

## On Call Allowances

### Role Clarity Bands 3 & 4

Date written:	21 October 2015
Status	FINAL – subject to full review of On call allowances
Date consulted:	21 October 2015
TSSA agreed: TSSA National Management council chair	
Network Rail agreed: Head of Reward and Benefits	
Version:	2
Effective date:	1 November 2015

## 1. Purpose

Network Rail recognises that there may be a regular and permanent requirement for some employees to be available to deal with issues/incidents that arise out of hours. This may give rise to those employees within the scope of this agreement having to attend site, or deal with matters over the telephone during out of office hours, and as such may attract payment for doing so.

## 2. Scope

This agreement applies to Role Clarity Band 3 and 4 employees only, who are required to be On Call for a frequency of 1 in 10 weeks or higher, in addition to working the standard 35 hour week. This requirement can be permanent or for a minimum period of 3 months. In cases where employees receive operational allowances as part of their employment contract, they are out of scope of this agreement. This agreement is effective **1 November 2015**. This replaces all pre-existing policies and ad-hoc agreements (other agreements in IP and GBS will be the subject of a fuller review).

## 3. Process

Where local managers have identified the need for employees in Role Clarity Band 3 and 4 to work regularly On Call, a proposal should be put to the budget holder and approved by a director to agree the On Call arrangements. Any payments made within this policy are subject to approval and this should be referred in the first instance to the relevant Senior HR Business Partner who will review the request in line with the authorities matrix. **(See Appendix A)**

Once agreed by the business details will be forwarded for consultation, via the usual memorandum of consultation document.

If the On Call working is agreed, payments will be made with an effective date agreed. Employees who are affected will receive a letter, advising the start date and the type of payment, including stoppage of the payment should the requirement to be on call cease. **(See Appendix B)**

Where employees have been asked to work On Call on an ad hoc basis and this then becomes a permanent need there is no entitlement to back pay.

Where On Call working is a requirement of the role, this should be mentioned in job offer for new appointments, in job descriptions and discussed and documented at interviews.

On Call payments made to employees should be captured as On Call in the payroll system.

## 4. Payments

### 4.1 Payment Principles

- Payments will be made retrospectively
- Payments will be paid as a period allowance in accordance with the payroll timetable
- The On Call rota is based on full weeks as is the allowance
- Period allowance % is calculated as percentage of employees base salary excluding London/South East allowance
- Payments are non-pensionable
- Payments will not be included in any bonus calculation
- There is no additional uplift to the On Call payment should an employee be on call on a bank holiday

### 4.2 Types of On Call

There is a requirement for two types of on call cover –

**(a) Type 1 1<sup>st</sup> line On Call (Front Line)**  
**(See Appendix C)**

Those employees who fall within this category will be expected to conduct out of hours on site visits when necessary and be available to resolve issues over the telephone. The employee must adhere to the Drugs and Alcohol Policy, to be fit to carry out their duty.

**(b) Type 2 2<sup>nd</sup> line On Call**  
**(See Appendix C)**

Those employees who fall within this category will be expected to resolve issues over the telephone or visit site if required (it is expected that site visits will be very minimal). The employee must adhere to the Drugs and Alcohol Policy, to be fit to carry out their duty.

### 4.3 Payment Table

Frequency	Type 1 1 <sup>st</sup> Line On Call	Type 2 2 <sup>nd</sup> Line On Call
<b>1 week in 2</b>	10%	5%
<b>1 in 3</b>	7.5%	3.5%
<b>1 in 4</b>	5%	2.5%
<b>1 in 5</b>	4%	2%
<b>1 in 6</b>	3%	1.5%
<b>1 in 7 to 1 in 10</b>	£20 per week (£1040 per annum)	£10 per week (£520 per annum)

## APPENDIX A

### Authority Matrix

<b>Level of Payment</b>	<b>Approval needed</b>
<b>Up to £1,000</b>	Line Manager's Manager
<b>£1,000 - £2,500</b>	Executive Band member only
<b>£2,500 - £5,000</b>	Executive Band responsible for business area
<b>£5,000 - £10,000</b>	Executive Band responsible for business area & Head of HR
<b>Over £10,000</b>	Group HR Director

**APPENDIX B**

<Insert employer address and date>

Re: Payment of On Call Allowance

Dear <Insert Name>,

This letter is confirmation that you are eligible to receive an On Call allowance in line with your duties as <insert role>. The allowance will be effective from <insert date>, and will be paid as follows:

<Choose appropriate row and type>

<b>Frequency</b>	<b>Type 1 1<sup>st</sup> Line On Call</b>	<b>Type 2 2<sup>nd</sup> Line On Call</b>
<b>1 week in 2</b>	10%	5%
<b>1 in 3</b>	7.5%	3.5%
<b>1 in 4</b>	5%	2.5%
<b>1 in 5</b>	4%	2%
<b>1 in 6</b>	3%	1.5%
<b>1 in 7 to 1 in 10</b>	£20 per week (£1040 per annum)	£10 per week (£520 per annum)

The On Call allowance quoted above is % of basic salary, covers full weeks and will be non-pensionable or bonus related. There will be no uplift to this allowance should you be On Call during a bank holiday.

In the event that the requirement to work On Call ceases, we shall advise you of this change, and the date when your On Call payments will stop.

I would like to take the opportunity to thank you for your continued contribution.

Yours sincerely,

<insert name>  
<insert job title>

Cc – personal file

## APPENDIX C

### Type 1 cover

It is expected that Type 1 cover would apply in very minimal circumstances, as the majority of incidents are covered by frontline track staff, section managers and supervisor who work an On Call roster and are remunerated accordingly.

### Type 2 Cover

Predominantly at Section Manager Level. These employees will be On Call 24/7 during the period they are On Call and will adhere to the D&A Policy. Control will always call the Section Manager from their list when an incident occurs, with the Section Manager identifying who the Level 1 response is. SM's will also be expected to attend site for certain incidents.