

Maternity Leave Support

Pack



NatWest
Group

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

This policy and supporting information 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 pack applies to employees and line managers in Republic of Ireland (excluding agency workers)

What do we expect?

This pack tells you exactly what we expect you to do – you need to follow it to make sure you’re in line with our policy. That means you should read it in conjunction with our Maternity Policy.

The policy outlines our principles to make sure we’re consistent in our decisions, as well as making sure we meet our legal and regulatory obligations. We’re committed to supporting employees with balancing family care and work. Maternity Leave supports this commitment.

If you’re dealing with a complicated case or if you need more help, you can contact HR (HR>Contact HR)

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1. Who to contact and when

When to speak to HR People Services

If you can’t find the answer to your question in this pack go to HR > Contact HR or call us on 0808 100 4242.

Who to speak to if you need support

You can speak to one of the consultants through our confidential Employee Assistance Programme. They can help you with situations that you’re finding difficult or give you advice on dealing with sensitive issues.

Call them on 0808 234 5303 in the UK, 1800 938 707 in Ireland or 00 44 203 936 1239 if you’re in Gibraltar.

You can also go online. You’ll need these details:

- Employee Assistance Programme
- External access: www.guidanceresources.com
- Web ID: NATWEST
- Change the flag icon to choose your location

You can also download the app which will provide 24/7 access to support and information. Search for "GuidanceResources" in your app store to install the mobile app.

Web ID: NATWEST

2. Key actions checklist

Before taking leave, it's important that employees and their line manager take the time to read through this support pack. This checklist provides a summary of key actions you should take at each stage.

Before Maternity Leave

For employees	For managers	Forms/documentation required	Completed
<p>Read the policy and support pack to understand your entitlements.</p> <p>Go to Workday and submit your absence request including your due date and intended leave date by:</p> <p>At least the 4th week before you wish to start your maternity leave</p>	<p>Congratulate the employee. Familiarise yourself with the Maternity policy and this support pack.</p> <p>Review the New and Expectant Mothers policy and arrange a risk assessment in a timely manner.</p> <p>Discuss how they are feeling health wise and remember in the first 3 months (sometimes longer) nausea and tiredness amongst other ailments can affect an employee. It's worth exploring with your employee whether they need any support.</p> <p>Gain an understanding of when the employee anticipates their child will be born.</p> <p>Confirm documentation that needs to be completed.</p> <p>Remind pregnant employees who wear corporate dress that they can order new maternity clothes (Page 8 for detail).</p> <p>All pregnant employees are protected against unfair dismissal and detrimental treatment on pregnancy related grounds.</p>	<p>Employee needs to email the required supporting evidence to</p> <p>~ Family Friendly Forms and upload to Workday (e.g. MB 1, 2 & 3 forms) – a copy will suffice.</p> <p>Please retain the original for your own records.</p> <p>You will receive a letter detailing your leave and pay entitlements.</p>	
<p>Advise your line manager of date, time and frequency of ante natal appointments.</p>	<p>Discuss how you can support your employee's attendance at these appointments.</p>		
	<p>Review the employees work priorities and identify any pieces of work which cannot be completed before they commence leave. Reallocate or get support to complete work.</p>		

For employees	For managers	Forms/documentation required	Completed
Discuss with your line manager how they can support you before, during and after your leave.	Discuss how you can support your employee before, during and after their Maternity Leave. Advise your employee that our Employee Assistance Programme have a number of tools which can support them.		
Complete your performance review paperwork ahead of your review meeting.	Book an appointment about 5 weeks before Maternity Leave is due to start to review their performance and complete the performance review paperwork.	Complete your performance management review.	
Work with your line manager to prepare a handover plan and if appropriate a return-to-work plan.	Identify resource to cover the absence – if possible, have an overlap to support a handover/training. Work with your employee to prepare a handover plan and if appropriate a return-to-work plan.		
Ensure you understand the leave process and the impact on pay and benefits as relevant.	Ensure you understand the leave process and the impact on pay and benefits as relevant.		
Nominate a buddy/sponsor to keep up to date with general news about your branch or department.	Agree buddy/sponsor and confirm the role you both see them taking.	Provide your chosen colleague with the Buddy/Sponsor Support Pack (HR > Absence > Maternity Leave).	
Consider whether you would like to receive any regular standard Group communications (e.g. Workday job alerts, Workplace)	Confirm how you will keep in touch with your employee (i.e. booked calls, emails, text etc.) Identify what kind of information the employee would be interested in receiving e.g. prompts about when to complete forms or access to job opportunities/ learning via Workday. If they would like this, then follow the appropriate Service Line Express process to enable access. There are no rules about how often you should keep in touch with an employee on Maternity Leave – this is very much individual preference, and you should work with your employee to agree the best approach.	Provide your chosen colleague with the Buddy/Sponsor Support Pack and the Keeping in Touch checklist (see Appendix).	

