



Human Resources

Time Off Policy

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

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

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

Remember:

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

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

Holiday

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

Contents

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

1. What is the holiday policy?

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

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

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

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

2. What annual holiday are you entitled to?

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

	Level 1	Level 2	Level 3
Up to 5 calendar years' service	25		30
5-9 calendar years' service	26		30
10-14 calendar years' service	27		30
15-19 calendar years' service	28		30
20+ calendar years' service	30		30

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

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

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

You'll receive 1/260th of your annual notional salary per day of holiday. Eligible employees may also receive a holiday pay supplement in relation to their pay for holiday; you can find out more about who's eligible and how it's calculated from the **Holiday Pay Supplement – Employee mini-guide**. The holiday pay supplement is non-contractual and may be varied or withdrawn at any time, subject to consultation with NGSU.

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

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

Your annual holiday entitlement in your new role will be $27 \times (4/12) + 30 \times (8/12) = 29$ days, which gives you an additional 2 days holiday for that year.

PeopleSoft calculates your entitlement in hours in line with your working pattern, so;

- if all your working days consist of whole hours (e.g. 7 hours as opposed to 7.25 hours) your new entitlement will be rounded up to the nearest whole hour.
- if any of your working days consist of partial hours (e.g. 6.25 as opposed to 6 hours) your new entitlement will be shown in partial hours.

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

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

How will the NPF changes affect my holiday entitlement?

If you're an active member of the Nationwide Pension Fund (NPF) then you'll know that in March 2020 you were given a one-off, additional day's holiday that you can use to consider the impact of the recent changes to the NPF scheme and carry out any retirement planning actions.

We've posted useful information about what this means for your holiday entitlement and carry over entitlement on the [HR Help Point](#).

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

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

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

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

If your area of the business uses My Details for holiday booking and you've submitted a holiday request with the wrong dates, you can't edit the dates in My Details. If your manager hasn't approved it yet, you need to ask them to Push Back the request and confirm to you when they've done it, so you can go into your absence request history and change the dates on it. If they've already approved it, they'll need to

cancel the holiday and you can submit a new request with the right dates. Have a look at the **Manager's & employee's guide to booking holiday** for more info on how to use PeopleSoft.

Only your manager can cancel your booked holiday.

4. Understanding your holiday entitlement in My Details

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

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

If you've got two jobs at Nationwide, you'll have two holiday summaries, one for each job.

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

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

Your holiday entitlement for the following year will show on My Details from the 1st January each year.

5. What Public Holidays are you entitled to?

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

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

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

Working part-time or compressed hours

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

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

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

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

Working pattern

Some people may be required to work on a Public Holiday, depending on their contract type.

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

Sickness and public holiday deficit

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

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

6. Carrying forward Holiday

The holiday year runs from January to December and you should always try to take your full entitlement during the holiday year. However, we know that's not always possible, or what you want to do, so you can carry forward up to a maximum of five days from your holiday entitlement from one holiday year to the next.

Your carry forward holiday is calculated pro-rata, based on your weekly contracted hours. So, whether you work part-time or full-time, each of your carry forward days will equal 1/5 of your standard working week – so in most cases, the number of hours you'll be able to carry over will be the same as the number of hours you work per week. Carry forward holiday is also worked out in hours on the system, so you can see how many hours you've carried over if you've carried over less than five working days.

If you do carry forward any holiday entitlement, it'll show as unused on your annual holiday summary in My Details until you take it, but you should try to take the holiday as soon as possible, to prevent a build-up of unused holiday in that year.

7. Joining and Leaving Nationwide

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

If you're leaving Nationwide and you've accrued holiday entitlement that you aren't taking as holiday before you leave, we'll normally pay you for it, or in certain circumstances (subject to providing reasonable notice) we might ask you to take the accrued holiday during your notice period. If you leave Nationwide and you've taken more holiday than you're entitled to, the appropriate deduction will be made from your final salary payment.

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

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

Promotion

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

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

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

9. Holiday and sickness absence

Sickness Absence

If you're absent from work through sickness, you'll continue to accrue your annual holiday entitlement. You can take holiday when you're off sick – your manager won't key the holiday on PeopleSoft, but should contact AskHR to ask for your record to be updated. If you're on Prolonged Sickness Benefit or the Group Income Replacement scheme, your manager will contact AskHR to make sure that the correct payment is made, as well as your holiday record being updated.

