

UNCLASSIFIED

**UK ADDITIONAL HOURS
GUIDELINES**



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Glossary

Term	Meaning
Core Hours	Contractual hours or Normal Working hours
Additional hours	Hours worked outside of an individuals contractual hours
SST	Self Service Time
TOIL	Time off In Lieu
TSB	Telephone Stand-By

1. Introduction

1.1 Background

These guidelines do not form part of your contract of employment but provide arrangements for the payment of additional hours working for employees joining Fujitsu in the UK from 1st September 2010. In addition, these guidelines apply in the following circumstances from 1st September 2010:-

- the commencement of a new role following an internal transfer where the employee does not have an existing contractual entitlement
- commencement of any “additional hours” type of working in an existing role where the employee does not have an existing contractual entitlement

These guidelines may be altered or withdrawn by the Company at any time with 4 weeks notice.

1.2 Aim

These guidelines have been produced for managers and employees to ensure a consistent approach to the way in which ‘additional hours’ are carried out and remunerated.

1.3 Key Principles

The arrangement of working hours is dictated by the need to meet the requirements of our customers.

For some roles, working outside of core working hours may attract an additional payment or time off in lieu in accordance with these guidelines. See section 4 below.

In all cases a requirement for an individual to work ‘additional hours’ with payment must be pre-authorised by a manager with appropriate level of authority.

2. Approval

All ‘additional hours’ working must be approved by a manager with appropriate level of authority. This would normally be a Manager who is a direct report to an Operations Manager or the Leadership team. All ‘additional hours’ working must be recorded by individual employees in line with local practice. This will be via the SST (time sheeting) system.

3. Responsibility

It remains the responsibility of the individual and manager to ensure a sensible balance between work and home life.

Additionally, it is the responsibility of managers and employees to ensure they are compliant with the Working Time Regulations with regard to working hours and rest periods.

4. Eligibility for Payment

For some individuals the reward package is structured to include payment for “doing whatever is required” to achieve an output, therefore such individuals would not be eligible to receive additional hours payments. However, for others, additional hours payments are an appropriate way of compensating individuals for contribution outside of core hours. For clarification these individuals are identified as being in one of the following groups:-

4.1 Group 1

People whose reward package reflects the responsibility for **managing their own time** and achieving outputs are not eligible to claim additional hours payments.

However, some roles or business situations may require availability outside of their normal working pattern on a consistent basis and under these circumstances a manager may reward an individual by either:-

1. **An allowance (with a regular review date) to compensate for inconvenience, or**
2. **Arrangements for time off in lieu.**

4.2 Group 2

For those individuals where under normal circumstances the reward package reflects the rate for the job, but not for working outside core working hours, additional payment is appropriate.

If you are unsure of which group you would be in, please contact your manager.

5. Core hours

Within the UK a week is divided into normal working hours, core and non-core working hours.

You are contracted to work a certain number of hours each week. These hours are ‘normal working hours’ and usually scheduled to take place between 08:00 and 18:00 for most employees. Work completed after your daily ‘normal working hours’ is paid at the rate as defined in the table below; subject to eligibility.

For the purposes of these guidelines core hours are defined as 08:00 to 20:00 Monday to Saturday and non-core is defined as 20:00 to 08:00 Monday to Saturday. Sunday and Public Holidays are defined as non-core.

With regard to payment, core hours are paid at standard hourly rate, whilst non-core Hours are paid at an additional rate, or Time Off In Lieu (TOIL).

This excludes shift workers where their working pattern is normally defined by their contract and is worked across both core and non-core periods for which they are compensated through a shift premium.

6. Types of “additional hours” working

6.1 Overtime

Definition - either an extended day beyond normal scheduled working hours or a period not normally scheduled.

Your manager will advise if there is a need for overtime working in your team, and will give you as much notice as reasonably possible. The decision as to whether you work overtime is on a voluntary basis and the appropriate payment will be made in addition to your normal hourly rate (subject to eligibility).

6.1.1 Overtime payments schedule

Period	Category	Premium payment
08:00 to 18:00 Mon-Sat	Normal working hours	Standard hourly rate
08:00 to 20:00 Mon-Sat	Core	Standard hourly rate
20:00 to 08:00 Mon-Sat	Non-core	x1.5
Sunday	Non-core	x1.5
Public holidays	Non-core	x2.0 (or TOIL)

All overtime calculations must be made to the nearest 30 minutes, with a minimum claim period of one hour.

If you are a part time worker, you are not eligible to claim overtime at the premium rates until you have completed 37 hours work in a week at your standard rate, after which time it can be claimed at the premium rates.

You will not be eligible to claim payments for meal breaks during overtime working unless there is a clearly identified requirement for the continuous running of a process or equipment.

If you prefer you may request to take time off in lieu of payment for overtime worked on public holidays. Your manager will review your request against business requirements and will agree such a request provided these requirements are met.

6.2 Telephone Stand-By (TSB)

Definition:- Being available at management request to respond to a call, either to work remotely (on line or verbally by phone) or to return to place of work or visit a client site. Where appropriate, you may be expected to provide necessary guidance and advice to other employees by telephone from home.

Telephone Stand-By (TSB) places employees under particular obligations, notably they need to be contactable, fit for the purpose of work and where necessary, able to attend work to provide direct operational support.

