



# Other time off support booklet

There may be occasions when an employee needs time off, other than holiday, to deal with other commitments and responsibilities. In these circumstances, we should be as supportive and accommodating as possible.

**How it works  
and Domestic**

**Family**

**Personal**

**Contacts**



# How it works and Domestic

## How it works

- 1. Employee submits request for time off** – An employee may approach you in work to chat about needing some time off, they may call the office to inform you about an emergency or submit a 'request for other time off' form
- 2. Consider the request** – Consider the individual circumstances and be as supportive as possible. Let the employee know whether you can support the request, how much time off you can give and whether the time off will be paid or unpaid. It is important that we make this clear. The employee may be dealing with difficult personal circumstances and clarity from us will reduce any unnecessary stress. This booklet will help you to decide what is appropriate, but if you are unsure about what you should do next, consult the individual policies on PSP or contact HRS Advice and Support
- 3. Keep in touch** – Where appropriate, you may want to call the employee to see how they are and to offer further support
- 4. Good to have you back** – It is good practice to take 5 minutes to welcome the employee back into work when they return. It is an informal chat to check that the employee is ok to be back at work and offer any further support that may be required. Use your discretion to decide when this is appropriate

## Domestic

- Urgent domestic:** An employee may have an emergency at home, for example, their house has been flooded. Consider the circumstances, and where necessary, offer a day off with full pay (up to three days depending on circumstances, with additional days covered by holiday or unpaid leave). Use your discretion – think about what is reasonable to deal with the issue
- Domestic events:** There will be occasions when employees need to be at home, for example, household maintenance or a delivery. Dependent upon the circumstances, you may suggest the employee takes holiday, an unpaid day off, swaps shifts or makes the time up



Be prompt and fair. Use the employees 'other time off' record to inform your decision.



For further support, consult the policy guides on PSP.

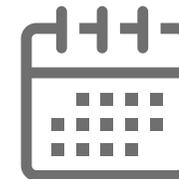


If you are not sure what to do next, contact HRS Advice and Support.

- **Time off for dependants:** is where there is an immediate need to make alternative care arrangements for a dependant (e.g. an employee's child minder is unexpectedly sick). There is a legal entitlement to offer time off and one day off unpaid is normal, with further days either unpaid or covered by annual holiday
- **Family emergencies:** A family emergency is when time off is required to deal with something more urgent/serious, for example, a dependant gives birth, is injured or dies. We usually offer a paid day off (up to three days depending on circumstances - use your discretion), with further days unpaid/covered by holiday
- **Bereavement:** If an employee loses somebody close to them, be supportive, sensitive and accommodating, giving them time to deal with their loss. The amount of time required will vary depending on the relationship and the circumstances of the bereavement. For immediate family members (spouse, partner, sibling, child, parent), offer up to one week off with full pay. For other family members (e.g. grandparents or parents-in-law), offer a paid day off to attend the funeral. For wider family and friends, help to facilitate shift-swaps, agree for the employee to make the time up, or offer one unpaid day off/one day of holiday to attend the funeral
- **Family events:** Employee's may ask for time off to go to family events, for example, a wedding. (remember that often, the employee has no control over the date/time of these events.) The first option would be to try and arrange holiday. Where this is not possible, try your best to arrange for the employee to make up the time, swap shifts or take unpaid time off
- **Long-term care for a dependant:** We should support employees who are faced with looking after a dependant who is ill or unable to care for themselves. Be supportive and if possible, we should offer alternative shift patterns or a flexible working arrangement. Alternatively, 6 months time off unpaid or a career break of up to two years can be arranged



- **Medical appointments:** Employees should be encouraged to try and arrange medical appointments outside of working hours, but sometimes, this is not possible. When an employee needs time off to attend an appointment that has been scheduled during working hours, there is a legal requirement to facilitate time off. You might do this by arranging for them to make the time up, swap shifts with a colleague or offer paid time off
- **Additional personal responsibilities:** Employees may have additional responsibilities aside from work e.g. volunteering in the community, army reservist – in these circumstances, employees may be entitled to paid time off (see Other Time Off guide for more details). If an employee is a retained fire fighter or special constable, they should perform this role outside of their scheduled hours of attendance for Royal Mail Group. In circumstances where there is a major incident, flexibility should be shown. This could be by releasing the employee if at work, or if they are already at an incident, allowing a delayed start to work
- **Religious holidays:** Employees may request time off for religious festivals or spiritual days – treat these in the same way as holiday requests and try to accommodate the employee as far as possible. Encourage employees to book time off well in advance
- **Religious observance and prayer:** Some employees may ask for a short period of time to pray during the day. Try to re-schedule breaks so that colleagues are able to pray at the appropriate time . If you do not have a dedicated room for prayer or quiet time, suggest an alternative room that the employee can use or help them to book a meeting room
- **Jury service:** If an employee informs you that they have been called for jury service, you must ask them to provide the notification of dates from the Court. Let the employee know that we will pay them an average of their basic pay, assigned allowances and overtime (over the last 13 weeks). This is a loan, and when the employee receives their loss of earnings from the court, they will be required to pay us back as a one-off payment, or as deductions from their wage



Put yourself in the employees shoes – all options should be considered before declining requests for other time off.



When an employee needs time off for personal reasons, encourage your team to support each other and be willing to compromise.

# Key contacts



## First Class Support:

0800 6888 777

## OH Assist Medical Helpdesk:

0845 612 4123

## Disability Helpline:

0800 0287 6142

## PSP Helpline:

0845 6060 603

Postline 5456 7100

[advicecentrePSP@royalmail.com](mailto:advicecentrePSP@royalmail.com)

## HRS ADVICE & SUPPORT CONTACT DETAILS

Region/BU	Telephone	Post Line	Email Address
East	0845 606 0261	5456 4889	<a href="mailto:hrsc.aands.e@royalmail.com">hrsc.aands.e@royalmail.com</a>
West	0845 604 3629	5456 4543	<a href="mailto:hrsc.aands.w@royalmail.com">hrsc.aands.w@royalmail.com</a>
North	0845 604 2093	5456 4749	<a href="mailto:hrsc.aands.n@royalmail.com">hrsc.aands.n@royalmail.com</a>
Parcelforce	0845 604 2787	5456 4747	<a href="mailto:hrsc.aands.pfww@royalmail.com">hrsc.aands.pfww@royalmail.com</a>
Northern Ireland	0845 604 3662	5456 4734	<a href="mailto:hrsc.aands.ni@royalmail.com">hrsc.aands.ni@royalmail.com</a>
Logistics	0845 604 2407	5456 4744	<a href="mailto:hrsc.aands.logistics@royalmail.com">hrsc.aands.logistics@royalmail.com</a>
International Ops	0845 604 5580	5456 4324	<a href="mailto:hrsc.aands.international@royalmail.com">hrsc.aands.international@royalmail.com</a>
Professional Functions	0845 604 3234	5456 4739	<a href="mailto:hrsc.aands.candcf@royalmail.com">hrsc.aands.candcf@royalmail.com</a>
Commercial	0845 604 3657	5456 4742	<a href="mailto:hrsc.aands.candcf@royalmail.com">hrsc.aands.candcf@royalmail.com</a>