Sickness Absence (before a booked holiday)

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

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

Sickness Absence (while on holiday)

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

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

Sickness Absence (inability to take holiday)

If you've come back to work from sickness absence, you should plan to take your holiday before the end of the holiday year, using the normal booking process

Where you haven't been able to take a minimum of four weeks holiday in a year (inclusive of Public holidays) because you've been continuously absent through sickness, or where you've come back to work from sickness absence with not enough time in the holiday year to take your remaining holiday, or where it's not possible for your manager to agree it on your return because of the needs of the business or your team, you'll be allowed to carry forward additional holiday to the next holiday year and should contact AskHR on 01793 556808 Option 5.

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

10. Changing your working pattern/department

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

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

11. What's the Extended Holiday Scheme?

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

The scheme operates over a six-year period:

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

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

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

In years one to five, HR will make the adjustment to your holiday record on My Details. In year six, HR will adjust your holiday again and return your accumulated days to you.

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

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

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

Section above updated: 14 January 2021

Career Breaks

How to book:

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

Employment break- Keyed by: HR Absence type: N/A

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

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

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

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- **Eligibility**
- **What can you use a Career Break for?**
- **What pay and benefits will you get?**
- **Applying for a Career Break**
- **Before you go and while you're away**
- **Coming back to work**
- **Sabbaticals**

1. Types of Career Break

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

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

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

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

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

2. Eligibility

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

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

3. What can you use a Career Break for?

There's no restriction on the number of short breaks you can apply for while you work for us. A Career Break gives you the opportunity for personal development (e.g. extended travel, voluntary service overseas or further education) or for personal or domestic commitments.

You can't use a Career Break to take up employment somewhere else, or to start a personal business venture.

If you're not sure whether a career break is right for what you want to do, speak to AskHR for advice.

4. What pay and benefits will you get?

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

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

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

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

There are no pension contributions either by you or Nationwide while you're on a Short Break. If you want to know how your break will affect your pension, speak to the Employee Pensions team. If you're an active member of the Nationwide Pension Fund (NPF), also have a look at section 8 below.

Check the Sharing in Success intranet site to see if you'll be eligible for a payment under the scheme.

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

To find out how your break will impact your company car or car allowance, speak to Car Fleet Services.

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

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

Check the Sharing in Success intranet site to see if you'll be eligible for a payment under the scheme in the year that you leave.

There are no pension contributions either by you or Nationwide while you're on an Employment Break. If you want to know how your break will affect your pension, speak to the Employee Pensions team.

5. Applying for a Career Break

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

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

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

To apply for an **Employment Break** you complete the **Employment Break Application form** and talk through the reasons for the request with your manager.

If your Employment Break's agreed, you'll get written confirmation of the number of years the break is for and the start date. Your manager will then follow the leavers' process.

6. Before you go and while you're away

Your manager will meet with you four weeks before your **Short Break** to discuss your performance - that gives enough time to appeal, if you disagree with your rating:

1. If you won't be in the business during the normal annual performance review period, your manager will need to have a performance review with you, complete your performance document, and key a rating on MyCareer.

OR

2. If you will be in the business during the normal annual performance review period, your manager only needs to add comments, and a rating, in the 'manager comments' section of your performance document on MyCareer.

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

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

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

7. Coming back to work

Short Break

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

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

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

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

Employment break

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

You'll need to register and apply for roles through our recruitment system, which you can find on nationwide.co.uk.

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

8. Pensions

Short Break

If you're an active member of the Nationwide Pension Fund (NPF), and you come back to work before 1 April 2021, you'll normally be able to start building up benefits again in the NPF while it's open to future accrual. Your pensionable service both before and after your unpaid leave will be treated as continuous. When the NPF closes to future accrual on 1 April 2021 you'll then join the Nationwide Group Personal Pension.

If you're currently an active member of the NPF and you come back to work on or after 1 April 2021, you'll be able to join the GPP. You'll be entitled to a deferred pension for your period of pensionable service in the NPF. This will be calculated at 31 March 2021 but remember, you won't have built up any pension during your Short Break.

To find out more about closure of the Nationwide Pension Fund, and how your benefits will be administered from 1 April 2021, have a look at the Joint Statement dated [17 February 2020](#) and the [Pensions Policy](#).

