll pay you while you're away, so you don't need to claim any compensation.</p> <p>You're still expected to come to work when you're not on jury service (including any part days) where this is practical.</p> <p>You can only delay jury service once in a 12-month period and only for exceptional circumstances.</p>	Paid	Your length of leave will be for the duration of the active jury service.

Leave	What is it for?	What should you know?	Paid or unpaid?	How long can you take?
Pension Trustee	Leave to undertake duties as part your pensions trustee role	If you're a trustee of an occupational pension scheme, you can take reasonable time off to undertake trustee duties or associated training.	Paid	Whilst there is no defined set of timescales, we consider between 6 to 10 days a year as reasonable.
Public Duties	Leave to undertake public duties, e.g. your role as a Magistrate, School Governor, or Local Councillor	There is a statutory right to unpaid time off. However, the Group allows paid time off except where the public duty is already paid. Before you take on any public duties, you need to ensure there's no conflict of interest between your public duty role and working for the Group.	Paid (unless you're already being paid for it)	Whilst there is no defined legal set of timescales, we consider up to 20 days a year as reasonable.
Trade Union Duties	Leave to undertake Trade Union representative duties	Employees who are union representatives of an independent trade union recognised by the Group are able to take reasonable time off during working hours to carry out certain trade union duties. You'll find more information on the Human Resources pages on the intranet within Employee representatives and specifically in the 'Guidelines for line managers' document (Human Resources > Working here > How we work > Employee representatives > Trade unions > Things to know).	Paid	Reasonable time off acknowledging that the amount of time will depend on the activity being supported.
Witness Service	Leave when you're required to be a witness in a trial or inquiry or where you need to prepare witness statements	Whilst there is no statutory right to paid leave as a witness in court, we're committed to supporting you during this time. You're still expected to come to work when you're not needed in court (including any part days) where there is practical.	Paid (so you will not need to claim any compensation)	Reasonable time off.

Leave	What is it for?	What should you know?	Paid or unpaid?	How long can you take?
Time off to train	Leave to undertake training or study to support you in your role and which will help benefit the Group	<p>You have a statutory right to ask for time off to training.</p> <p>You can only apply for time off once in a 12-month period.</p> <p>You have to have worked with the Group for 26 weeks or more before requesting time off.</p>	Can be paid or unpaid, and this is at a manager's discretion	Reasonable time off to cover activity such as training, study, or time to sit for exams.
Reserve Forces (referred to as Military Leave)	<p>Leave required for Mobilisation of military operations - this is known as 'mobilisation'</p> <p>Time off for training</p>	<p>As a reservist, you need to inform your line manager as soon as possible when you know you're being mobilised. In most cases, Reservists get 28 days' notice, but this could be less if the need is urgent.</p> <p>You must give your manager three weeks' notice of your return to work. You need to come back to work within 6 weeks of your posting ending.</p> <p>You may be able to 'phase back' into work (i.e., you gradually build back up to your usual working hours). You'll need to agree the arrangement with your line manager.</p> <p>Training for Reservists usually happens at the weekend or in the evenings. Sometimes you might be asked to attend a 15-day training course once a year. Cadet Reservist Trainers are sometimes asked to do a 2-week residential training course per year. You should let your manager know about this as soon as you can if this applies to you.</p>	<p>Unpaid (the Ministry of Defence will pay you)</p> <p>Paid leave</p>	<p>Your length of leave will be the time stated on your mobilisation and Post Tour leave papers.</p> <p>You can take 2 weeks leave for this training. On Workday you can select Time Off: GBR Reserve Forces</p>

Leave	What is it for?		Paid or unpaid?	How long can you take?
Bereavement Leave	Leave in the event of the death of a significant person in your life or a miscarriage or if your child is stillborn 24 weeks or more into pregnancy	<p>By ‘significant person’, we mean:</p> <ul style="list-style-type: none"> • a close relative (your partner or spouse, children, parents or guardians, brothers and sisters, grandparents, grandchildren, in-laws, uncles and aunts, nieces and nephews, godparents, and guardians) • a close friend • a dependent • a religious leader 	Paid	<p>A minimum of 2 weeks which must be taken within a 56-week period following the death.</p> <p>It can be taken flexibly in days or blocks of a week.</p> <p>See the bereavement leave scenario in this pack for further information.</p>
Safe Leave	Leave for employees who experience domestic abuse	<p>You will be able to take paid time off if you need to relocate to a safe environment due to experiencing domestic abuse.</p> <p>You will also be able to take reasonable time off to attend appointments.</p> <p>When recording leave on Workday, select ‘Special Leave’ and then ‘Global Compassionate Leave’. To respect your privacy, there will be no identifier in Workday for Safe Leave.</p>	Paid	<p>2 weeks leave in a 12-month period for relocation purposes.</p> <p>Reasonable amount of time off to attend appointments (e.g., with your solicitor, to give police statements, to attend court etc.). Each case will be different, and we encourage line managers to be sensitive when considering requests.</p> <p>See the domestic abuse scenario in this pack for further information.</p> <p>We’d also encourage both employees and line manager to review our Wellbeing Hub for further support.</p>

2.4. Special Leave (discretionary)

- This is when an employee has no legal right to time off but needs to request leave for personal reasons or to undertake a public commitment.
- Leave granted under Special Leave (discretionary) is in addition to any annual leave entitlement.
- Special Leave (discretionary) can be paid or unpaid.
- Due to the often sensitive nature of the leave under this category, we encourage line managers to remain open to supporting employees as best they can and where operationally possible.

- We also encourage employees to give as much notice as possible before requesting leave and agreeing with their line manager when leave is taken to minimise operational impacts and allow time for cover to be put in place.

Leave	What is it for?	What should you know?	Paid or unpaid?	How long can you take?
Compassionate Leave	Leave in the event of a serious illness of a significant person in your life Leave to observe religious mourning	By 'significant person', we mean: <ul style="list-style-type: none"> a close relative (your partner or spouse, children, parents or guardians, brothers and sisters, grandparents, grandchildren, in-laws, uncles and aunts, nieces and nephews, godparents, and guardians) a close friend a dependent a religious leader 	Paid	Reasonable time off.
Health Screening	Leave to undergo health tests (e.g., Wellwoman and Wellman clinics)	You can have time off for your initial screening, to get your results, and to be re-tested (if necessary).	Paid	Enough time to cover your appointments and associated travel.
Fertility Treatment	Leave to undergo fertility treatment or to attend your spouse or partner's treatment	You can take reasonable time off to go to your medical appointments, and time off after your treatments where a period of recovery is needed.	Paid	Reasonable time off. Whilst each case is different, we consider 5 days leave per treatment and up to 3 treatments, as reasonable.
Gender Transition	Leave to attend medical appointments with practitioners who provide support through the transitioning process	For appointments, see information on medical/dental appointments . If you're undergoing gender reassignment surgery, further information can be found in our Sickness Absence Policy and Support Pack.	Paid	Enough time to cover your appointments and associated travel. For surgery, refer to our Sickness Absence Policy and Support Pack under time off for surgery.

