

Business as usual



All of us will face difficulties getting to and from work when either severe weather conditions, accidents close motorways or there are disruptions to public transport through strikes. Whilst the health and safety and wellbeing of all our staff is in the forefront of our minds, we must also ensure that the business runs effectively and are customers are not disadvantaged due to these external problems.

All staff have a contractual obligation to report for work regardless of the situation. You should therefore make every effort to attend work in all circumstances. When severe weather conditions or major disruptions to public transport are forecast in advance, take appropriate advice and allow extra time for your journey or make alternative travel arrangements if possible. Do feel able to discuss any concerns with your Manager in advance. We do expect you to attend work on time. Unacceptable absence or lateness may give rise to disciplinary action

Accepted absence or lateness

Naturally there will be occasions where even the best attempts to attend work will be in vain and in this case you should contact your Manager as soon as possible to discuss the position. If for some reason your Manager is not available do speak to one of the Senior Management team.

For all staff who have genuinely used their best endeavours to attend work but are unable to do so or are late one of the following options may be offered:-

- Make up the time at a later date.
- Take any absence from work as part of your annual leave entitlement.
- Take any absence from work as special unpaid leave (in this case, your pay will reduce accordingly to take account of the hours/days you have not worked).
- Be paid as if you had attended work on the day(s) of absence.
- Work from home or otherwise work remotely.

The Company reserves the right to allow different solutions to reflect an employee's individual's circumstances. We will take into consideration your distance from home to work, your mode of transport and how viable it is for you to work from home, and on the needs of the Company.

Leaving work early

Where there is a risk to you travelling safely home your manager will decide whether to allow you to leave work early (and to make up the time at a later date if necessary). We will again base its decision on your individual circumstances.

Health and safety

We will always put the health safety and well being of our staff first and will always listen to any concerns that you may have. You also have a duty to take reasonable care of your own health and safety and that of other persons who may be affected by your acts or omissions. This includes taking extra care when travelling to and from work in severe weather conditions and allowing more time for your journey, including making alternative travel arrangements where appropriate.



Call us, try us, trust us!

0800 610 1166