During Maternity Leave

For employees	For managers	Forms/documentation required	Completed
Advise your line manager if your baby is born before your maternity leave start date. This is the date provided on your Maternity Leave request on Workday.	If you need to make a change to the start date of leave, you can update this on Workday. You should provide this as soon as possible.	Contact line manager providing the actual birth date.	
	During your employee's leave it is important that you review the payroll analysis you receive in order to check that the pay during leave is correct. This can help to prevent overpayments that the employee will be required to repay in the future.		
Throughout your leave your line manager will be able to assist or alternatively, you can email: HROnline@natwest.com			

Returning to Work

For employees	For managers	Forms/documentation required	Completed
Arrange a return-to-work meeting with your line manager 8 weeks before your expected return to work date.	Update Workday with the return-to-work date and re-enable systems access as appropriate through Service Line Express.		
Should you wish to consider options for flexible working, you should speak to your line manager in the first instance. There are two options, either an informal route or a formal route. The formal route may take longer to process, and you should apply in writing to your line manager in good time prior to your return to work. Submitting an application preferably 8 weeks before you return.		Complete the Flexible Working Application Form on the Intranet. For more information on both options, refer to the Flexible Working Support Pack (HR > Working here > Life balance).	
If you decide not to return to work after your leave, you must provide contractual notice as outlined in your contract of employment.		Provide confirmation of your resignation in writing to your line manager.	

For employees	For managers	Forms/documentation required	Completed

3. Before maternity leave

Illness prior to Maternity Leave

If you're ill and unable to work, you'll be able to take sick leave until the agreed Maternity Leave start date (you must start Maternity Leave at least 2 weeks before the end of the week their baby is due).

You should inform your line manager of any illness, as outlined in the Sickness Absence Policy, and line managers are entitled to ask you for evidence of the reason for your absence.

Line managers will need to close-off the absence on Workday and update the employees Maternity Leave request with the new start date.

Performance Review

The performance review process needs to be completed before your Maternity Leave starts. We recommend that the process is completed at least 5 weeks before leave is scheduled to start but this may not always be possible.

Health and Safety risk assessment for new and expectant mothers

Risk assessment

The majority of employees are able to work up until the start of the Maternity Leave. The Group has a legal responsibility for you and your child's health and safety whilst at work. A number of factors exist that can affect a new or expectant mother at work and potentially impact health and work performance. These include:

- Lifting heavy or awkward loads
- Night working
- Standing or prolonged sitting
- General fatigue
- Contact with chemicals

Line Managers should undertake a health and safety risk assessment with employees as detailed in the Group's new and expectant mothers risk assessment. This should be regularly reviewed.

VDU Use

Health & Safety studies have shown there is no link between VDU use and miscarriages or birth defects.

Group travel

If travel is required but you don't wish to fly during pregnancy, other methods of transport may be used. After 28 weeks, airlines will ask for a note from a GP or midwife advising that you're fit to fly.

Night working

If you normally work at night but have a fit note stating that this could affect your health and safety, the Group will endeavour to find a suitable alternative role. In these cases, you should speak to your line manager who may need to discuss your needs with HR.

Uniform

If an employee normally wears a uniform as part of their job, the Corporate Wardrobes include maternity wear. For more information ring:

NatWest: ICW Helpline on 01675 430777 or email on NatWest@ICWUK.com

Royal Bank of Scotland: ICW Helpline on 01675 430775 or email

Corporate wardrobe information can also be found on the intranet.

Antenatal appointments

All pregnant employees, regardless of hours worked or length of service, are entitled to a reasonable amount of paid time off for ante-natal care. Time off will be paid at your normal rate of pay. If appointments are arranged during normal working hours, you should inform your line manager. With the exception of the first appointment, you should be ready to provide proof that you're pregnant (e.g. certificate from your doctor or midwife). You should inform your line manager of dates of other ante-natal appointments booked, giving as much notice as possible so that arrangements can be made to cover absence. Where arrangements cannot be made for you to attend outside working hours, consideration will be given to a reasonable amount of paid time off for other types of ante-natal care such as relaxation and parent-craft classes.