Medical/Dental Appointments	<p>To go to medical or dental appointments (or if you're someone's main carer, to take them to their appointments)</p> <p>Includes ante natal appointments (and time off for partners to go with them)</p>	<p>You should try to arrange appointments for when you're not working and give your manager as much notice as possible.</p> <p>Your manager can ask you to re-arrange your appointments – but only if they've got a good business reason for doing so and give you enough notice.</p> <p>Line managers should also consider how easy it is for you to get another appointment, before asking you to change it – and give you as much notice as they can.</p>	Paid	<p>Enough time to cover your appointments and travel.</p> <p>And if you're the main carer for someone, reasonable time off to take them to their appointments.</p>
Special Constables	Special Constable duties or attending training		Paid	Up to 10 working days a year
Travel Difficulties	<p>When you can't get to work because of major travel disruption (like extreme weather or strikes). This does not include any travel disruptions/difficulties linked to a holiday.</p>	<p>See the scenario - If you can't get to work due to travel difficulties for further information.</p> <p>Given our ability to now work remotely (i.e., work from home), this should be considered ahead of taking leave.</p>	Paid	<p>Each case is different, but a reasonable time (for example) for bad weather would be 1 day.</p>
Political Service	To get involved in local, national, regional, or European politics	<p>We've signed up to the Industry and Parliament Trust's Political Service Initiative – which is meant to encourage people to get involved in politics, at any level (for example, canvassing for your local councillor, MP, OR MEP).</p> <p>But before you get involved in any political causes, you need to:</p> <ul style="list-style-type: none"> • Exercise discretion and not act in a manner that is inconsistent with your position in the Group • Write to your manager, agreeing that whatever political causes you support or whatever views you 	Can be paid or unpaid, and this is at a manager's discretion	<p>A reasonable amount of time. For example, 3 days paid leave for canvassing, plus extra unpaid time off, would be reasonable.</p>

		express are in your own name and not that of the Group– and that you speak and act only for yourself, not on behalf of the Group.		
Civic Duty	Giving something back to society – like giving blood, volunteering with local causes, or representing your country at major sports events	You can't take time off to watch major sporting events – only to actually take part in them if you are representing your country.	Paid or unpaid – it's at a manager's discretion	It depends how much time is requested and what can be operationally supported.

2.5. Career Breaks

- A Career Break is a break in an employee's career where they focus on personal interests. An example could be to do volunteering. Our intranet pages have further information on how to access volunteering opportunities (search volunteering). Employees are not permitted to take up other paid work outside of the bank whilst on a Career Break from NatWest.
- Eligible employees may request a Career Break **between 8-52 weeks**.
- The duration of the Career Break will be unpaid, although certain benefits will continue. You don't need to have a minimum length of service to take a Career Break, however your line manager needs to agree to your Career Break.
- If you're a line manager, read the [Career Break scenario](#) for more information on all of things you need to consider before agreeing to a Career Break.

2.5.1. Pay, pension and benefits on a Career Break

What stops?

- Salary and any fixed allowances.
- Benefit funding where applicable.
- Pension funding.
- Shift Allowance.
- Eligibility to join ShareSave will stop whilst on Career Break and salary deductions for existing ShareSave options will cease if you are no longer in receipt of a salary or your salary is insufficient to cover your monthly deductions. Alternative payment arrangements can be made to cover monthly ShareSave contributions.
- Buy As You Earn (UK and IoM only) – eligibility to join BAYE will stop whilst on Career Break and salary deductions for existing monthly purchases will cease if you are no longer in receipt of a salary or your salary is insufficient to cover your monthly deductions. Alternative arrangements cannot be made to cover BAYE contributions.
- Accruing holidays.
- Job Need Car.

What continues?

- Banking Benefits, including any staff loans or mortgage subsidy.
- Season Ticket Loan.
- NatWest Group Benefit elections that you're unable to reduce. Some benefits can be changed at any time, but some can only be changed during the annual election window in September or following a significant life change. You can find out more about which benefits can be changed any time by visiting the [NatWest Group Benefits Hub](#).
- Charges under the Company Car Scheme organised through Novuna Vehicle Solutions.
- Disability Cover and Life Cover and associated charges for these benefits will continue.

 Where there is a cost incurred whilst you're on Career Break and there isn't enough to cover these, the costs will be reclaimed from your salary when you return from your Career Break. You'll therefore need to ensure you make provisions to cover this when you return.

Pension contributions

- For those in the Defined Benefit Scheme, charges will continue as normal and cannot be amended. Long Term Disability and Life Cover form part of the scheme, and cover for both will continue as normal.
- For those in the Retirement Savings Plan, contributions can be reduced, however for those who joined the

Group after 1 October 2018 the lowest pension contributions can be reduced to is 8%.

Repayment of pension and benefit charges

- When your salary, allowances and pension/benefit funding stops, you may not have enough to cover those deductions/charges which continue whilst you're on Career Break, e.g., any NatWest Group Benefits you're unable to reduce down/change or pension contributions.
- In this situation, the Group will continue to cover these costs whilst you're on Career Break. However, when you return to work the Group will reclaim these costs. This may result in significant deductions from your salary in the months following your Career Break.
- To mitigate any impacts, you'll need to ensure you make the appropriate provisions ahead of taking your Career Break.

 There may not be enough to cover your Sharesave payments, either. If so, you'll need to call Computershare on +44 (0)870 702 0109 to either stop them or pay for them some other way (for example, through a direct debit directly to Computershare).

Sharing in Success and Career Breaks

- You may be eligible for a Sharing in Success award if you worked any time during the performance year before going on Career Break or when you come back to work and have demonstrated satisfactory performance.
- If you're eligible for a Sharing in Success award (subject to the qualifying criteria), as long as you've not resigned before the date of the grant, you'll be told of any award due as soon as it's known.

2.5.2. Returning to work after a Career Break

Employees will normally return to the job they were undertaking immediately prior to the Career Break. In some circumstances it will not be possible for the employee to return to the same job either because:

- Their position has become redundant, or
- Their duties have changed as a result of a business re-structure

Where this happens, the employee will be included in any consultation, ideally at the time the request is granted or as soon as reasonably practical. If the employee isn't contactable during their Career Break, the Group will consult with them as soon as possible on their return.

If you choose to phase back from your Career Break, you will receive your full pay, pension funding and benefit funding in full whilst you're phasing back.

 For more information on how to apply for a Career Break, see the [relevant scenario](#).

2.5.3. Career Breaks and holidays

Your contractual holiday entitlement will be pro-rated for the time you have worked in the year. For the period you are on a career break you will accrue statutory holidays only. As this is a statutory entitlement, it is only applicable in certain jurisdiction and varies by local legislation:

- GB – 5.6 weeks statutory
- Isle of Man – 20 days statutory inclusive of 10 days bank holiday
- Jersey – 3 weeks statutory

2.5.4. Career Breaks and bonus

If you're currently in a job that is eligible for a discretionary bonus, you will continue to be eligible for consideration for a discretionary bonus, but this will be pro-rated to reflect the time you have worked in the year.

2.4.5. Career Breaks and continuous service

Your continuous service will continue building up as normal while you're away and won't be impacted.

3. Compliance Leave (Two-week leave) Policy

- In some parts of the Group, employees have to take a continuous two-week period of leave at least once a year. This is sometimes referred to as Compliance Leave.
- Your line manager will tell you if this applies to you. This information is not held by Human Resources.

4. Pay, benefits and holiday during paid leave

- During any form of paid leave (excluding Reserve Forces (Military) Leave) employees will continue to receive pay and benefits in the normal way.
- This includes:
 - Salary and any fixed allowances.
 - Benefit funding where this is paid.
 - Pension funding and existing pension arrangements.
 - Shift allowance.
 - NatWest Group benefit elections.
 - Sharesave and Buy as you earn – deductions will continue to be made.
 - Job need car.
 - Season tickets.
 - Private medical cover.
 - Banking benefits.
 - Sharing in Success award (subject to the qualifying criteria).
- If employees are eligible for a Discretionary Bonus Payment, they'll still receive this – but they might only get part of it for the time they actually worked (i.e., payment will be pro-rated).
- They'll also continue to build up holiday entitlements whilst on leave. These may be pro-rated depending on the hours they work.

5. Pay, benefits and holiday during unpaid leave

- During any form of unpaid leave, salary, any fixed allowances, shift allowances and holiday build up will stop.
- All other things continue as normal.

 When employee's salary stops, there may not be enough to cover any NatWest Group Benefit Elections. If so, employees will need to go into the Benefits Hub and reduce some of them.

