

### **Introduction**

This policy sets out the organisation's position regarding working hours for staff. The policy does not apply to contractors or consultants.

The SES Group strives to provide a safe working environment and ensure the safety and wellbeing of all its staff. The organisation seeks to ensure that staff do not exceed reasonable working hours to provide for a satisfactory work-life balance. The organisation is also committed to ensuring that the health of staff is not compromised by the workplace.

Managers have a responsibility to ensure that working hours are kept within reasonable limits and will monitor working hours for this purpose. Staff also have a duty to ensure that they are not working excessive hours and inform their manager directly if they consider that they may be doing so.

### **Normal working hours**

Staff are contractually obliged to work a variant number of hours per week. The organisation's normal hours of work can be over a period of 24hrs due to the nature of its business. Hours will be offered to staff on a weekly/monthly/adhoc basis, and these will constitute normal hours of work unless otherwise agreed between him/her and the SES Group. The organisation reserves the right to reasonably vary a worker's hours of work and the days on which he/she works according to business and operational requirements.

Workers may be required to work such additional hours in excess of their normal hours of work as are reasonably necessary for the proper performance of their duties and to meet the needs of the business.

If workers are requested to work in excess of their normal contractual hours, the organisation will seek to ensure that they do not work an average of more than 48 hours in a working week. However, the organisation can offer staff a form to "opt out" of the Working Time Regulations 1998. The worker has the right to opt in/out. If he/she signs the opt-out, and subsequently circumstances change, they can give the organisation 7 days' notice that he/she wishes to revoke this. Any worker who has not signed the opt-out or who has revoked his/her opt-out will not be requested or permitted to work more than 48 hours in one week.

### **Rest breaks**

Staff have the right to a minimum unpaid rest break of 20 minutes after working for six hours. If operational requirements mean that workers are unable to take these breaks at that time, they will be entitled to compensatory rest to be agreed with their manager.

Staff have the right to a rest period of 12 consecutive hours in each 24-hour period. Workers are also entitled to an uninterrupted rest period of at least 24 hours in each 14-day period. The worker has a duty to inform his/her manager as soon as possible if he/she is or may be at risk of being unable to take these required rest breaks.

Night workers should not work more than an average of eight hours in a 24-hour period. This average is usually calculated over a 17-week reference period, but it can be over a longer period if the worker and employer agree. Regular overtime is included in the average and workers cannot opt out of this limit. The manager will take appropriate steps to ensure that excessive night hours are not being worked by that individual.

### **Working time**

A worker is considered by the organisation to be "working" when he/she is carrying out activities on behalf of the organisation. It does not include travel from the worker's home to his/her place of work, rest breaks, travel time outside normal working time or non-job-related training.

The organisation defines "on-call" time as time when a worker is required to be available at his/her place of work and available for work throughout that period. If the worker is not at his/her place of work, this does not constitute being "on call".

Working time will include time where a worker is required to be at the organisation's premises but is free to rest while waiting for work to be available. It will also include time where a worker is required to travel from site to site for meetings, to attend training or to perform his/her functions at different locations.

### **Complaints about working hours**

If a worker considers that he/she has been unfairly treated about his/her working hours (for example being required to work excessive hours) he/she is requested to raise this informally with his/her manager. If the worker's complaint relates to his/her manager, he/she is requested to raise it with a more senior manager. If a worker is not satisfied following this route, he/she has the right to raise a grievance in accordance with the organisation's grievance procedure.

The SES Group is committed to enforcing an effective Hours of Work Policy in accordance with the requirements of the Railway and Other Guided Transport Regulations and Network Rail Company Standards and Procedures. We recognise the importance of such a policy in its contribution towards ensuring the health and safety of our employees, sub-contractors, and all those affected by our works.

The SES Group will take all measures as far as is reasonably practicable to ensure that all employees and sub-contractors are aware of and adhere to the guidelines for hours of work.

The SES Group requires that all employees or sub-contractors shall not:

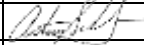
- Work in excess of 14 hours per day door to door.
- If an individual works 60 or more hours but less than 72 hours in any rolling 7-day period, this shall be recorded as a level 1 exceedance.
- If an individual works 72 hours or more in any rolling 7-day period, this shall be recorded as a level 2 exceedance.
- If an exceedance of 14 hours door to door is triggered:
  - a) the line manager shall produce a fatigue management plan; or
  - b) if a fatigue management plan already exists for the individual, the line manager shall review it and determine if it is still effective in the control of the fatigue risk.
- Work more than 13 days in any 14-day period.
- Take less than 12 hour's rest between shifts.

Deviation from the above limits will require a Risk Assessment and will affect the Client's Safety Case.

**Travelling Time**

All PTS trained employees should not exceed the maximum of 14 hours per day including any travelling time.

The SES Group has developed internal procedures to prevent employees or sub-contractors from working excess hours or shifts. Measurement of the effectiveness of these procedures will be carried out via a continuous monitoring process. Should this monitoring process reveal a departure from the procedures then appropriate action will be taken.

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Signature:	
Date:	30/09/2024