

## Introduction

This document explains the rates of pay for Technical Service Engineers and the way in which wages are calculated.

Wages are calculated using a combination of the following data sources:

- Timesheet submissions
- Vehicle tracker information
- CASH book on and book off times

Rates of pay vary for hours worked as part of the normal working week (**Non-Call Out Hours**), and for hours worked on standby and nightshift (**Call Out Hours**).

## Non-Call Out Hours

Non-call out hours are based on being on site for the normal 40hr working week of Monday to Friday 08:30 to 17:00, plus any overtime.

The following table summarises the rates of pay which apply to these hours of work:

	MON	TUE	WED	THU	FRI	SAT	SUN
<b>08:30 - 17:00</b>	1.0	1.0	1.0	1.0	1.0	N/A	N/A
<b>17:01 – 00:00 (overtime)</b>	1.5	1.5	1.5	1.5	1.5	N/A	N/A
<b>00:01 – 08:29* (overtime)</b>	2.0	2.0	2.0	2.0	2.0	N/A	N/A
<b>Approved pre 07:30 travel</b>	1.0	1.0	1.0	1.0	1.0	N/A	N/A

*\* We will not lower the rate of pay from 2.0 to 1.5 if you have started overtime prior to 08:30 and the same overtime continues beyond 08:30*

## **Breaks**

Employees are entitled to a 30-minute unpaid break for every 6 hours of continuous work.

A 30-minute unpaid break will always be applied to every block of 6 hours worked, so please ensure you are taking breaks.

## **Overtime**

Overtime will be paid at the applicable rate except where you haven't worked your standard 40 hours in the week. In this case, overtime will be paid at 1.0 rate until you have made up your hours to 40 hours, after which any remaining hours will be paid at the applicable overtime rate.

## **Rest time**

Employees are legally entitled to an unpaid rest from work of at least 11 hours in every 24-hour period, regardless of what hours in the day were worked. Although this rest time is unpaid, we choose to pay any portion of rest time which results from hours worked after midnight. Examples are included below.

You have the discretion to waive this 11-hour rest entitlement, should you feel safe to start work without having the full 11 hours rest. We may also request that you waive this entitlement depending on the needs of the business, but this will be discussed and agreed with you in advance, and you are under no obligation to waive it.

The 11 hours of rest begins when you finish travelling from your last site.

Examples:

Arrive Home	Rest time entitlement	Earliest leave home time*	Paid rest time
18:00	11:00	05:00	N/A
19:00	11:00	06:00	N/A
20:00	11:00	07:00	N/A
21:00	11:00	08:00	N/A
22:00	11:00	09:00	00:00**
23:00	11:00	10:00	00:00**
00:00	11:00	11:00	00:00**
01:00	11:00	12:00	01:00***
02:00	11:00	13:00	02:00***
03:00	11:00	14:00	03:00***
04:00	11:00	15:00	04:00***
05:00	11:00	16:00	05:00***
06:00	11:00	17:00	06:00***
07:00	11:00	18:00	07:00***
08:00	11:00	19:00	08:00***

\* You have the discretion to waive this 11-hour rest entitlement.

\*\* You can take 11:00 hours continuous rest, which means you can be on site after 08:30, but this rest time will be unpaid as it didn't result from working after midnight.

\*\*\* These examples are calculated on the assumption that there has been continuous work from 00:00. You can take 11:00 hours continuous rest, which means you can be on site after 08:30, and ABCA chooses to pay those hours of rest which equate to the number of hours worked after midnight.

### Travel time

The first hour of travel in the morning and evening is unpaid, except for the following exclusions:

- Where your line manager requests you to leave home early to allow you to be on site pre 07:30, all morning travel time is paid at 1.0 rate when you remain at work on the same or another site until 17:00 or beyond.
- Where you have to work overtime beyond 17:00 and leave site after 18:00, all evening travel time is paid at 1.5 rate.