There may not be enough to cover Sharesave payments, either. If so, they'll need to call Computershare on +44 (0)870 702 0109 to either stop them or pay for them some other way (e.g., Direct Debit).

6. Pay, benefits and holiday during Reserve Forces (Military) Leave

What stops?

- Salary and any fixed allowances.
- Shift allowance.
- Building up holidays.
- Job Need Car – they'll need to give it to the person who's been filling in for their role while they're away.

 When employee's salary stops, there may not be enough to cover any NatWest Group Benefit Elections. If so, employees will need to go into the Benefits Hub and reduce some of them.

There may not be enough to cover Sharesave payments, either. If so, they'll need to call Computershare on +44 (0)870 702 0109 to either stop them or pay for them some other way (e.g., Direct Debit).

- An employee won't get holiday allowance or a discretionary bonus for the time that they're off. They'll get holiday allowance and will be eligible for a discretionary bonus payment for the time they have worked in the year. It will be pro-rated.

What continues?

- Benefit funding where applicable.
- Pension funding and existing pension arrangements.
- Banking Benefits.
- Season Ticket Loan.
- NatWest Group Benefit Elections.
- Sharesave and Buy as you earn – deductions will continue to be made so you'll need to plan to cover these. To do this they can call Computershare on +44 (0)870 702 0109 to either stop them or pay for them some other way (e.g., Direct Debit).
- If you have a car under the Manager's Car Scheme, you can keep this whilst you're away.

 Due to last minute changes in deployment dates, families of Armed Forces personnel, may at times need to make short notice requests for annual leave. Where it is operationally viable, line managers are encouraged to approve the request.

7. Leaving the Group

- When an employee decides to leave the Group, the holiday calculator should be used to find out what the employee was entitled to (including Bank Holidays) by their leave date.
- If they have holiday entitlement still to use, they should take their entitlement before they leave, or it may be lost.
- If they have already used up more allowance than they have, they can either work the extra days before they leave, or (as happens in most of these cases) the extra days will be deducted from the final salary.

8. Further Support

Sometimes employees ask for periods of leave because they are dealing with difficult personal circumstances, such as the death of a loved one. These can be sensitive issues for employees and managers. In these situations, our Employee Assistance Programme is available for support to both employees and line managers.

8.1. Employee Assistance Programme

- Our Employee Assistance Programme (EAP) is a free, independent and confidential service for all Group

employees and line managers. Impartial support is provided through telephone consulting, online information, toolkits, and face to face counselling. When you first contact our EAP provider, the team will assess your situation and will establish the best way to support you further.

- The EAP team may refer you for up to 6 free sessions of telephone or face to face counselling. They may also direct you to more specialist organisations. There is no waiting time, simply the support you need at the time you need it most.
- Line Managers can access the line manager direct line by contacting the EAP (confirm that you're a line manager when you call).

8.2. Accessing our Employee Assistance Programme

EAP is available 24 hours a day; 7 days a week.

If you're in the UK, Jersey, Guernsey or Isle of Man	0808 234 5303
If you're in the Republic of Ireland	1800 938 707
If you're in Gibraltar	00 44 203 936 1239
Access online	www.NatWestGroupPeople.com or Employee Assistance Programme External access: www.guidanceresources.com Web ID: NATWEST Change the flag icon to choose your location
Access via the App	Providing 24/7 access to support and information Search for "GuidanceResources" in your app store to install the mobile app. Web ID: NATWEST

8.3. Wellbeing on the Intranet

Our Wellbeing Hub will also provide you with further information: Human Resources > Bringing the best of yourself to work > Wellbeing.

9. Scenarios for Managers

9.1. If you need to plan your team's holidays

For managers

What you need to do

You should plan your team's holidays well in advance. It's up to you how you do that, but there are some steps you must take:

- Keep a record of your team's holiday allowance and holiday taken on Workday (HR doesn't keep these records for you). This helps you manage all the different holiday requests, so you don't leave your team short of the people you need to get the work done. It also makes sure your team take their holiday allowance across the whole year which helps to keep them happy, healthy, and productive.
- If your team need to take compliance leave, make sure they do. Some parts of the Group have to take a minimum number of consecutive days holiday. Your franchise Risk Partner can tell you if this applies to your area (HR doesn't keep records of this).

Here are some things you might want to do to help you and your team plan their holidays across the year:

- Ask your team to give you their holiday requests at the beginning of the year – or every half or quarter year. This helps you see ahead of time if a lot of people want the same time off (like on school holidays) and gives you plenty of time to find a solution and allocate holidays fairly across the team. It also helps make sure people don't get to the end of the year with lots of unused holidays to take. This is important because team members can only carry up to five days holiday over into the next year and they must be used by the following December. Holidays should be reviewed and approved in a fair and consistent way. No preference should be given for things like seniority or length of service.
- Remember, everyone needs a reasonable amount of rest time from work. And we don't pay for any untaken holidays. You'll still need a reasonable level of flexibility because some employees might not know at the start of the year what holiday dates they want.

9.2. If someone needs to take dependents leave

For managers

The Group considers a maximum of 3 paid days as reasonable.

Stuart asks Wendy, his line manager, if he can take a day of dependent's leave to take his elderly father, who is not very well and has had a fall, to hospital. This is the third time he's asked for dependent's leave in the last three months. Although Wendy doesn't want to decline Stuart's request, she's worried about how often this is happening.

Stuart is a valuable member of Wendy's team, and they have a respectful, trusting relationship. Wendy wants to maintain that relationship and keep Stuart committed. So how should she react to Stuart's request?

How to deal with it

Wendy and Stuart need to have an open conversation about it.

For example, Wendy needs to make sure Stuart knows we recommend three days of paid dependents leave in a 12-month period.

Neither Wendy nor Stuart wants him to be taking days of unpaid leave, so they need to see if there are any changes, they can make that will make it less likely.

For example, Wendy should ask Stuart about his father's care needs. It would be reasonable for Wendy to let Stuart have the day off he's asked for and ask him to use that time to figure out the root cause of the problem.

Stuart explains that his father has just had a terminal illness diagnosed and he hasn't yet had time to get care arrangements in place.

Wendy might also want to ask Stuart to explore if there are any better caring options for his father – if other relatives or agencies might be able to help. Wendy makes sure that Stuart knows about Lifeworks. She also reads Moments That Matter – Caring for a Loved One.

Wendy also needs to tell Stuart that we don't usually pay employees for any extra dependents leave after the third day in a 12-month period. It might be better for him to take some unpaid Carers Leave instead.

This example also shows how important it is to manage absence and be supportive at the same time. Wendy, as a line manager, should keep records of any special leave her team members take – this makes it easier to spot patterns and make decisions on future requests.

9.3. If you have a member of your team who would like to take time off for fertility treatment

For managers

Peter wants to spend more time with his wife while she's going through fertility treatment.

He asks his line manager, Beth, what's the best way to approach it – should he use his annual leave or is there any other type of leave that's more suitable?

Beth tells Peter he should request special leave for fertility treatment. In this case, the Group would usually offer up to 5 days' paid leave for each treatment event. She also tells Peter to give her the exact dates as soon as possible, to make sure her team can cover his workload.

Some extra notes about special leave for fertility treatment

The Group gives the same allowance to both the employee having the treatment and to their partner.

This kind of special leave is discretionary – it makes no difference whether you're the women having the treatment or that person's partner.

It's up to the line manager to decide how many days off (and for how many treatment events) an employee can take – there's no fixed limit. Each line manager should make decisions on a case-by-case basis, depending on how easily the Group can do without the employee on the day they've requested. Please see the table on page 8 guidance on how much time off.

9.4. If you need to calculate Bank Holiday entitlement for a colleague who is part time or works compressed hours

For managers

Part-time hours

David works 20 hours a week at Grade Level A. He works Mondays (7 hours), Tuesdays (7 hours) and Fridays (6 hours). His manager calculates that David is due 100 hours' holiday allowance and 32 hours' Bank Holiday.

