

PLANNED AND UNPLANNED DISRUPTION

PLAN WHERE YOU CAN AND BE SAFE

Managing resources to keep the business running and guidance on how absence and pay will be treated during a period of disruption

Unplanned Disruption

This could be severe weather, on-the-day travel cancellations, evacuation of stations or public buildings, unplanned road closures.

If it is difficult getting in and out of work you should discuss other options with your manager.

Planned Disruption

This is where you have advance notice of an incident that may cause disruption, such as a transport strike.

Discuss how this will affect your ability to get to and from work or care for dependents - your manager will be reasonable in considering flexible working options.

Group Incident Management

During severe weather conditions the Groups Incident Management team operate a clear response framework and provide guidance which can be found [here](#) You can also access "in the moment" updates from the [Adverse weather and external events](#) microsite

There may come a point where an unplanned disruption becomes planned disruption i.e. a prolonged spell of bad weather or where a road closes unexpectedly, and a diversion is then put in place for a few weeks. Situations will vary so use your judgement in determining the difference.

What's reasonable?

Line Managers

- You've treated colleague safety as a priority
- You've been flexible in discussing working options with your team such as;
 - ✓ Working from home
 - ✓ Flexing shift patterns, adjusting start and finish times
 - ✓ Considering if there is a local office or branch colleagues could work from instead
 - ✓ You've considered personal circumstances, health, wellbeing, disability challenges

.. and when working time back is required, you have considered the following;

- Have you been reasonable, flexible and timely in deciding and applying how to cover operational challenges and backlogs.
- You've accounted for your team's working patterns, caring, dependency and disability responsibilities and decisions have been fairly applied.
- You've spoken to your manager and made sure your approach is consistent and transparent.

Colleagues

- You've called your manager if can't get to work.
- You've looked at other viable ways to get to work.
- You've explored reasonable options for alternative childcare and dependants.
- If conditions improve you've made an effort to come into work where it makes sense to do so.

You may be asked to work missed time back i.e. the contracted hours you weren't in work, but were paid for, to help cover operational challenges and back logs.

Legally..

- There is no right to be paid for time missed as a result of unplanned or planned travel disruption or bad weather. However, if you've made all reasonable steps to get into work and talked to your manager, you will continue to be paid.
- In an emergency involving a dependant, you're entitled to take unpaid time off to manage the immediate situation - see our [emergency leave](#) guidance.

How we'll treat your pay

- If you've made all reasonable steps to get into work and talked to your manager, you will continue to be paid.
- If the business makes a decision to send you home i.e. because of a building/branch closure or concern for safety, you'll continue to be paid. We'd only expect you to be asked to work time back when the situation is exceptional.