Do fathers/expectant parents get time off to attend antenatal appointments?

Fathers/expectant parents are entitled to paid time off to attend a minimum of 2 antenatal appointments per pregnancy. However, if further time off is requested to attend appointments, this will also be paid but is subject to line manager approval. Line managers should consider individual circumstances when considering such requests. The expectant parent should inform their line manager of the dates in question and give as much notice in advance so that their request can be considered arrangements made to cover their absence if appropriate.

Will I get time off for antenatal classes?

This entitlement covers one set of classes to cover all pregnancies, other than the last 3 in the set (these 3 happen after the birth). If for any reason an employee can't attend some classes due to reasons beyond their control (i.e. premature birth, illness, miscarriage, stillbirth), they can carry over the entitlement to paid time off to attend any untaken classes to subsequent pregnancies.

In order to take time off, employees will need to tell their line manager no later than two weeks before the classes start, providing the dates and times of the classes. The Group may request written evidence of the classes.

Provided they haven't exercised their right during a previous pregnancy, an expectant father/parent is entitled to paid time off work to attend the last 2 ante-natal classes in a set of classes attended by the expectant mother before the birth of their child.

4. Maternity leave explained

All pregnant employees (permanent or temporary, i.e. fixed term) are entitled to take up to 42 weeks Maternity Leave regardless of how many hours you work or how long you have worked for the Group.

The first 27 weeks is known as Maternity Leave.

The next 15 weeks is known as Additional Unpaid Maternity Leave.

When can Maternity Leave start?

Maternity Leave must start at least two weeks before the end of the week the baby is due. It should not end earlier than four weeks after that date or the date on which the baby is born, whichever is earlier.

Example

Mary's baby is due on 30 April. Mary would like to stop work six weeks prior to her baby being born and agrees with her line manager that she will take eight days annual leave prior to the commencement of her Maternity Leave therefore Mary's last working day will be 19 March but her Maternity Pay will begin from Thursday 31st March.

March						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

The 19th March is six weeks before due date.

April						
M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

The 31st March is the actual Maternity Leave date after holiday entitlement deducted.

The 30th April is the due date.

Notice of intention to take Maternity Leave

Go to Workday and submit your absence request, uploading any supporting documentation (MB 1, 2 & 3), at least four weeks before your baby is due - the Maternity Leave request should contain the following details:

- That you are pregnant
- The week you expect your baby to be born
- When you intend to start your Maternity Leave

You should also email a copy of the forms to ~ Family Friendly Forms

If you change your mind about when maternity leave starts

You need to notify your line manager and contact HR to confirm the change at least 28 days or as soon as reasonably practicable, before you wish to begin your Maternity Leave.

5. Pay during maternity leave

The amount of maternity pay depends on your length of service. The tables below explain the maternity pay you'll be paid based on your length of service by the 6th week before the baby is due.

The guidance uses the following key terms and abbreviations:

State Maternity Benefit: Weekly payment from the Department of Social Protection during maternity leave.

Occupational Maternity Pay (OMP): Maternity pay paid by the Group for those who are eligible.

Less than 26 weeks – pay and State Maternity Benefit

Length of service	Amount
Less than 26 week's continuous service	<p>Week 1 – 2</p> <p>100% of current salary element less any State Maternity Benefit Pension funding and benefit funding (where applicable) will continue Week 3 - 42</p> <p>State Maternity Benefit may be available from your local benefits agency. Information relating to the State Maternity Benefit is available at the website: http://www.welfare.ie</p> <p>No salary, pension funding and if applicable no benefit funding. For further information on the treatment of your pension and benefit elections please see Part 7 Benefits during maternity leave.</p>

You should claim State Maternity Benefit six weeks before your Maternity Leave is due to begin.

The necessary MB 1, 2 & 3 forms can be obtained from any local office of the Department of Social Welfare or direct from the: Department of Social Protection, Maternity Benefit Section, McCarter's Road, Ardaravan, Buncrana, Donegal, Ireland.

Tel: (01) 471 5898/Local: 1890 690 690.