David has the following Bank Holidays off:

1. New Year's Day (7 hours)
2. Good Friday (6 hours)
3. Easter Monday (7 hours)
4. Spring Holiday (7 hours)
5. May Day (7 hours)

He's used up 34 hours and still has the Summer Bank Holiday and Christmas Day to take.

David speaks to his line manager as he would still like to take the upcoming Bank Holidays. They discuss whether he would like to deduct the Bank Holiday hours from his 100 hours' holiday allowance. Instead, they agree that David can take the upcoming Bank Holidays by arranging to work two Wednesdays in the year instead.

Compressed Part-time Hours

Alison is a Grade Level C and works compressed hours. Her contract is for 20 hours per week: Monday (8 hours), Tuesday (8 hours), and Wednesday (4 hours).

Because she works compressed hours, her manager uses the holiday calculator to figure out her holiday allowance and Bank Holiday allowance. She is entitled to 120 hours' holiday and 32 hours' Bank Holiday.

Her manager records her holiday allowance and Bank Holiday allowance on the Workday. At Easter, Alison is off on Good Friday and Easter Monday. Because Monday is a normal working day her manager needs to deduct 8 hours from her holiday log for Easter Monday. Because Friday is not a normal working day, her manager doesn't need to deduct anything.

9.5. If someone is leaving and wants to know their remaining allowance (or has unused holiday allowance). For example, if someone resigns, retires or is being dismissed with notice.

For managers

What you need to do

1. Use the holiday calculator to find out how many holidays the employee has left to take. If they've saved up holidays under the holiday banking scheme, remember to add on all of these too.
2. Arrange with the employee to take their leftover allowance before they leave. Sometimes this means the employee's last day in the office is earlier than their leave date. It's really important to key their official leaving date (rather than their last day in the office) onto Workday, to make sure they get paid correctly.
3. In exceptional circumstances, you might have a valid business reason for not letting an employee use up the holiday before their leave date. This is the only time we might pay in lieu of holiday. You'll need to submit the hours owed via Workday > Employee Resignation or Retire employee. If it's a redundancy, see the scenario on ['if someone is leaving on redundancy and they have unused holiday allowance'](#)
4. Sometimes an employee has used more of their holiday allowance than their leaving date allows. You should arrange with them to work those hours back. Or you can deduct the hours from the employee's final salary. You just need to submit the hours deducted via Workday>Employee Resignation or Retire employee.

What you need to know

Our holiday allowance includes Statutory Holiday allowance.

If someone's on gardening leave, they don't have to be available for work if they're taking a holiday during that time.

If we've dismissed someone without notice, refer to the Disciplinary Policy and Support Pack at Human Resources > Working here > How we work > Disciplinary.

9.6 If someone is leaving on redundancy and they have unused holiday allowance

For managers

What you need to do

- Use the holiday calculator to find out how many holidays the employee has left to take. If they've banked holidays under the holiday banking scheme, remember to add these.
- Make sure your HRBP or Consultant knows about the holiday deduction. They'll let HR know.

What you need to know

If we're paying someone in lieu of holiday when they're being made redundant, their payments will include salary only. It won't include pension or benefit funding or fixed allowances.

9.7. If someone's about to come back to work after being on special leave

For managers

What you need to do

1. They might find it hard to come back full time right away – especially if they’ve been away for a long time, or through a difficult time (like doing military service or caring for someone who’s ill or dying).
2. Before they come back, ask yourself whether ‘phase-back’ might help – that’s where they start off on reduced hours and gradually work their way back up to full time over a few weeks (while still getting their full pay and benefits, the whole time).
3. You’ll need to weigh up:
 - how long they’ve been off
 - what they were doing while they were off (and how difficult it was)
 - the needs of the business

If you decide to offer them phase-back, you’ll need to figure out how long it should last. We recommend no more than one week of phase-back for every month they’ve been off (up to six weeks, max). For example: If someone’s been off for four months, and usually works four days a week, you could spread it out this way:

- Week 1 & 2 – two days a week
- Week 3 & 4 – three days a week
- Week 4 onward – back to four days a week

They’ve been off for four months, so the phase-back lasts four weeks. And they get their full four days a week of pay and benefits from week 1.

Once you’ve come up with a plan, talk it over with them and agree on it – before they come back to work.

What you need to know

You don’t have to give them phase-back. We offer phase-back at the discretion of the Group.

9.8. If someone has suffered the loss of a significant person

For managers

If someone needs special leave because a close relative, close friend, dependent, or religious leader has died, it's important to approach the matter sensitively. For example, by giving the person the time they need to deal with the bereavement and considering the person's physical and emotional wellbeing, including once they've returned to work.

You should be compassionate towards an employee’s individual situation and remember that everyone deals with bereavement differently. Grief can work in unexpected ways, and it is not easy to predict the time off that may be required.

What you need to do

- You should ask the employee what, if anything, they would like their work colleagues to know about the bereavement. If you can’t ask for this information, it's best to say as little as possible until you do know (for example, you could say that the absence is for personal reasons).
- You should consider which form of leave is most appropriate.

What you need to know

- Employees are entitled to take reasonable time off to deal with any practical matters needed as a result of the death of a dependent, for example arranging and attending the funeral.
- The employee will also be entitled to a minimum of 2 weeks paid bereavement leave (if they want to take it) within 56 weeks of the death. They should be able to match their leave to the times they need it most, including the first anniversary of the death.
- You should allow bereavement leave to be taken flexibly, for example in days or blocks of a week. There may of course also be circumstances where an employee doesn't want, or feel they need, to take the full entitlement.
- The option of taking bereavement leave as two separate blocks of one week, within the 56-week period will always apply in the following circumstances:
 - By a parent following the stillbirth of a child 24 weeks or more into pregnancy
 - Following the death of a child under the age of 18 years (or a child of any age for employees based in Gibraltar), by a parent or their spouse/partner if they have been living with the child and have day-to-day responsibility for them
- If the employee has requested more than two weeks bereavement leave you should consider whether it should be granted in their situation, or if another type of leave may be more appropriate. For example, if the employee is suffering illness due to the bereavement, then they should be encouraged to visit their GP, and it may be more appropriate to support them in line with the Sickness Absence Policy and Support Pack (Human Resources > Absence > Sickness absence).
- In the unfortunate circumstance where an employee has suffered the loss of more than one significant person in their life within a short period of time you should make every effort to accommodate requests for time off for bereavement leave. Where this can't be accommodated for operational reasons, you should ensure that you are offering any support that can be provided. Further guidance on supporting an employee through a bereavement can be found in the Moments that Matter guide (Human Resources > Wellbeing > Moments that matter > Bereavement).
- In the devastating circumstances where the employee or their partner has suffered a stillbirth after 24 weeks of pregnancy or the baby has died shortly after birth, they may still be eligible for maternity, paternity, adoption, or shared parental leave and pay. You should refer to the relevant policy and support packs for further information (Human Resources > Absence) and the Moments that Matter guide (Human Resources > Wellbeing > Moments that matter > Losing a baby).
- If the employee has asked for time off to arrange or attend a funeral for someone who isn't a close relative, close friend, a dependent or religious leader, or if they need additional time to travel to arrange or attend a funeral it may be appropriate to consider another form of leave (this may include asking them to use their holiday allowance).