Employment Break

From the start of your Employment Break, membership and contributions to your pension arrangement will end.

If you're a member of the Nationwide Pension Fund (NPF) you'll be entitled to a deferred pension. Nationwide's Employee Pensions team will write to you setting out details of the deferred pension payable at your retirement date.

If you're a member of the Group Personal Pension (GPP), Aviva will write to you setting out your pension options. Your options include leaving your contributions invested with Aviva, continuing to make contributions direct to Aviva or transferring your pension arrangement to another provider.

If you come back to Nationwide, the pension arrangements available will depend on the date you come back, and your pension arrangements immediately before your Employment Break:

1. You'll normally be able to re-join the NPF if (1) you're an active member of the NPF at the time you start your Employment Break, and (2) you re-join Nationwide before 31 March 2021. You'll then start a new period of pensionable service and build up benefits that'll be payable in addition to those from your earlier period of service. However, the NPF will close to future accrual from 31 March 2021, and from that date you'll move to the GPP for future pension savings. The Joint Statement dated [17 February 2020](#) (and its appendices) sets out full details of the changes to the NPF.
2. In all other cases, you'll only be entitled to join the GPP.

9. Sabbaticals

Employees who've completed 25 years' continuous service are eligible for a six-week paid Recognising Loyalty sabbatical – have a look at the [Rewards Policy](#) to find out more.

Section above updated: 7 August 2020

Time Off for Medical and Dental Appointments

How to book: Keyed by: Individual or manager Absence type: Medical/Dental Appt

When you can't arrange to make medical/dental appointments outside of your work hours Nationwide allows you to take a reasonable amount of paid time to go to appointments without making up the time. Talk to your manager about the time you'll need to take, then request the time on My Details for your manager to approve.

If you need to take a dependant to an appointment, you should look at the [Family Support Leave](#) section instead.

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

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

Time Off for Domestic Emergencies

How to book: Keyed by: Manager Absence type: Domestic Leave PAID/Domestic Leave UNPAID

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

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

If the emergency involves a dependant, have a look at the [Emergency Time Off for Dependants Policy](#).

Time Off for Religious Purposes

How to book: Keyed by: Individual or manager Absence type: Religious Observance

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

Travel Disruption

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

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

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

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

Emergency Time Off for Dependants

Emergency Dependants Leave related to Coronavirus, can be considered for up to four weeks, and in exceptional cases where the circumstances continue, we may be able to extend this absence for four weeks at a time. Any leave requests should be discussed and agreed with your manager and processed through holiday and absence on self service.

How to book: Keyed by: Manager Absence type: Emergency Dependant Leave

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

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

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

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

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

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

Section above updated: 14 January 2021

Family Support Leave

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

Family support leave gives you up to 5 days paid leave each calendar year [pro-rated for part-time employees] to help you with caring responsibilities for dependents of all ages, including taking them to non-emergency appointments or responding to foster care arrangements

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

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

You'll be paid as normal when you take the leave.

Bereavement and Compassionate Leave

How to book: Keyed by: Manager Absence type: Bereavement Leave PAID, Bereavement Leave UNPAID, Compassionate Leave PAID, Compassionate Leave UNPAID

When someone you're close to is seriously ill, you can take compassionate leave.

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

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

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

If you need more time off you could request unpaid leave, holiday or, if appropriate, [Carers' Leave](#).

Don't forget Nationwide provides 24 hour telephone support through [EmployeeCare](#).

Unpaid Parental Leave

How to book: Keyed by: HR Absence type: N/A

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

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

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

Each parent qualifies for leave for each child (even where both of you are employed by us).

If you want to take the leave, first speak to your manager, then complete the [unpaid parental leave form](#) giving at least 21 days' notice of the date on which you'd like your leave to start.

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

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

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

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

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

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

However, there can be some differences:

- You'll accrue your normal holiday entitlement while you're off but remember you can only carry forward five days of your unused entitlement.
- There are no pension contributions either by you or Nationwide while you're on leave. If you're an active member of the Nationwide Pension Fund (NPF), and you return to work before 1 April 2021, you'll normally be able to start building up benefits again in the NPF while it remains open to future accrual. Your pensionable service both before and after your unpaid leave will be treated as continuous. When the NPF closes to future accrual on 1 April 2021, you'll then join the Nationwide Group Personal Pension. If you're currently an active member of the NPF and you return to work on or after 1 April 2021, you'll be able to join the GPP. You'll have an entitlement to a deferred pension in respect of your period of pensionable service in the NPF which will be calculated at 31 March 2021. For further information on the closure of the Nationwide Pension Fund, and how your benefits will be administered from 1 April 2021, please see the Joint Statement dated 17 February 2020 and the Pensions Policy.
- Check the Sharing in Success intranet site to see if you'll be eligible for a payment under the scheme.
- To find out how your break will impact your MyReward benefits, contact the MyReward helpdesk.
- To find out how your break will impact your company car or car allowance, speak to Car Fleet Services.