Occupational Maternity Pay (OMP)

Here's how OMP is calculated:

Length of service	Amount
26 weeks continuous service	<p>The Group may pay up to a maximum of 27 weeks occupational pay as OMP to an eligible Group employee taking Maternity Leave (subject to eligibility criteria).</p> <p>Weeks 1 to 27</p> <p>100% of current salary element less State Maternity Benefit</p> <p>Pension funding and benefit funding (where applicable) will continue</p> <p>Weeks 28 to 42</p> <p>Your salary, pension funding and benefit funding (where applicable) stops</p> <p>You may be eligible for State Maternity Benefit from the Department of Social</p>

How are payments for Maternity Leave paid?

- OMP is calculated on a weekly basis, paid on the normal salary date
- Maternity Pay is only paid in completed weeks; however it is paid on the number of calendar days in the month. Therefore payments can differ on a month-to-month basis, depending on the number of calendar days in the month. For example – if you go on Maternity Leave on the 29th of January 2017, you will see your salary up to and including the 28th January and three days of Maternity pay

- When you're paid on the 18th your salary covers two weeks in arrears and two weeks in advance e.g. pay received on 18th January is for 1st – 31st January

What happens if you receive a pay rise before their Maternity Leave?

Any pay rise will be taken into account and reflected in your Maternity pay.

What happens if you receive a pay rise during Maternity Leave?

Any pay rise made during Maternity Leave will be taken into account and reflected in your Maternity Pay.

How to access pay slips whilst on Maternity Leave?

Paper pay slips will be sent to your home address whilst on maternity leave. Pay slips remain available online.

What happens if you get less than the standard rate of State Maternity Benefit?

You should advise HR People Services of the rate of State Maternity Benefit to be paid along with copy of the confirmation received. HR People Services will then change the deduction of State Maternity Benefit from your Occupational Maternity Pay to match with the amount you are to be paid.

What happens to maternity pay if the baby arrives early?

- If your baby arrives early, maternity pay will start from the day of your baby's birth, but Maternity Leave will be effective from the date of the baby's birth.
- You should inform your line manager of the date that your baby was born as soon as possible, they will then update Workday with the new Maternity Leave start date.
- If your baby's born more than 2 weeks before the end of your expected week of childbirth, you might be eligible for extra maternity leave and Maternity Benefit. You'll need to contact your local Welfare Office to confirm any entitlement. If they confirm you meet the criteria, contact HROnline@natwest.com for further support and to let them know if you choose to take extra leave.

What happens if your baby is born before your Maternity Leave start date?

- If you are still working and your baby is born early, your Maternity Leave will automatically start from the day your baby is born
- Let your line manager know the date your baby was born as quickly as you can. They will then update Workday with this information.
- If you haven't already done so by this time, you will also need to upload your medical certificate and MB 1, 2 & 3 forms, stating the expected date of birth and the actual date your baby was born. You should also email a copy of the MB1, 2 & 3 forms to ~ Family Friendly Forms

6. During maternity leave

Keeping in touch

- It's important to remember that you're part of the team whilst you're on leave. You'll need to agree the level of contact you have with your line manager and this will vary from person to person.
- You should agree with your line manager what level of systems access (if any) that you want to retain while you're on maternity leave. Your manager can arrange this using the usual ServiceLine Express process
- The role of the Buddy/Sponsor is to make sure that you're kept up to date with any major developments in the branch or department and the team

- Your line manager may also agree to regular calls, e-mails, texts etc. with you
- If you're an employee going on maternity, remember that your colleagues will be eager to hear your news. Keeping in touch with other members of the team also helps you to adjust back into working life at the end of the leave. Your line manager will also be keen to hear how you are getting on and about your plans for returning to work
- Your line managers will keep you informed of any re-organisation or changes in structure to the area. If there are changes while you're away, you'll be sent all the communications and will be treated as if you're still working.

Buddy/Sponsor role

- In order to keep up to date with news about your branch, business unit or division while you're on leave, you should nominate a buddy/sponsor who can do this while you are away from work.
- You may wish to ask your line manager or one of your colleagues to act as your buddy/sponsor. There is a Support Pack designed to assist your buddy/sponsor and it's recommended that you give this to them.

7. Benefits during maternity leave

Pension and Benefit Funding

Your Pension Funding and any Benefit Funding you get in Value Account will be paid to you whilst your paid OMP. Once OMP is no longer paid your Pension and Benefit Funding will stop too.

