



**OVERTIME, STANDBY, CALL OUT & STEWARDSHIP
CLAIMS POLICY & PROCEDURE**

APRIL 2025

1. PURPOSE

- 1.1 This policy outlines when overtime, standby and call outs will be paid and at what rate. Throughout this document the term "claims" refers to all types of claims mentioned above.

2. SCOPE

- 2.1 This is a group level policy that applies to all employees of Anglian Water Group Limited and its subsidiaries (including but not limited to AVH Parks Limited, TIDE Services Limited and AWG Group Limited) but excluding Alpheus Environmental Limited, Anglian Water (Ireland) Limited and Wave Limited (and their respective subsidiaries, which include Celtic Anglian Water Limited and Anglian Water Business (National) Limited).
- 2.2 From 1st April 2020, with the introduction of the Job Role Framework, eligibility to claim overtime, i.e. for time worked in addition to standard hours, is as follows:
- a. employees in post at 1st April 2020: those who were eligible to claim overtime prior to this date, will be eligible to claim overtime whilst they remain in the same role;
 - and
 - b. new employees to the Company or existing employees who move into a new role after 1st April 2020: eligibility to claim overtime will be based on the employee's Role Job Profile and will be confirmed in their contract of employment.
- 2.3 All overtime must be approved in advance by an employee's Line Manager.
- 2.4 Overtime requests must be completed using Workday except in the following work areas:
- TIDE
 - WROL Drivers

3. STATUS

- 3.1 This policy is a Company Collective Agreement.

4. OWNER

- 4.1 Head of People Shared Services.

5. POLICY

- 5.1 This policy covers when employees are contractually entitled to claim overtime/standby/call outs as agreed with the trade unions. Overtime rates are detailed below and standby and call out rates are as published on [Lighthouse](#). This policy covers everyone including employees who do not submit claims via Workday.

6. PROCEDURE – HOW TO MAKE A CLAIM

- 6.1 Claims should be submitted to the end of the calendar month and authorised in Workday by Line Managers no later than the 7th of the following month. No paper/electronic overtime forms will be accepted in People Support for employees who have access to the Workday Time module.
- 6.2 Employees who do not have access to Workday Time should submit overtime via local arrangements. Claims should be submitted to the end of the working day on 15th of each month and authorised by Line Managers no later than the 22nd of the month.
- 6.3 Claims must be made and authorised within three months of it being worked.

7. RATES OF PAY

7.1 STANDARD OVERTIME, STANDBY AND CALL OUT CLAIMS

Single time (1.0)

- For part-time employees working additional hours over their contractual hours and up to the standard full-time working hours for the role, typically 37 per week.
- For overtime claimed in respect of training.

Time and a half (1.5)

- For employees working up to 6 hours over and above their contractual hours for the day, excluding Sundays and Bank Holidays

Double time (2.0)

- For employees who have worked over 6 hours above their contractual hours for the day (i.e. the first 6 hours are at x1.5 and anything exceeding this is then at x2).
- Sundays and Bank Holidays for employees working over and above their contractual hours for the day

Standby, Call Out (rostered) and Call Out (non-rostered)

- See the current rates on Lighthouse.

All claims must be authorised by the appropriate Line Manager in Workday.

7.2 WATER RECYCLING OVERTIME, STANDBY AND CALL OUT CLAIMS

CLAIMS Eligible Employees

Includes permanent and temporary employees in the following roles within Water Recycling:

- Maintenance Technicians
- Field Technicians
- Works Technician-Process Controllers

Excludes anyone contracted to work a permanent fixed or rotating shift pattern. For anyone not on the above list the standard rates in 7.1 apply.

Single Time (1.0)

- For employees working Monday to Friday between 6.00am and midnight over and above their contractual/shifted hours for the day.
- For part-time employees working additional hours over their contractual/shifted hours and up to the standard full-time working hours for the role, typically 37 per week.
- For overtime claimed in respect of training.

Time and 0.33 (1.33)

- For employees working on a rostered rest day.

Time and a half (1.5)

- For employees working Monday to Friday between midnight and 06.00am over and above their contractual/shifted hours for the day.
- Saturdays for employees working over and above their contractual/shifted hours for the day.

Double Time (2.0)

- Sundays for employees working over and above their contractual/shifted hours for the day.

Standby

- Rostered standby will be provided to People Support automatically and will not need to be entered on Workday.
- Payment for rostered call outs are included in the Standby payment and cannot be claimed in addition to the Standby amount.
- The relevant Standby rates can be found on [Lighthouse](#).

Non-Rostered Call Outs

- Enter the appropriate value for non-rostered call outs depending on the day and times of each occurrence.

7.3 WATER NETWORK EMPLOYEES CLAIMING STEWARDSHIP

The Stewardship allowance covers payment for call out, standby and overtime, including the continuation of a job started as part of the normal working day for all hours up to an average of 48 hours per week over 3 discrete standby periods (18 weeks including weeks when not 'on call'). Where additional hours and additional stewardship are worked these would be paid at single time.

Major incidents (when the Company Incident Room is opened) are not covered by the stewardship payment. Any staff called out to support a major incident, who are not on standby, will be paid overtime at the appropriate overtime rates and receive a non-rostered call out payment. (See the overtime page on [Lighthouse](#) for current rates).

8. FURTHER ASSISTANCE

For queries regarding completing a claim form request or the interpretation of the notes above, please contact People Support team at PeopleSupport@anglianwater.co.uk

LAST REVIEWED

April 2025