Your eligibility for a performance-related pay review will be the same as if you'd not been absent. If you won't be in the business during the normal annual performance review period, your manager will need to have a performance review with you, complete your performance document, and key a rating on MyCareer before your leave.

When you return from leave, you'll come back to your role on terms and conditions no less favourable than if you hadn't been away. See above for information on how the agreed changes to the Nationwide Pension Fund will apply to you.

Section above updated: 7 August 2000

Carers' Leave

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

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

Eligibility

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

- have one year's continuous service

- intend to take the leave for the purposes of caring for your partner, relative or friend

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

Booking the time off

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

Pay and benefits

Carers' leave is unpaid, so your salary's suspended while you're off.

If there are any changes to your pay while you're on leave, e.g. because of the annual pay review, they'll be applied to you when you come back.

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

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

However, there can be some differences:

- You'll accrue your normal holiday entitlement while you're off but remember you can only carry forward five days of your unused entitlement.
- There are no pension contributions either by you or Nationwide while you're on leave. If you're an active member of the Nationwide Pension Fund (NPF), and you return to work before 1 April 2021, you'll normally be able to start building up benefits again in the NPF while it remains open to future accrual. Your pensionable service both before and after your unpaid leave will be treated as continuous. When the NPF closes to future accrual on 1 April 2021, you'll then join the Nationwide Group Personal Pension. If you're currently an active member of the NPF and you return to work on or after 1 April 2021, you'll be able to join the GPP, either on 1 April 2021 (if you're on paid leave) or on your return to work (if you're on unpaid leave). You'll have an entitlement to a deferred pension in respect of your period of pensionable service in the NPF which will be calculated at 31 March 2021. For further information on the closure of the Nationwide Pension Fund, and how your benefits will be administered from 1 April 2021, please see the Joint Statement dated 17 February 2020 and the Pensions Policy.
- Check the Sharing in Success intranet site to see if you'll be eligible for a payment under the scheme.
- To find out how your break will impact your MyReward benefits, contact the MyReward helpdesk.
- To find out how your break will impact your company car or car allowance, speak to Car Fleet Services.

Your eligibility for a performance-related pay review will be the same as if you'd had not been absent. If you won't be in the business during the normal annual performance review period, your manager will need to have a performance review with you, complete your performance document, and key a rating on MyCareer before your leave.

When you return from carers' leave, you'll come back to your role on terms and conditions no less favourable than if you hadn't been away. See above for information on how the agreed changes to the Nationwide Pension Fund will apply to you.

Don't forget, if you need to deal with an emergency concerning the person you care for, you can use [Emergency Time Off for Dependants](#), which is paid.

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

Section above updated: 7 August 2020

Volunteering

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

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

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

Have a look at the [Volunteering intranet site](#) to find out more.

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

Section above updated: 7 August 2020

Time Off for Public Duties

How to book: Keyed by: Manager Absence type: Public Duties POLITICAL/Public Duties NON-POLITICAL

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

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

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

Time Off for Jury Service

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

When you're on Jury Service, the Court will provide you with a Certificate of Loss of Earnings or Benefit. You don't need give this to Nationwide for completion, or submit it to the Court, as we'll pay you your normal rate of basic pay during your Jury Service.

In certain circumstances we might have to ask the Court to defer your Jury Service, if it would cause operational problems. We'll let you know if that's the case.

If you're not called to serve on a particular day or you're released early, you should attend work where that's practical.