10. Scenarios for Managers and Employees

10.1. If a holiday is requested but is declined

For managers	For employees
<p>What you need to do</p> <ol style="list-style-type: none">1. Sometimes you can't give an employee the holiday they want. Often because too many people have asked for the same time off. When this happens:<ul style="list-style-type: none">• Talk to them and see if another date would suit them• Find out if they have personal reasons for wanting the time off (like religious or cultural reasons, or parental responsibilities)• Look across your whole team – can someone else take on extra work to help someone get the time off they want?• How you allocate holidays is up to you. So, get as much information as you can and make sure you're being fair and consistent, and no preference should be given for things like seniority or length of service2. Sometimes, even after considering all this, you still can't give your employee the days off they want. You should let your employee know this as soon as you can. Make sure they understand your reasons and talk to them about what other dates they could book. You should also reject the leave request on Workday.	<p>What you need to know</p> <p>Sometimes your manager can't give you the holiday days you want. They'll tell you their reasons and discuss what other days you could take off instead.</p>

10.2. If holidays have been bought through NatWest Group Benefits

For managers	For employees
<p>What you need to do</p> <ol style="list-style-type: none">1. In September, at annual renewal time, employees can buy up to five extra days of holiday through NatWest Group Benefits. They should let you know they want to buy extra holidays before they do it.2. You can decline the request.3. If any of your team have done this, you'll get a manager file to confirm it. You should add to their allowance on Workday.4. Holidays purchased through NatWest Group Benefits should be used first when requesting annual leave and shouldn't be part of the permitted carry over.	<p>What you need to know</p> <ol style="list-style-type: none">1. You should have let your manager know before you buy extra holidays. When you buy holidays through NatWest Group Benefits, your manager will get a file to confirm it. Just check this has been added to Workday.2. You need to use your purchased holiday balance first to align with when you start paying for purchased holiday. The cost of your holiday is spread evenly over 12 months. You start paying for it in October and can begin to use it in January the following year.3. Purchased holiday should always be taken in the year its been purchased for, and shouldn't form part of any carry over into the following year.

10.3. If someone has banked holidays under the Holiday Banking Scheme

For managers	For employees
<p>The holiday banking scheme was available to employees, allowing them to save part of their annual holiday allowance over a period of a year and take these at a later date. However, the scheme closed to all new requests on 31 August 2018.</p> <p>What you need to do</p> <ol style="list-style-type: none">1. You'll need to let them know you agree to their request, and then track it on the holiday log.2. When they want to use up their banked holiday, use the same process as if someone asks for a holiday3. If someone moves to another department, it's important for you to let their new line manager know if they have banked holidays.4. You can't accept any requests to Bank Holidays from 1 September 2018 <p>What you need to know</p> <p>Employees who used the scheme could only bank up to a maximum of 50 days in total. If any request would exceed this allowance, it cannot be accepted.</p> <p>The maximum annual leave that any employee can take in one holiday year is 80 days – for example, 50 banked days, plus 30 days' holiday allowance.</p>	<p>The holiday banking scheme was available to you, allowing you to save part of your annual holiday allowance over a period of a year and take these at a later date. However, the scheme closed to all new requests on 31 August 2018.</p> <p>What you need to do</p> <ol style="list-style-type: none">1. Make sure any holidays you've banked are recorded on Workday and approved by your Line Manager2. When you want to take your banked holidays, use the same process as if someone asks for a holiday3. If you move to another department, make sure your manager knows you have banked holidays. They should confirm this with your old-line manager. <p>What you need to know</p> <p>You could save up a maximum of 50 days in total. The maximum you can take in one holiday year is 80 days – for example, 50 saved up, plus 30 days' holiday allowance.</p>

10.4. If someone changes their hours during the year and wants to know their holiday allowance

For managers	For employees
<p>What you need to do</p> <p>The holiday calculator can help you calculate your employee's new allowance: Use the 'Change of Working Hours or Grade' tab.</p> <p>Sometimes an employee will have taken more time off than their new allowance allows (like if they reduce their hours, for example). In these cases, this time is subtracted from their overall allowance for the year. The holiday calculator will work this out for you.</p>	<p>What you need to know</p> <p>Your manager will let you know your new allowance for the year. You can also check it yourself on the holiday calculator.</p> <p>If you've taken more holidays and Bank Holidays than your new allowance allows (like if you've reduced your hours, for example) then your manager will subtract this from your overall allowance for the year.</p>

10.5 If someone changes grade during the year and wants to know their holiday allowance

For managers	For employees
<p>For example, if they get a promotion from Grade Level A to Grade Level B.</p> <p>What you need to do</p> <p>The holiday calculator will help you find out your employee's new allowance:</p> <ol style="list-style-type: none">1. Use the 'Change of Hours/Grade' tab. <p>Sometimes an employee will have taken more time off than their new allowance allows (like if they move to a lower-level job, for example). In these cases, this time is subtracted from their overall allowance for the year. The holiday calculator will work this out for you.</p> <p>What you need to know</p> <p>If an employee has extra holiday from a historical arrangement (like Scottish holidays) then they'll lose this allowance when they accept a promotion at the next grade (moving from Grade Level A to Grade Level B, for example). Only the terms and conditions of their new job will apply.</p>	<p>What you need to know</p> <p>Your manager will let you know your new allowance for the year. You can also check it yourself with the holiday calculator.</p> <p>If you've taken more time off than your new allowance allows (if you move to a lower-level job, for example), your manager will subtract it from your overall allowance for the year.</p> <p>What you need to know</p> <p>If you have extra holiday time from a historical arrangement (like Scottish holidays), you'll lose this allowance when you start a new role at the next grade (moving from Grade Level A to Grade Level B, for example). Only the terms and conditions of your new role will apply.</p>

10.6. If someone's ill when they are on holiday (including Bank Holidays)

For managers	For employees
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<p>What you need to do</p> <ol style="list-style-type: none"> 1. Your employee should let you know as soon as they're ill (as long as it's practical). You should agree who will open the absence on Workday depending on the circumstances. See the Sickness Absence Policy and Support Pack to find out what to do (Human Resources > Absence > Sickness Absence). 2. Let the employee take the holiday another time. 3. If you need to, have a return to work meeting when they come back. See the Sickness Absence Policy and Support Pack to find out what to do (Human Resources > Absence > Sickness Absence). 4. The employee will need to close the absence on Workday and provide details about their absence. Remember that they need to complete this even if you don't have a return to work meeting. 5. This is called 'self-certification' and the employee needs to do it for any sick leave – it doesn't matter how long they're off for. 	<p>What you need to do</p> <ol style="list-style-type: none"> 1. If you're on holiday and you're ill to the extent that you wouldn't have been able to come into work, tell your manager as soon as you can. They can arrange for you to take the holiday days another time. 2. You will need to agree who will open the absence on Workday. See the Sickness Absence Policy and Support Pack to find out what to do (Human Resources > Absence > Sickness Absence). 3. If you're sick for more than seven calendar days, you'll need to upload a medical certificate or fit note to Workday. 4. Your manager might organise a return to work discussion with you when you get back. See the Sickness Absence Policy and Support Pack (Human Resources > Absence > Sickness Absence). 5. Make sure your absence is closed on Workday and provide details about your absence.
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10.7. If someone hasn't used all their holiday allowance and its getting near the end of the year

For managers	For employees
<p>We encourage everyone to use their full holiday allowance within the annual leave year to ensure they're getting rest time away from work. Ensure that you are regularly checking in with your employees, perhaps at quarterly check-ins, that they are using their allowance and getting some time away from work. However, sometimes people may run out of time to take their holiday within the annual leave year.</p> <p>What you need to do</p> <ol style="list-style-type: none"> 1. Ask your employee to take their remaining holidays before the end of the year. 2. Sometimes they can't take holiday before the end of the year due to operational business reasons. In these cases, let them carry over up to five days which must be used by December of the following leave year. If they don't take them by the end of December, they will lose them. 3. If holiday hasn't been taken for any other reason within the annual leave year, the five days can be carried over at your discretion. 	<p>You should make sure you take your full holiday allowance within the annual leave year to ensure you're getting rest time away from work. You may however run out of time as the end of the year approaches.</p> <p>What you need to do</p> <ol style="list-style-type: none"> 1. If you've still got holiday to take at the end of the year, talk to your manager about how you intend to take these before year end. If you're unable to take all of your holiday before the end of the year due to operational business reasons, you can carry over up to five days to be used by the end of December in the following leave year. If you don't use them by this time, you'll lose them. 2. If you don't use your full holiday allowance by the end of the year for any other reason, you may carry over up to five days with your manager's approval. <p>What you need to know</p> <p>We do not pay anyone for holidays not taken during the holiday year.</p>

4. Workday will automatically carry over any remaining annual leave days, up to the limit of five, into the next year.
5. When considering allowing your employee to carry over allowance, you need to ensure that you can support this operationally into the next annual leave year.