The requirement to be available on Telephone Standby ceases at the end of the TSB period, (as defined in the rota), however where work has begun and it runs beyond this time you will be expected to respond in a professional and responsible manner to complete the work for which payment will be made.

6.2.1 Telephone stand-by payments schedule

Period	Category	Premium payment
Available beyond normal contractual hours.	Rostered on standby	
	Core hours	£2.00 per hour
	Non-Core hours	£3.15 per hour
Available Sundays and Public Holidays	Rostered on standby	
	Non-Core hours	£4.19 per hour

If you are called out whilst on telephone stand-by, overtime will be paid at the appropriate rate based on the day/time of call-out. Overtime rate will apply for the period of time when actively working.

The TSB allowance will cease to be paid if an individual is on long-term sick beyond 8 weeks.

You will be eligible to claim overtime from the time you leave home to attend a call on site (whether Fujitsu or customer site). Costs for travel should be reclaimed in accordance with the Business Travel & Expenses policy.

6.3 Callout

Definition:- An incident whereby an employee (whether on TSB or not) is required to return to take part in problem resolution either via the telephone, by attendance at a Fujitsu office or visiting customer premises.

6.4 Duty Management

Definition:- Managers (eg. service delivery) who are on a formal management rota available to take calls outside of contractual hours and handle the escalation route of a customer call. Not normally a requirement for manager to attend site, however responsible for ensuring call is routed and resolved within SLA.

6.4.1 Duty management payment schedule

Duty is normally rostered. Payment is either part of existing remuneration or additional allowance paid at fixed rate.

Period	Category	Premium payment
Available beyond normal contractual hours.	Rostered on standby	
	Core hours	£2.00 per hour
	Non-Core hours	£3.15 per hour
Available Sundays and Public Holidays	Rostered on standby	£4.19 per hour

6.5 Shift Working

Definition:- Payment for a regular pattern of working which may include core and non-core working hours, established in a fixed rota system, which is defined by your manager.

6.5.1 Shift allowance payment schedule

The level of shift pay is linked to the relative inconvenience of the working pattern. This takes into account:-

- The time when the shifts are worked
- The length of the shifts
- The extent to which night/weekend working is involved

6.5.2 Shift Payments

This is an allowance calculated as a percentage of basic pay for the unsocial nature of the time depending on the shift pattern. Hours worked outside of core hours are called Non-core Hours and are paid in line with the table below.

The maximum allowance for shift work is 15% of basic salary. No shift payment will be paid where non-core hours account for less than 5% of total hours worked.

% number of Non-Core Hours	Shift Inconvenience Allowance %
0-4	0%
5-9	4%
10-14	8%
15-19	12%
20 +	15%

6.5.3 What happens to shift premium during absence from work?

If you have made a formal commitment to work shifts for 8 weeks or more, or if you have actually worked shifts for the last 8 consecutive weeks you will continue to receive shift inconvenience allowance:

- during your annual leave and Public Holidays.
- whilst you are attending training courses at the Company's request.
- whilst in receipt of Sick Pay from the Company.

6.5.4 Other points to note regarding Shift

Meal breaks will not be paid for as part of a shift.

7. Changes, introduction or cessation to additional hours arrangements

Inevitably as the business changes, the arrangements that affect working patterns or reward may change. Reasonable endeavour will be undertaken to recognise the impact on personal life and as much notice as reasonably possible of the changes will be provided (where possible this will be at least 4 weeks).

There is no entitlement for any payments to be incorporated into base salary upon cessation of the additional hours.

8. Travel Time

Whilst working additional hours, daily travel time to your contracted normal place of work cannot be claimed. However, for travel to other places of work or customers, which involves time in excess of your normal commute time can be claimed.

9. Time Off in Lieu (TOIL)

Depending on operational requirements, and with the agreement of your Manager, overtime may be claimed either as a payment or as TOIL.

The employee and Manager will be responsible for ensuring overtime taken as TOIL is recorded as such on the SST system.

TOIL is not subject to overtime uplifts, the time taken must correspond to the actual time/hours worked and must be taken within 3 months of being worked.

10. Guidance for Managers

1. You should ensure all 'additional hours' work is approved by your Operations manager before being worked.
2. You should consult the section on 'eligibility for payment' before agreeing with an individual any payments.
3. Where an individual is regularly required to work TSB you should draw up a rota and ensure this is communicated to the team.
4. For regular payments for shifts or TSB you will need to liaise with your HR Representative so that payment can be made automatically with pay each month.
5. When recruiting either internally or externally you should set clear expectations with regard to any additional hours that may need to be worked beyond what would be reasonable flexibility.
6. In line with these guidelines you are required to give an employee at least 4 weeks notice of a change, or cessation to 'additional hours' working. Where possible you should give as much notice as possible (especially where there is a change/cessation of shifts, where there has been a long-term commitment or the arrangement is contractual.)

11. Additional Information

All payments are non-pensionable. Payments will be made via payroll, subject to normal controls and deductions.

The company reserves the right to reschedule working patterns – according to business need – following 4 weeks notice of such a change.

These guidelines are not contractual and the company reserves the right to alter or withdraw these guidelines with 4 weeks notice.

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