



**WATER RECYCLING**  
**WORKING PATTERNS POLICY**  
**APRIL 2025**

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## 1. PURPOSE

- 1.1 The purpose of this policy is to set out the working patterns and associated arrangements within the Water Recycling business unit, taking into account the Company's requirement for continuity of services to our customers with the work-life balance of our people.

## **2. SCOPE**

- 2.1 Permanent and Temporary employees within Water Recycling in the following roles:
- Maintenance Technician (Reactive)
  - Maintenance Technician Apprentice
  - Water Recycling Networks Field Technician
  - Water Recycling Networks Apprentice
  - Works Technician - Process Controller
  - WR Process Technician Apprentice

## **3. STATUS**

- 3.1 This policy is a Collective Agreement.

## **4. POLICY OWNER**

- 4.1 Head of Employee Relations.

## **5. WORKING WINDOW**

- 5.1 The working window within Water Recycling operates between 07:00 and 20:00, six days a week, 52 weeks a year.
- 5.2 Work will be rostered for six days each week, including Saturdays and Bank Holidays, with the exception of Christmas Day, which will be covered by rostered standby. Minimum manning levels may differ on these days according to business requirements.
- 5.3 Full time employees will work a 37-hour working week, with a 30-minute unpaid meal break each day.
- 5.4 Employees will undertake standby, to maintain 'out of hours' operational coverage.
- 5.5 Different roster patterns will be applied within the working window depending upon business need.

## **6. ROSTERS**

- 6.1 The business will maintain a minimum of 3 months' published rosters for all employees in scope. The roster will be updated on a 4 weekly rolling basis.
- 6.2 The business can change a published roster with 28 calendar days' notice, in response to operational need. This will be kept to a minimum and any changes will be made through employee consultation in the first instance.

- 6.3 Rosters will be constructed to meet planned and reactive workloads. This may lead to different utilisation of the working window in different locations and sub process teams.
- 6.4 Employees will be rostered according to operational requirements. Therefore, employees may not be rostered on every shift.
- 6.5 All rosters will be generated using the following rules:
- A minimum of two consecutive days off will be scheduled each week.
  - An attendance will always start at least 11 hours after the previous day's attendance has ended (with the exception of standby).
  - Where possible an early attendance following a late finish will not be rostered.

## **7. SHIFT SWAPPING**

- 7.1 We recognise that employees may have events in their personal life, which may make it advantageous for them to be able to swap shifts as an alternative option to booking annual leave or requesting time off in different ways, e.g. to attend family, school or social events, or to pursue sports, education or any other personal interests with greater freedom.
- 7.2 Employees will be able to swap shifts without restriction in a published roster by emailing the CAM Team or using the relevant system for their part of the business e.g. automated process on tough books / tablets as long as the following conditions are met:
- the swap must be with someone with the right skills;
  - the swap must be within their geographical area (work centre);
  - the swap must not violate the Working Time Directive;
  - swaps will not be permitted where a pre-authorised, non-availability is published, e.g. training, team meetings, union duties and PDRs;
  - the employee being asked to swap, must agree and accept the swap.
- 7.3 Late shifts cannot be swapped without also swapping any associated standby, with the exception of full day standby (Saturday or Sunday), which can be swapped individually.

## **8. STANDBY AND CALL OUT**

- 8.1 Standby will be scheduled on a daily basis as part of the roster.
- 8.2 Standby will be scheduled at the end of the last shift of the day and will last until the start of the next scheduled attendance within the same geographical area.
- 8.3 When a published roster contains no weekend working, standby will be scheduled to cover Saturday and Sunday.
- 8.4 Employees rostered to work standby will receive the daily standby payment appropriate for the day of the week they are rostered, in accordance with the published Standby rates on Lighthouse ([Standby & Call out Rates](#)).

- 8.5 The Standby payment covers payment for all rostered call outs. No separate payment will be made for any rostered call outs.
- 8.6 Where employees are called out when not scheduled on standby the current policy for a non-rostered call out will apply.
- 8.7 Employees are required to be on standby and to respond to rostered call outs for the Company as part of their employment contract, and whilst travel will be kept to the minimum within operational requirements, they may be required to work whilst on standby, anywhere within the Anglian Water Region.
- 8.8 There are no specific or set rules regarding how quickly an employee is required to turn out when on standby. The following points are intended as broad guidelines only and each call out scenario will have its own circumstances, which the employee should consider:
- The Company expects that employees will do their best to attend a call out event within 30 minutes from the time of the call, however we recognise that there may be times when it takes a little longer.
  - The Company recognises that:
    - employees being disturbed at night may need additional time to wake, dress and prepare to go out;
    - facilities at the location (and the anticipated duration) of the call out should be factored into a response time, e.g. refreshments may need to be prepared and taken; and
    - weather conditions should be factored in, e.g. allowing extra time in winter to find suitable warm clothing and preparing vehicles to travel.
- 8.9 Employees are not required to stay at their home address when on standby and the Company recognises that people may be engaging in leisure activities when on standby. However, in these circumstances, the Company does expect employees to be mindful of the potential urgency of a call out and remain within a reasonable travelling distance from their home address, to allow them to:
- promptly complete any leisure activity;
  - travel home, prepare to attend and collect their Company vehicle; and
  - attend the call out as promptly as they can.
- 8.10 When on callout, employees are:
- Eligible for paid breaks of up to 30 minutes after each 6 hours worked.
  - Eligible to claim for food or refreshments during breaks on callout in line with the Expenses Policy.
- 8.11 Breaks taken during callout are paid breaks, see Section 13 for standard break information.