What you need to know

We do not pay anyone for holidays not taken during the holiday year.

For anyone leaving the Group with unused holiday, see the [Leaving the Group](#) section.

For anyone leaving the Group with unused holiday, see the [Leaving the Group](#) section.

10.8. If someone needs to work a Bank Holiday

For managers

What you need to do

1. When you ask someone to work a Bank Holiday, you need to give them the equivalent time off in lieu. Make sure you track this on Workday and agree with them when they can take the time off.
2. Anyone working on Christmas Day, or New Year’s Day gets paid ‘double time’ as well as getting the day off in lieu at a later date. So, track this on Workday and make sure they put in the requests for their overtime payment (Human Resources > Workday > Time).

What you need to know

When Christmas Day or New Year’s Day falls on a weekend, the government sometimes allocate a ‘substitute’ Bank Holiday to make up for it. But to get double time you have to work the actual dates of 25th December, or 1st January. When you work a substitute Bank Holiday, you’ll still get a day off in lieu, but not double time.

So, for example:

Let’s say Christmas Day is a Saturday and Boxing Day is a Sunday. The government has allocated the following two days (Monday and Tuesday) as replacement Bank Holidays.

Shelly works on Christmas Day and Boxing Day, so she gets double time for Christmas Day and two days off in lieu.

For employees

What you need to do

1. Sometimes your manager will ask you to work on a Bank Holiday. If you do, you’ll get time off in lieu. Make sure you agree with your manager when you can take that time off.
2. If you work on Christmas Day or New Year’s Day, you’ll be paid ‘double time’ for that day, as well as getting a day off in lieu. Submit your request for overtime payment through Human Resources > Workday > Time, more guidance can be found on the intranet (Human Resources > Pay > Overtime, on-call and allowances).

What you need to know

When Christmas Day or New Year’s Day falls on a weekend, the government sometimes allocates a ‘substitute’ Bank Holiday to make up for it. But to get double time you have to work the actual dates of 25th December or 1st January. When you work a substitute Bank Holiday, you’ll still get a day off in lieu, but not double time.

So, for example:

Let’s say Christmas Day is a Saturday and Boxing Day is a Sunday. The government has allocated the following two days (Monday and Tuesday) as replacement Bank Holidays.

<p>Stan works the replacement Bank Holidays on Monday and Tuesday, so he gets two days off in lieu only – not double time.</p>	<p>Shelly works on Christmas Day and Boxing Day, so she gets double time for Christmas Day and two days off in lieu.</p> <p>Stan works the replacement Bank Holidays on Monday and Tuesday, so he gets two days off in lieu only – not double time.</p>
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10.9. If someone hasn't come back from holiday

For managers	For employees
<p>What you need to do</p> <ol style="list-style-type: none"> 1. Try to speak to them and find out why they haven't come back to work. Do this as soon as possible on the first day they don't come in. Try phoning them first to check that nothing serious has happened to them. 2. Keep trying to reach them, including through their emergency contact. Make sure you keep a note of exactly how and when you tried to contact them. 3. Sometimes there are good reasons why someone can't come back from holiday on the agreed date. If they're ill, then they still have to ring you to let you know, and then you follow the Sickness Absence process. If they're having travel issues, they should let you know as soon as they can. See If someone has travel difficulties. 4. If you still can't get hold of them, Ask Archie for guidance. They'll help you decide on what to do next and if you should take disciplinary action 	<p>What you need to do</p> <p>If there's a good reason you can't return to work (like if you're sick or having travel problems), you must let your manager know as soon as you can. They'll discuss other arrangements with you.</p> <p>If you don't return to work your agreed date, and without good reason, your manager might start disciplinary action against you.</p>

10.10. If someone on special leave doesn't come back when they're meant to – or the leave is being used for the wrong reason

For managers	For employees
<p>What you need to do</p> <ol style="list-style-type: none"> 1. If someone hasn't come back to work when they were meant to, first try to get hold of them and find out why. If you can't get hold of them, Ask Archie for help about what to do next. 2. If you think someone's using their special leave for the wrong reasons, Ask Archie for help first. 3. In both instances you might need to move to disciplinary action. HR will help you decide if this is the appropriate next step. 	<p>What you need to know</p> <p>If you fail to return to work on the agreed date, or if you are using special leave for a reason other than the one it was granted for, then your manager may need to take disciplinary action.</p>

10.11. If someone is on Long Term Sick and wants to know what happens to their holidays

For managers	For employees
<p>What you need to know</p> <p>Employees still build up contractual and Bank Holiday allowance while they're off sick. And employees can still take holiday while they're off sick. They still need to come to you for approval.</p> <p>What you need to do</p> <ol style="list-style-type: none"> 1. When an employee returns to work before the end of the holiday year, you should let them take their holiday allocation before the end of the holiday year. Agree with them when they can do this – then ask them to submit the absence request on Workday for approval. 2. If someone doesn't come back during the holiday year, they can carry their unused holidays into the next holiday year. They can do this for a maximum of 28 days, including Bank Holidays. For example, someone with 30 days' allowance who is off for a full year will get 58 days' holiday allowance the next year. (The 28 days carried over, plus their 30 days allowance for the next year.) 3. Sometimes an employee will want to take all their accrued holidays before they come back, giving them an extra period of time off before they return. If you agree to this, make sure you end their absence on Workday on the day they start their holiday (not the day they actually return work). This will make sure we pay them correctly. 	<p>What you need to know</p> <p>You still build up contractual and Bank Holiday allowance while you're off sick. And you can take holidays while you're off – you just need to request it from your line manager.</p> <p>What you need to do</p> <p>When you come back to work, you should take your unused holidays before the end of the holiday year. Speak to your manager about when you can take them and go to Workday to submit your absence request.</p> <p>You might want to take all your unused holiday before you come back to work, giving you an extra period of time off before you come back. As soon as you know the date, you're due to return to work, ask your manager if they can approve your request.</p> <p>If you don't come back to work, you can carry unused holidays into the next holiday year. You can do this for a maximum of 28 days, including Bank Holidays. You'll also get your holiday allowance for that year. Speak to your manager about when you can take the holidays.</p> <p>If you're on one of our Long-Term Disability plans/schemes, refer to the relevant policy pack (Human Resources > Absence > Long term sickness).</p>

4. Sometimes employees can't take all of their accrued holidays plus annual allowance in the same holiday year that they accrued it. In this case they can carry up to 28 days into the next 18-month period. Please remember, we can't pay in lieu of holidays, so it's important you support employees to use them up.

If your employee is on one of our Long-Term Disability or Disability Cover schemes, you should refer to the relevant policy pack (Human Resources > Absence > Long term sickness).