RBSelect during Maternity Leave

- All RBSelect benefits will continue during Maternity Leave or 12 months, whichever is the shortest
- During Maternity Leave, you can reduce or cancel many of your elections via RBSelect Anytime

RBSelect charges

If you're receiving OMP:

- We'll continue to pay your Pension Funding and any Benefit Funding you get in addition to your OMP
- The charge for your RBSelect benefits will be made against your pay
- If you don't receive enough pay to cover the cost of your RBSelect charges the Group will pay the shortfall

If you're receiving SMP or no pay:

- If you don't receive other elements of pay but receive SMP, the Group will fund your RBSelect benefit charges
- We'll not pass any charges against your statutory pay

If you're not eligible for OMP:

- The Group will fund the charge for your RBSelect benefits.

You'll need to pay any tax due to RBSelect benefits you get while you're on Maternity Leave, even though you may not be charged for them.

RBSelect - Annual Election Window

If you're about to go or are on Maternity Leave during the RBSelect Annual Election Window (AEW) you'll not be able to make new or increased elections. But, you'll be able to change some of your elections when you return and you'll be able to participate in the next AEW as usual.

RBSelect - Returning to work

HR People Services will send you a return to work letter prompting you to review, and if necessary, change some of your elections within specified timescales. You'll receive an online confirmation statement confirming any changes you've made.

Private Medical Cover

If you want to add your baby to your cover, this should be done 30 days from the birth or you'll need to wait until the next Annual Election Window. You can do this by asking your manager to raise a case via Contact HR on the HR homepage. Your Private Medical Cover will continue whilst you're on Maternity Leave.

If you have any questions or changes required for Vhi during your leave you should contact them directly to discuss. Contact Vhi healthcare on 1850 44 44 44 or online at <http://www.vhi.ie/>

Defined Benefit Pension Plan & Retirement Savings Plan

If you're in the DB Pension Plan or making contributions to the Retirement savings plan, your membership will be unaffected during Maternity Leave and, unless you elect otherwise your contributions will continue.

Job Need Cars

You can keep your car and continue to pay the benefit in kind tax liability but if you want to return it you should contact Merrion Fleet Management Ltd on 0044 0353 1206 1118 to arrange collection.

Banking Benefits

All banking benefits continue during your leave. Any borrowing on special staff terms will continue, such as mortgage, personal loans and overdrafts. It's not possible to freeze any payments to loans or mortgages. If you're experiencing financial difficulty please speak to your local branch.

Taxsaver Commuter Tickets

- You'll continue to pay for your ticket while you're on leave and receiving pay. If you enter into a period of unpaid leave any outstanding amount will be deducted from your final salary payment.
- If you want to, you can also cancel your ticket.

Cancelling or Amending Annual Tickets

If you need to cancel your ticket you'll need to:

Return your ticket with the Refund Form by the 14th of the month directly to the following address: Property Services, Taxsaver Commuter Tickets, Ground Floor, Dublin Mortgage Centre, Leopardstown, Dublin 18, Depot code: 035. Phone 00353 1 709 2000

Purchasing and Property Operations will in turn contact Dublin Bus, Iarnrod Eireann or Bus Eireann to work out the appropriate refund due to you if applicable.

If you want to work out the value of the refund please refer to the Dublin Bus, Iarnrod Eireann or Bus Eireann websites for more details on when refunds are applicable.

Holidays

- You'll continue to build up contractual and Bank holiday entitlement for the current holiday year (and the previous holiday year if your leave started in the previous holiday year)
- You can take all or part of your holiday entitlement before your leave starts or take them immediately following the end of Maternity Leave

- Alternatively, you may want to end your leave early and take all or part of your holiday entitlement before returning to work. You should discuss and agree holiday arrangements with your line manager before Maternity Leave starts
- Any holiday not taken before Maternity Leave starts will carry forward to the next leave year if appropriate.
- There's no limit on the days you can carry forward but once Maternity Leave is completed, if any leave (including carried forward leave) is not taken, only 5 days may then be carried forward.

Bonus

- Where appropriate, performance for the year should be reviewed before you go on leave
- As long as you've not resigned before the date of the grant, you'll be told of any bonus due as soon as its known
- If you're eligible for a discretionary performance bonus (subject to the qualifying criteria) you'll receive a pro-rated bonus to reflect the period worked during the relevant performance year. Your line manager will explain how the performance rating and the pro-rating of any bonus payment will operate.
- Where eligible, the bonus will be paid regardless of whether you're receiving maternity leave payments at that time
- Any bonus will be paid on the defined payment date.