## **9. HOLIDAY**

- 9.1 Annual leave will be managed centrally through the Centralised Availability Management (CAM) team, in line with the current annual leave policy.
- 9.2 Authorisation of leave will be based on minimum manning and annual leave rules.

- 9.3 Annual leave entitlement will be expressed in hours to accommodate the different shift patterns.
- 9.4 Visibility to book annual leave will be provided for a minimum of the current and next leave year.
- 9.5 The following annual leave rules apply:
- The number of Saturdays booked by an individual cannot exceed 4 in a 12-week rolling period.
  - The minimum amount of leave that can be booked is one hour, to be taken at the beginning or end of a shift.
  - Leave cannot be taken in the middle of a shift.
  - Where employees book leave and then find they have been rostered off on that day, we will refund their holiday automatically.
  - Annual leave at weekends, or days when scheduled on standby cannot be booked or taken within a published roster.
  - Wherever possible short notice leave requests will be considered favourably, but this will be balanced with the operational needs of the business and resourcing levels. Employees are encouraged to try to swap shifts with a colleague where possible. In extreme circumstances, employees should discuss with their Line Manager directly, who will consider all the factors.

Please see the Annual Leave [Policy](#) for more information.

## 10. PUBLIC HOLIDAYS

- 10.1 All public holidays (except Christmas) will be treated as normal working days and shifts will be scheduled to cover these days as part of the normal working roster. Employees will be credited with the equivalent of 7 days' holiday to convert public holidays into an annual leave allowance.
- 10.2 In areas of the business where it is practicable to do so, minimum manning levels will be reduced on bank holidays, this will only be done where it is operationally efficient to enable a greater number of people to book and take leave on these days.
- 10.3 Christmas day, will operate as follows:
- Shifts scheduled on Christmas day will be operated as standby shifts. Employees will be called out only as operationally required.
  - Call out and overtime payments will be paid as per current policy.

## 11. BOUNDARIES

- 11.1 Employees may be required to work in any part of the Anglian Water region, as deployed by the OMC, from their contracted start location. Travel will be kept to the minimum within operational requirements.

## 12. WORKING DAY

- 12.1 Employees are expected to spend a up to a maximum of 30 minutes prior to their shift start time completing vehicle checks, accepting their first job and travelling to it.
- For WR Networks this is broken down into 15 minutes of vehicle checks/job

acceptance and up to 15 minutes of travel. For all other areas this is broken down into 10 minutes for vehicle checks/job acceptance and up to 20 minutes of travel.

- 12.2 Where the first job is less than 20 minutes away (15 for WR Networks), employees are expected to be on site and start the job at the start of the shift.
- 12.3 Where the job is more than 20 minutes away (15 for WR Networks), employees are expected to use the travel time to begin travelling to the job. The residual time to reach the job will be during their shift.
- 12.4 Where a job finishes before the end of the rostered shift and no other tasks are scheduled, employees should use this time to carry out general 'business admin' such as catching up on emails, reviewing information on lighthouse or carrying out other essential tasks such as vehicle / tool / equipment maintenance.
- 12.5 The manager or the Senior Operations Manager (SOM) or relevant deputy must be contacted whenever reasonably practicable, to authorise completion of a job beyond the scheduled finish time.
- 12.6 Travelling home at the end of a job is to be done in an employee's own time up to a maximum of 30 minutes.

### **13. BREAKS**

- 13.1 A 30-minute unpaid break will be provided each day, they **MUST** be taken during the working day and not "tagged at the end" to shorten the working day. This is to ensure adequate rest is taken during the shift.
- 13.2 Breaks will be allocated through the scheduling system by allowing a gap between the completion of jobs. Breaks, where possible, should be taken during this allocated gap.
- 13.3 Under 18s will be allocated a 30-minute break to be taken no more 4.5 hours after the start of their work pattern.

### **14. PERSONAL HYGIENE / SHOWERING**

- 14.1 Many of our sites have showers and washing facilities, which can be used when required. In the event these are not fit for purpose this should be reported to the site manager.
- 14.2 We expect our employees to do the right thing by taking an appropriate and pragmatic approach to ensuring both their own and their colleagues health, safety and wellbeing regarding good hygiene practices in line with the management of hygiene and disease prevention.
- 14.3 Typically, our work does not require employees to shower after completing a job. However, we fully recognise that given the nature of some jobs there may be occasions when this is essential, but this should not be the norm.

- 14.4 When employees need to shower, this should be done at the appropriate site and, where possible, factored into the time of the standard working day. It should not be tagged on as overtime to shower at home (unless there are truly extenuating circumstances).
- 14.5 In any other exceptional circumstances this must be discussed and agreed with your line manager.

## 15. OVERTIME

- 15.1 Overtime rates for all hours worked are set out below:

Day	Time	Overtime Rate
Monday - Friday (Rostered working day)	06:00 - 23:59	Single time (T).
Monday - Saturday (Rostered working day)	00:00 - 05:59	T x 1.5
Saturday	06:00 - 23:59	T x 1.5
Sunday	00:00 - 23:59	T x 2
Monday - Friday (Rostered rest day)	00:00 - 23:59	T x 1.33

- 15.2 Overtime rates will be paid only on hours worked in excess of 37 hours per week outside of the rostered start and finish time.
- 15.3 Overtime rates will not be paid for travelling to the first job of the day or from the last job of the day. Travelling time in excess of 30 minutes at the start and end of the day will be paid at single time.

## LAST REVIEWED

April 2025