10.12. If someone is experiencing domestic abuse and needs to take some safe leave to relocate to a safe environment

For managers

What you need to do

1. Talking about domestic abuse is difficult. Your colleague may not disclose information in one interaction. It's important to provide ongoing support to them and allow them to discuss their situation when they are ready.
2. Have a conversation about support they think they need – such as change to working hours/pattern or work location.
3. Accommodate flexible working for individuals to facilitate any practical arrangements, such as attending mediation, health appointments or counselling
4. Check that your colleague has arrangements for getting to and from home safely
5. Visit the Wellbeing Hub to understand what help is available and signpost those with your colleague.
6. Read the Moments that Matter document on the intranet that details further support you can give your colleague.
7. If you are concerned about the safety of a colleague, please contact one of the organisations in the Moments that Matter document or Ask Archie and they'll help connect you to an HR colleague to support.

For employees

What you need to know

1. If you feel comfortable let your manager know about your situation
2. Visit our Wellbeing Hub that provide information that will help
3. Request leave on Workday using Compassionate leave as this is a generic leave type
4. Read the Moments that Matter document on the Wellbeing Hub on the intranet that details further support available for you

10.13. If someone in the Reserve Forces is being mobilised

For managers	For employees
<p>What you need to do</p> <p>Your employee will give you a notice of mobilisation letter. They should get at least 14 days' notice before they are due to report to their mobilisation centres. The letter will give the date and possible duration of mobilisation. The employee should use these dates to submit their absence request on Workday.</p> <p>They will be paid by the Ministry of Defence whilst they are mobilised so you need to make sure pay stops. This is done on Workday by the employee selecting: Time Off: Global Unpaid Time Off > using the reason 'Military'</p> <p>Make sure the employee has read the section in this pack What happens to pay and benefits when on special leave</p> <p>Most posting last less than 12 months you should try to absorb the work in the team or fill the job with a secondee or fixed term contractor. This is because the employee has the right to return to their original job.</p> <p>If the posting is due to last longer than 12 months, then Ask Archie for advice.</p> <p>Exemptions from mobilisation are very rare and only given where the absence of the reservist would cause serious harm to the business. Regulations define this as:</p> <ul style="list-style-type: none">• Serious loss of sales, markets, reputation, goodwill, or other financial harm• Serious impairment of the ability to produce goods or provide services• Demonstrable harm to research and development of new products, services, or processes, provided that the harm could not be prevented by the employer being given financial assistance <p>If you think you have reason to apply for the reservist's exemption you must Ask Archie for guidance. You'll need to do this quickly, because we have to apply for exemptions within 7 days of the Reservist being given a notice of mobilisation.</p> <p>Your employee will give you three weeks' notice of when they are due to return to work. And this date should be no longer than 6 weeks from they</p>	<p>What you need to do</p> <p>If you haven't already told us you're a Reservist you'll need to update your workday profile by selecting 'Change Personal information', then 'Military Service', followed by the country and option that's relevant to you.</p> <p>You'll also need to upload your documentation on workday by going into 'View Profile' and selecting the 'Personal' option, then 'Documents' and then finally selecting the 'Add' button.</p> <p>Read the section in this pack what happens to pay and benefits when on special leave. Your pay will stop but some benefits will continue.</p> <p>Give your manager three weeks' notice of when you are due to return to work. This date should be no longer than 6 weeks from when you return from active service.</p> <p>On Workday select Time Off: Global Unpaid Time Off > using the reason 'Military'</p> <p>What you need to know</p> <p>Training for Reservists usually happens at the weekend or in the evenings. Sometimes you might be asked to attend a 15-day training course once a year. And Cadet Reservist Trainers are sometimes asked to do a 2-week residential training course per year. Both of these types of training course entitle you to 2 weeks paid leave. You should let your manager know about this as soon as you can, and they should arrange to give them this time off paid.</p>

<p>return from active service. You should think about whether a phase-back into work is a good idea and discuss it with them. Read If someone's coming back to work after Special Leave.</p> <p>What you need to know</p> <p>The reservist is entitled to return to their former job or to a role that is no less favourable than the role they occupied before mobilisation.</p> <p>If Reservists have opted for Private Health Care under NatWest Group Benefits, this will continue while they are on active service. Cover will continue in line with the terms and conditions of the Healthcare Scheme.</p> <p>Training for Reservists usually happens at the weekend or in the evenings. Sometimes they are asked to attend a 15-day training course once a year. And Cadet Reservist Trainers are sometimes asked to do a 2-week residential training course per year. Both of these types of training course entitle the employee to 2 weeks paid leave. Your employee should let you know about this as soon as they can, and you should arrange to give them this time off paid.</p>	
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10.14. If someone wants time off to train

For managers	For employees
<p>For example: if someone wants to get a PRINCE 2 qualification, or a line manager wants to take a course on coaching.</p> <p>What you need to do</p> <p>You need to take the following actions to make sure we meet our legal obligations</p> <ol style="list-style-type: none"> 1. Get them to submit their absence request for training on Workday saying what the training is, and how much time they want off. Once they give you that request, you have 28 days to either: <ol style="list-style-type: none"> a. say yes, or b. arrange a meeting with them, to talk it over some more. 2. Don't say no without discussing with HR first, you can reach them by heading to Ask Archie for guidance. By law, we can only say no for certain reasons (see below). 	<p>What you need to do</p> <p>Go to Workday and submit your absence request for training, including:</p> <ul style="list-style-type: none"> • that your request is under Section 63D of the Employment Rights Act 1996 • today's date • what the training is for • where and when it'll happen • who'll be doing the training • what qualification you'll get (if any) • why you think it'll help you do your job better • whether you've asked for time off to train before (and if so, when). <p>Talk to your manager about it. If they ask you to come to a meeting about it, you can bring a Trade Union rep or colleague along with you (but they can't</p>

3. If you do have a meeting, you have 14 days after that to give them your final decision, by approving or denying the request on Workday. You can use the Time off to Train templates on the intranet at Human Resources > Absence > Holiday and other leave. If you're only agreeing to part of the time off, or suggesting a different plan, put that in the letter.
4. You can ask them for more time to make a decision – but only if they agree, in writing.

What you need to know

People have the right to make one request in a 12-month period for time off to train by law – and we can only say no if:

- the training won't help our business
- it would run up extra costs for our business
- our business wouldn't be able to carry on as usual without them
- you can't re-organise the work among other members of staff
- you can't hire extra people to take on their work, while they're away
- it would affect the quality of our work, products, or services
- there wouldn't be enough work for them to do when they're here
- It conflicts with planned structural changes

And if you ask them to come to a meeting, they have the right to bring a Trade Union rep or colleague along with them.

Employees have the right to appeal if you've said no to their request. They have to write to you within 14 days of you letting them know your decision. If you receive an appeal, you must contact HR through Ask Archie as soon as possible. This is important because you have to follow the appeal process within certain timelines, and they will help you guide you. In summary the appeal hearer must:

Arrange a meeting within 14 days of receiving the appeal let them know the outcome of the appeal within 14 days of the meeting.

answer questions on your behalf). If they can't make the date or time, you can ask your manager to reschedule it, if it's within the next seven days.

What you need to know

You can only make one request in a 12-month period.

You can appeal the decision if your manager has said no to your request. You must appeal in writing to your manager within 14 days after your manager tells you their decision. An appeal hearer will arrange a meeting with you and let you know the outcome of the appeal after this.