Sharesave

Existing plans

Subject to the rules of the plan, during leave you can:

- Continue to make monthly contributions to any existing Sharesave contracts by payroll deduction; or
- If you're not receiving pay, you'll need to contact Computershare to continue to make monthly contributions to any existing Sharesave contracts by an alternative method – you should contact Computershare on 0870 702 0109 if you want to set this up
- Take up any new Sharesave offers (subject to terms applying) Choose to take a twelve-month payment holiday by contacting Computershare on the number above. If you choose to do this, you'll need to inform HR via an online "Sharesave Payment Suspension" form. This is available at HR > Pensions and benefits > benefits > shares > share save

Note: Suspending contributions will delay when the savings plan finishes, as you'll need to catch up on the missed payments. If you miss more than twelve payments, your right to buy shares will lapse.

If you want to reinstate payment through your salary, you should contact Computershare one month before you want the payments through payroll to re-start. Computershare will then pass this information onto HR People Services.

Further information regarding Sharesave can be found on the Intranet under HR > Pensions and benefits > Shares.

New plans

- All Sharesave grants are subject to approval by the Board and there is no guarantee that Sharesave will operate in any given year
- Once details of a Sharesave grant are announced, your sponsor or line manager should send a copy of any related correspondence and an application pack to you at your home address.

What happens to benefits if the employee chooses not to return?

You'll be treated as a leaver from the Group. Most benefits will stop from the day you leave or the end of the month in which you leave. Full details can be found in the Leavers Benefit Guide.

8. Returning to work after maternity leave

How much notice do you need to give when returning from Maternity Leave?

You should provide at least 28 days written notice of your intention to return to work.

When an employee is returning to work, their line manager is responsible for:

- Accommodating returners to their old job, or where this is not reasonably practicable, to an alternative job of equivalent or greater pay or status at the same work location or within reasonable travelling distance of the employee's existing workplace
- Giving serious consideration to flexible working requests from returners
- Discussing with their employee how they can support them after their leave and in their transition back to work
- Ensuring that phase back is discussed with their employee and a full plan is agreed before they start their return to work.

Return to work meeting

A return to work meeting between you and your line manager should be held 8 weeks before you're due to return to work. At the meeting the following should be discussed:

- The date you're proposing to return to work including holiday and phase back dates
- Any arrangements to make the return to work as smooth as possible
- Any training, support or development requirements to support your return to work
- If you're making a flexible working request, discuss hours and pattern and how this would fit with the business
- Maternity Phase back arrangements

What happens when the employee returns to work?

On your first day back in the office, your line manager will bring you up to date on anything that affects you. Depending on the discussion before your return, your line manager may have put a training programme in place.

This training will be informal and will vary from job to job. It will also depend on the length of time you've been on leave. It may include meeting with other team members, getting to know new products and talking about the branch or departments progress against targets and budget.

The return to work process

Once the Return to work discussion has been completed line managers must:

- Start the return to work process in Workday
- A line manager can also update any details for their employee from the agreed start date
- Follow the flexible working application process if required for flexible working arrangements. Any change in hours will need to be requested on Workday through Employee > Actions > Job Change > Change Job
- If appropriate follow the resignation process

There are a number of points to consider when an employee returns to work (remember to make arrangements in good time) these include:

- Desk, PC and telephone
- E-mail accounts and systems access
- Car parking

- Refresher training
- Team meetings and social events
- Holidays

If you've been unable to use your outstanding holiday entitlement before you return for any reason, you can carry up to five days holiday forward for use in the next calendar year. In exceptional circumstances, you may carry forward more than five days holiday if agreed by your line manager.

It's always useful for a line manager to set some time aside on their employees first day and ask other team members to update them on any news.

If for medical reasons, you're unable to return to work on the day you planned you must follow the normal sickness absence procedures as outlined in the Sickness Absence Support Pack (HR > Absence > Sickness Absence).

Meera is returning to work after maternity leave. What should she and her manager consider?

Meera and her manager should arrange a meeting 8 weeks before she's due to return to work. Depending on childcare and travel, they could have a call rather than meet. It's important to have the meeting early so that everything is organised for returning to work. The key points to discuss at the meeting include:

Meera should let her manager know what date she's planning to return to work.

If Meera has any outstanding holidays, she needs to confirm if these will all be taken at the end of her maternity leave. If not, up to 5 days pro-rata can be carried forward into the next holiday year with her manager's agreement.

She should let her manager know if she would like phase back. The meeting's a good opportunity to discuss phase back and agree arrangements. There's more information in the Phase Back section.