Travel time rules apply to any late starts which result from rest time.

### **Call Out Hours**

Call out hours only relate to hours worked on standby and when working a specified night shift; they do not relate to overtime worked as part of your normal working week.

These hours are protected at the appropriate rate in the event that you haven't worked your standard 40 hours in a week.

The following table summarises pay rules which apply to call out hours:

	MON	TUE	WED	THU	FRI	SAT	SUN
<b>Call out times</b>	17:00 - 08:30	17:00 - 08:30	17:00 - 08:30	17:00 - 08:30	17:00 - 08:30	08:30 - 08:30	08:30 - 08:30
<b>17:01 – 00:00</b>	1.5	1.5	1.5	1.5	1.5	1.5	2.0
<b>00:01 – 08:30*</b>	2.0	2.0	2.0	2.0	2.0	2.0	2.0
<b>Standby fee</b>	£13.00	£13.00	£13.00	£13.00	£13.00	£50.00	£30.00

*\* We will not lower the rate of pay from 2.0 to 1.5 if you have started a call out prior to 08:30 and the same call continues beyond 08:30*

Call out hours worked are protected from any deduction where you haven't worked your normal 40 hours in the working week.

All rest breaks are paid on call out, at the appropriate call out rate.

Call out hours will only be paid if you attend site; if you resolve the issue over the phone this will be unpaid as the Company are unpaid.

### ***Rest time***

Rest time applies in the same way as explained above for non-call out hours.

### ***Travel time***

All travel time is paid when on call out.

### ***Bank Holidays***

Call out rates vary when called out on Bank Holidays. All employees on standby on a Bank Holiday will receive a minimum of 8 hours pay at 1.0 rate, plus a day back in lieu to take as holiday at another time during the calendar year.

If you are on standby but not called out, hours between 08:30 and 17:00 will be paid at 1.0 rate and you get a day back in lieu.

If you are on standby and you are called out, any call out hours between 00:00 on the Bank Holiday until 08:30 of the morning following the Bank Holiday, will be paid at the 2.0 rate. If those hours worked add up to less than 8 hours, the balance of hours will be paid at 1.0 rate, up to a maximum of 8 hours.

Enhanced standby payments of £30 are paid on bank holidays, except for Christmas Day, Boxing Day and New Year's Day when the rate is enhanced to £60.

Bank Holiday examples:

BH type	NON-CALL OUT HOURS							CALL OUT HOURS				Standby payment	TOTAL hours
	Home	1st site	LAST site	Home	Hrs @ 1.0 rate	Hrs @ 1.5 rate	Hrs @ 2.0 rate	1st call start	1st call finish	Hrs @ 1.5 rate	Hrs @ 2.0 rate		
Good Friday	08:30	08:30	17:00	17:00	08:00	00:00	00:00			00:00	00:00	£30	08:00
May BH	08:30	08:30	17:00	17:00	05:00	00:00	00:00	10:00	13:00	00:00	03:00	£30	08:00
August BH	08:30	08:30	17:00	17:00	06:00	00:00	00:00	18:00	20:00	00:00	02:00	£30	08:00
Boxing Day	08:30	08:30	17:00	17:00	03:00	00:00	00:00	20:00	01:00	00:00	05:00	£60	08:00

### Nightshifts

Nightshifts falls under the call-out pay type and are paid at 2.0 rate regardless of start and finish times, and all breaks are paid. For example, if a nightshift id 22:00 – 06:00 then you will be paid 8 hours at double time.

Where it is a pre-planned nightshift, you will normally be expected to work until 17:00, then go home to rest, before commencing your nightshift at the required time that evening. However, staff may need to go home to rest prior to 17:00 and this will be discussed with you in advance by your line manage, in light of the entitlement to 11 hours rest.

Sleep time can be taken following a pre-planned nightshift; however, this will not be paid as the nightshift has been paid at 2.0 rate.