10.15. If someone is taking a lot of dependents leave

For managers	For employees
<p>What you need to do</p> <ol style="list-style-type: none"> 1. Talk to them to find out what's going on. For example, they might be struggling to arrange childcare, or they might be caring for someone who needs to go to the doctor or hospital a lot. 2. Ask yourself whether there's a different type of leave that might suit them better (like Carer's Leave, for example), or whether flexible working might help. For example, being able to start and finish earlier might mean they can pick their children up from school, without missing work. Ask Archie for advice. 3. Think about what other support we might be able to offer. Read Who to Contact to find out who to talk to for advice. 4. Arrange another meeting with them and agree what type of leave they should take. 5. If you still feel like they're taking a lot of dependent's leave and it's affecting their work – or you think they're using it for the wrong reasons – talk to HR about how best to manage the situation. 	<p>What you need to do</p> <ol style="list-style-type: none"> 1. If you're taking time off for dependent's leave a lot, your manager might ask you to come to a meeting to discuss it. 2. If there's an underlying reason for the time off (for example, if you've got a sick family member and they need you to take them to the hospital all the time), it's really important that you tell your manager about it so we can support you. You can then discuss the appropriate type of leave or flexible working arrangement for you. 3. Make use of our Employee Assistance Programme. 4. If your manager still thinks you're taking too much dependent's leave then they will want to discuss it with you, set expectations with you about what we can support, and agree any follow up actions

10.16. If someone can't get into work because of travel difficulties

For managers	For employees
<p>For example, because of bad weather or transport strikes</p> <p>What you need to do</p> <ol style="list-style-type: none"> 1. Your employee should make all reasonable efforts to attend work. 2. Your employee should let you know as soon as they can that they cannot get into work and the reasons why. Sometimes you will know about this in advance. For example, planned transport strike action: 3. Talk to them and agree other arrangements that might help, like: <ul style="list-style-type: none"> • Working from home that day • Going into a regional office or other nearby bank location • Coming into work later that day and/or leaving earlier • Alternative means of transport that might get them into work 	<p>What you need to do</p> <ol style="list-style-type: none"> 1. You should make reasonable efforts to get into work. 2. Let your manager know as soon as possible and talk to them about alternative arrangements 3. If after this, you still cannot get into work you manager may agree that you can take reasonable time off paid 4. It's really important that you then keep in touch regularly with your manager and let them know when you think you can get back to work. 5. If the delay is due to travel disruptions as part of a holiday, you will need to speak to your manager about other leave you can utilise, such as annual leave.

<ul style="list-style-type: none"> • Sometimes it is reasonable to ask them to perform other tasks outside of their normal job during a period of travel difficulty. However, this should only be in exceptional circumstances such as an extended period of bad weather, for example. <ol style="list-style-type: none"> 4. If you've discussed this and the employee still cannot get into work, then you should agree reasonable paid time off 5. They'll need to keep in regular contact with you and make sure you are updated on when they think they will be able to return to work <p>What you need to know</p> <p>Your employee should make every effort to attend work- even if this means an increase in their journey time, cost, and distance. But these increases should not be unreasonable or impractical.</p> <p>This does not include any travel disruptions/difficulties linked to a holiday. For example, if an employee has delays on a return flight, they should seek to utilise other options of leave, for example, annual leave.</p>	
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10.17. If someone wants to take a Career Break

For managers	For employees
<p>For example: to go travelling, take a course, volunteer (our intranet pages have further information on how to access volunteering opportunities -search volunteering), care for family or friends, or observe religious or cultural requirements (like a pilgrimage).</p> <p>Career Breaks – for a minimum of 8 weeks and up to 52 weeks</p> <p>What you need to do</p> <ol style="list-style-type: none"> 1. Employees need to give you at least three months' notice when submitting their request on Workday. And they need to: <ul style="list-style-type: none"> • tell you why they want to take a break • tell you how long they want to take off, in total (it has to be at least 8 weeks, but no more than 52 weeks) • tell you what dates they want their break to start and end on • log any holidays they plan to take at the start or end of their break on Workday. If the employee is planning on being off for the remainder of the year and they have outstanding holiday, they should aim to take 	<p>For example, if you want to go travelling, take an educational course, do unpaid volunteer work (our intranet pages have further information on how to access volunteering opportunities -search volunteering), care for relatives or friends or for religious or cultural requirements (like a pilgrimage)</p> <p>Career Breaks – for a minimum of 8 weeks and up to 52 weeks</p> <p>What you need to do</p> <ol style="list-style-type: none"> 1. You'll need to give your manager at least three months' notice of your request on Workday and tell them: <ul style="list-style-type: none"> • the reason for the request • the length (it should be for a minimum of 8 weeks and up to 52 weeks) • when you want to start and finish the break, • if you'd like to use any of your holiday allowance at the start or end of the break - these will need to be logged on workday separately to the Career Break absence request. If you're planning on being off for the

their holidays at the start of their Career Break to use them up (although they're still able to carry 5 days over to the following year)

- understand that the time off will be unpaid (i.e., no other organisation or person will be paying them during their break).
2. It's then up to you decide whether to say yes or no. You'll need to consider:
 - what effect it'll have on the rest of your team and your customers
 - whether or not you can balance business demands while they are off
 - whether there's anyone else on the team who can take on some of their work while they're gone – or whether you can bring someone in on a temporary basis (for example, a secondee)
 - how saying no might affect their morale, motivation, or sense of loyalty
 - if you have existing concerns about their performance, conduct or attendance and do not think time off work will help

If you decide to say yes:

1. Let them know on Workday.
2. Ensure they read the [Career Break section](#) of this policy.
3. Agree contact details for the employee – this is particularly important if they're travelling on their Career Break as we might still need to get in touch with them while they're off.
4. Once the start date and duration of the Career Break is agreed, the employee should submit it on Workday like any other absence.

If you decide to say no:

1. Think about offering them a shorter break instead if that's possible.
2. Think about negotiating the use of any other absence type proposed around the Career Break dates if it can't be accommodated i.e., annual leave.
3. Include the reason for your decision on Workday.

When they come back to work after their break:

1. Before they come back, talk to them about whether a 'phase-back' (where they start off on reduced hours, and gradually work their way back up to full time over a few weeks – but get full pay and benefits the whole time) might make it easier for them to settle in. Talk it over together and agree on a plan As a rough guide, an employee may phase-back over the same number of weeks as months they had off (so if they were off for four months, they may phase-back over a period of four

remainder of the year, you should try and use any outstanding holiday before your Career Break (although you're still able to carry 5 over),

- how they can contact you whilst you're away as sometimes they might still need to get in touch.
2. Your manager will let you know if they accept your request. Make sure you read What happens to Pay and Benefits so you know what will stop and what continues.

Once you've agreed the start date and duration of the Career Break with your manager, you should submit this into Workday, just like any other absence.

When you come back to work at the end of the Career Break:

Your manager will speak to you about whether a gradual return to work or phase-back might help you settle back in (for example, if you've been off for a while to be a carer). Let your manager know if this will help and agree a plan. As a rough guide, you may phase-back over the same number of weeks as month you took off (so if you were off for four months, you may phase-back over a period of four weeks) However, you may wish to phase-back faster than this.

What you need to know

Sometimes your manager has to decline your request. If they do, they will let you know the reasons why on Workday. They might talk to you about taking a shorter break or maybe changing your dates to another time.

During a Career Break you can't do any other paid work. We don't give Career Breaks to 'try out' employment with other companies/organisations.

You will return to the job you were doing just before your break. If there's a restructure whilst you are away your manager will let you know.

Your holidays, including Bank Holidays won't build up whilst you're away. Workday should automatically reduce your holiday allowance for the year.

weeks) However, some employees may wish to phase-back faster than this.

2. When they do return, welcome them back and check they're up to speed with anything that's changed while they were gone.
3. Their salary will automatically start up again on the date the Career Break absence ends on Workday.
4. If they end up coming back sooner or later, then amend the 'end date' in Workday to reflect the new agreed date, this will ensure that their pay starts up again at the right time.
5. If they don't come back to work when they're meant to, contact HR through Ask Archie to find out what to do next.

What you need to know

You can't give someone a Career Break to 'try out' a different job somewhere else. During a Career Break, an employee can't do any other paid work.

And when they come back, they should return to the same job they were doing when they left. If we go through a restructure while they're away, you must get in touch with them and include them in the consultation. If that isn't possible, or you want to know what to do following consultation, ask your HR Business Partner what to do next.

Holiday allowance, including Bank Holidays won't build up during the Career Break. Workday should automatically reduce the employees holiday allowance for the year.