If Meera wants to make a flexible working request, she should let her manager know. There's information on the process in the Flexible Working Support Pack.

Meera and her manager should discuss any training or updates that need to be arranged for her return to work.

Any other support that would help Meera's return to work. There's more information on support under Part

After the meeting, Meera's manager needs to update Workday. It's important this form is completed so the employee is paid correctly. Meera's manager also needs to complete the actions on the Administration Checklist which includes reactivating systems access and e-mail which will help make her return to work smoother.

Phase back

Following a long period of leave, it can be hard coming back to work, and this can be helped by phasing back. You're entitled to 12 weeks phase back; working agreed reduced hours over a set period and you'll receive full pay and benefits. Phase back to work can't exceed the 12 weeks and there's no set programme of return as each request needs to be considered on an individual basis. However, a line manager must make sure that all requests are treated with consistency. A phase back might involve a buildup of hours each day or the number of days in a week. Where you're phasing back to a part-time work pattern it's likely you'll do this sooner than someone phasing back to full- time.

Two examples are set out below:

Example 1 – Return to full time hours

If an employee takes their full phase back entitlement of 12 weeks they might work the first 3 weeks as 1 day a week, weeks 4 - 6 as 2 days a week, weeks 7 - 9 as 3 days a week and weeks 10 and 12 as 4 days a week before returning full time. Pay and benefits will be paid for their full contractual hours, not just the hours worked.

Example 2 – Return to part time hours e.g. 20 hours per week

If an employee takes their full phase back entitlement of 12 weeks they might work the first 4 weeks as 1 day a week for 5 hours, weeks 5-8 as 2 days a week for 5 hours, weeks 9 – 12 as 3 days a week for 5 hours before returning to 20 hours per week. Pay and benefits will be paid for their full contractual hours, not just the hours worked.

Breastfeeding

If you're breastfeeding when you return to work, you're entitled to either a break of 1 hour each working day where suitable facilities are provided in the workplace, or a reduction in working hours.

This entitlement lasts up to 104 weeks after the date of birth.

What if the employee is reducing their hours when they return from Maternity Leave?

If you're reducing your hours, a change in hours request will be required by your line manager.

Example An employee works 5 days per week, 35 hours, prior to going on maternity leave. The employee then takes 9 months maternity leave, followed by 25 days holiday. The Line Manager must update Workday with the date they are ending Maternity and commencing holidays to ensure the employee is returned to payroll. During this time, the employee and line manager agree the employee will return 3 days per week, 21 hours. Following the holidays, a change in hours needs to be submitted via Employee > Actions > Job Change > Change Job on Workday. The employee will then start their phase back, building up to 21 hours per week.

What if there is no job to return to?

This may arise as a result of a restructure. If you're on Maternity Leave, you'll be included in the consultation process. Where possible, you'll be told of the business change at the same time as others in your team, but this will depend on your personal circumstances. This will be done face to face where possible, and may involve a manager visiting your home or in a mutually convenient place. If you can't attend in person, you'll need to tell your manager how to contact you.

What if the employee can't return to work?

If for medical reasons, you're unable to return to work on the day planned, you need to follow the normal sickness absence procedures as outlined in the Sickness Absence Support Pack. Your line manager will return you to work and then start the sickness absence process in Workday.

What if childcare problems arise?

No matter how well organised you are, you may well encounter childcare problems. Your child or carer could fall sick, or childcare arrangements could simply fall through. If you have such problems, you may be entitled to Special Leave. The Leave Support Pack provides further details.

If a child has a prolonged illness, the employee should discuss with their line manager the possibility of taking some unpaid Parental Leave or reorganising their work to allow them to make some other arrangements. Please see the Parental Leave Policy and Holiday & Other Leave Support Pack for more information (HR > Absence).

What if the employee doesn't want to return to work?

If an employee decides not to return to work they need to give the Group proper contractual notice by writing to their line manager. The line manager will need to return them to work from maternity and start the resignation process in Workday.

Line managers must then update Workday to start the resignation process (Employee > Actions > Job Change > Terminate Employee).

Further information on what happens to pay and benefits if you resign is detailed in the Resignation section on the HR pages (HR > Working here > Leaving the bank).

9. Supporting working parents

At the Group, we understand the challenges that parents face on returning to work after a period of maternity leave and are committed to making the return as easy as possible for both yourself and your new child. We offer a number of policies and products which provide support for working parents.