Time Off for Union/Employee Representative Activities

How to book: Keyed by: Manager Absence type: Union Duties

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

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

How to book: Keyed by: Manager Absence type: Court Witness

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

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

If you're attending Court in connection with an event that you witnessed at work and you need additional support, please contact HR

Time Off for Pension Scheme Trustees

How to book: Keyed by: Manager Absence type: Union Duties

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

Time Off for Reservist and Emergency Services Training

How to book: Keyed by: Individual or manager Absence type: Reservist Training PAID*

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

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

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

If you're a Reservist, and your annual camp lasts longer than two weeks, you'll need to talk to your manager about taking holiday or unpaid Reservist Leave for the extra days – use the leave category Reservist Training UNPAID All reservists also need to register that you're a reservist by raising a case on AskHR.

If you volunteer with the Emergency Services and need to take more than 10 days off in a year for training, talk to your manager about using Holiday or Unpaid Leave.

*The PeopleSoft leave type wording will be updated to include the Emergency Services in the future – for now everyone should select Reservist Training PAID [or Reservist Training UNPAID for Reservists taking a third week].

Section above updated: 7 August 2020

Military Mobilisation

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

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

Further information can be found in the [Employee](#) and [Manager](#) Checklists.

1. When does this apply?

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

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

2. Types of Reservist

There are essentially two different types of Reservist:

- Volunteer Reservists - civilians recruited and trained into any of the three Volunteer Reserve Forces

- Regular Reservists - ex-military personnel who retain a liability to be mobilised depending on how long they have served in the Armed Forces

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

3. Compulsory mobilisation

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

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

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

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

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

5. What will happen to my benefits?

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

- You'll accrue your normal holiday entitlement while you're off [have a look at the [holiday section](#) of this policy for more information]
- If you're a member of a Nationwide pension scheme, you can choose to continue this while you're on leave. The MOD will pay Nationwide's employer contributions while you're on leave and liaise with the Employee Pensions Team to agree how both employee and employer contributions are paid while you're away. You can speak to the Employee Pensions Team for more information.
- Check the Sharing in Success intranet site to see if you'll be eligible for a payment under the scheme.
- To find out how your break will impact your MyReward benefits, contact the MyReward helpdesk.
- To find out how your break will impact your company car or car allowance, speak to Car Fleet Services.
- If you're normally eligible for Death in Service cover, you must check with the Employee Pensions Team, as exclusions may apply if you're visiting a dangerous region/country or are mobilised for a war situation.
- If you're normally eligible, you'll be excluded from the personal accident insurance while you're on military service. You're encouraged to also check any personal insurances that you have in place, as some of these may have exclusions relating to military service or war.
- If you're an existing member of the Nationwide Healthcare Plan, you'll be excluded from cover during your mobilisation. However, if you have family cover, your dependants will continue to be covered while you're away.

- If you currently have a concessionary mortgage rate, this rate will continue while you're mobilised

Your eligibility for a performance-related pay review will be the same as if you'd not been absent. If you won't be in the business during the normal annual performance review period, your manager will need to have a performance review with you, complete your performance document, and key a rating on MyCareer before your leave.

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

6. What happens when I come back to work?

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

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

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

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

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

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

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

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

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

9. Mobilisation

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

When you receive your mobilisation papers, you must notify your manager immediately; providing both a copy of the papers and a letter from the MoD which sets out the start date and possible duration of your mobilisation. The letter should also be sent to HR Lifecycle Services via [Create an AskHR Case](#), attaching the scanned copy to the case via the Notes & Attachments tab. You'll also need to request time off via the 'My Details' link on the intranet.

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

10. Coming back to work

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

- that you'd like to be reinstated to your previous role

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

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

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

DOCUMENT CONTROL

CHANGES SINCE LAST VERSION

Holiday

Section 3 has been updated to confirm the requirement to take a two week continuous break will only apply to Front and Back Office Treasury teams.

Emergency Time Off for Dependants

In the section 'Emergency Time Off for Dependants', temporary wording has been added to reflect temporary changes to the length of time an employee can take Emergency Dependants Leave for. This wording will remain through the COVID pandemic.

VERSION HISTORY

Version	Date
3	14 January 2021
2	21 August 2020

SUPERSEDED DOCUMENTS

Holiday	2 Jan 2020
Career Breaks	30 Dec 2019
Time Off for Other Reasons	6 Apr 2020
Military Mobilisation	30 Dec 2019
Emergency Time off for Dependants	30 Dec 2019
Other Family Friendly Leave	20 Jan 2020

ISSUE CONTROL

Owner: Employee Relations

Approvers: Director of Employee Relations, Legal & Secretariat