The decision about returning to work will be influenced by a whole range of factors, such as family commitments, career, income and the hours you'd like to work. You should think these things through before the return to work discussion with your line manager. Some of the support available is outlined below.

Moments that Matter

Having a baby is one of the biggest moments that matter you'll experience. The Group provide the following 'life moment' support to customers on our website which is equally applicable to you in helping you manage your affairs when having a baby (NatWest Group > Personal > Life moments > Having a baby).

Childcare

Childcare is one of the most important matters to consider when deciding about returning to work. Everyone's circumstances are unique. You should start looking at childcare options early on as places may be scarce and some nurseries allocate places far in advance.

Our Employee Assistance Programme offers advice, information and support on a wide range of issues, including childcare and parenting.

Parental Leave

You'll usually need at least one year's continuous employment with the Group to be entitled to unpaid Parental Leave. However, if you have more than three months' continuous service, and the child is approaching 18, you can take one week's leave for every full month of continuous employment with the Group.

You can take up to 26 weeks leave in total until your child's 18th birthday, which you can choose to take as a continuous block of 26 weeks. However, if you qualify for Parental Leave for more than one child, you can't take more than 26 weeks' Parental Leave in any 12-month period.

In the case of children in receipt of disability living allowance, there's more flexibility when Parental Leave can be taken - this can be one day at a time or in longer periods if you wish.

You may be able to add Parental Leave to the end of Maternity Leave and should you provide your line manager with three weeks' notice.

Parent's Leave

You can take 7 weeks leave during your child's first 2 years (or for children who are adopted, within 2 years of the placement of the child). This leave is unpaid however you're able to claim Parents Benefit from the government.

Parents leave increased from 5 weeks to 7 weeks on 1 July 2022. If you've already taken 5 weeks of Parent's Leave you can claim the additional 2 weeks if your child was under 2 on 1 July 2022 or your adopted child was placed with you less than two years on 1 July 2022.

Parent's Leave must be taken in minimum 1-week blocks prior to your child's second birthday, or in the case of adoption within two years of the child being placed with the family. Requests for Parent's Leave should be submitted on Workday at least 6 weeks before the requested start date. Line Managers may ask to postpone Parent's Leave for up to 12 weeks if it can't be accommodated, for example because there are too many others in the team on leave or it is a peak time.

Flexible working

You have the right to apply to work flexibly and this request will be considered by your line manager. The Group has a range of different working practices detailed in the Flexible Working Support Pack. Alternatively, you can contact HR or speak to your line manager. The support pack gives guidance on the flexible working application process.

Employment breaks

The Group offers unpaid employment breaks to allow you time away from work to focus on other things in your life. You can request a break of between 8 and 52 weeks to focus on personal interests. Further details can be found in the Holiday and Other Leave Support Pack.

Special Leave

We understand that sometimes things happen in life out with your control. To support you during these times you can take reasonable time off work, paid or unpaid, to deal with emergencies, for example those involving a dependent. For further information, you should speak to your line manager and review the Holiday and Other Leave Support Pack.

Employee Assistance Programme

The arrival of a child is one of life's most exciting experiences. It can also be daunting and overwhelming at times. Our Employee Assistance Programme can help you on the journey to parenthood, from telling a line manager and finding antenatal classes to returning to work and parenting a growing child. It's a free and confidential service available to you and your immediate family members. You can call to speak with a consultant or visit online or through the app for comprehensive information, practical advice and emotional support.

Telephone	1800 938 707
Online	Employee Assistance Programme go to HR Information>Wellbeing External access: www.guidanceresources.com Web ID: NATWEST Change the flag icon to choose your location
App	Providing 24/7 access to support and information. Search for "GuidanceResources" in your app store to install the mobile app. Web ID: NATWEST

Appendix 1. Standard communications

During your Maternity Leave you can expect to receive some standard items of communication and some examples are detailed below for your information.

Communication	When	How
Pay slips	Monthly	Sent directly to your home address
Pay Review Communication	End February/early March	Sent to you by your line manager
Our View – Employee Opinion Survey	September	Invited to access online by your line manager
Sharesave – Invitation to join the Group’s scheme	When a Sharesave option is announced	As per your profile on Sharesave.
Basic access to work systems – Insite, Workday, Workplace as agreed with your line manager before you go on Maternity Leave	On an ongoing basis	Your Line Manager can request this through ServiceLine Express

Both you and your line manager are responsible for agreeing the amount of contact you wish to have during Maternity Leave.

