



DISRUPTION OF ACCESS TO WORK POLICY

MARCH 2026

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1. PURPOSE

- 1.1 The Company is committed to protecting the health and safety of the workforce. The purpose of this document is to detail what employees and line managers need to do in the event of incidents which may affect their ability to attend work.
- 1.2 Some of the scenarios this may apply to include:
- severe weather conditions (e.g. cold weather, snow and flooding);
 - loss of an office building;
 - infectious diseases, including pandemic influenza; and /or
 - loss of access to transport (e.g. fuel crisis or other incident impacting on transport networks);
 - loss of power or significant facilities.
- 1.3 It is important to stress that in times of disruption, our customers will most look to us, as a critical service provider, for support and we must have the resources to meet those demands.

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 Alpheus Environmental Limited, AVH Parks Limited, TIDE Services Limited and AWG Group Limited) but excluding Anglian Water (Ireland) Limited and Wave Limited (and their respective subsidiaries, which include Celtic Anglian Water Limited and Anglian Water Business (National) Limited).

3. STATUS

- 3.1 This policy is subject to regular review by the Company and is updated as appropriate.

4. OWNER

- 4.1 Head of Employee Relations.

5. POLICY

- 5.1 If there is advance warning of the disruption, the Company will communicate with employees providing advice to help them plan accordingly. In situations where access to work is restricted the following should apply:
- Employees should listen to local radio/television/internet broadcasts to appreciate the extent of the situation and heed any advice from the Company, motoring organisations and police reports, especially if they are advising not to travel. If employees are able to work effectively from home, they should discuss the options with their Line Manager. Employees should access their emails on regular basis in advance of and during disruption to check for important notifications. Anglian Water will endeavour to communicate disruptions across the business. Employees are encouraged to read business bulletins and Anglian Water text messages for the latest information.

- If employees are not able to work from home and if possible and safe to do so, they should make a reasonable attempt to get to work (or a suitable alternative location if available). If practical, they should car share wherever possible. It is advisable for employees to let their Line Manager know that they are attempting the journey, leaving a contact number and estimated time of arrival.
- If it is not safe or possible to attempt to get into work employees must contact their Line Manager to advise of their situation. If conditions improve during the day, employees should make another attempt to get to work, advising their Line Manager prior to setting off.
- Where employees are able, with agreement, to work from home, or they make it into the workplace (even for part of the day), this will be viewed as a normal working day and will be paid accordingly. Employees are expected to take all available steps to ensure that they are able to work in a suitable environment with minimum personal disruptions.
- Where employees are unable to make it into the workplace or to work from home, they will need to book annual leave, or request unpaid leave, or arrange with their Line Manager to make the time up at a later date.
- Employees should use their best endeavours to be as flexible as possible and the Company will do the same. For example, if there was disruption at the start or end of the day, employees and managers may agree to vary the shift/working hours for that day. As a reminder, managers should be mindful of those with caring or other commitments and be as flexible as possible.
- It is expected that employees/managers will have an agreed method of communication in the event of disruption.
- In preparation for a planned/sudden power outage we encourage everyone to do the right thing and ensure that mobile phones/laptops are fully charged to maximise working.
- General guidance – we ask that employees keep vehicles appropriately fuelled/charged and in optimum condition to allow for safe travel and for our operations to continue.
- Where the Company has advised employees to remain at home or decides to send employees home early, the time will still be viewed as a normal working day and paid accordingly.
- If employees cannot attend work because of caring responsibilities, e.g. their child's school or their parents' adult day care centre is closed, following every effort to be flexible about working hours, they may request unpaid dependents leave, take a day's annual leave, or agree with their Line Manager to make up the time at a later date. If working from home under these circumstances, it is unlikely that employees will be able to perform their full duties unencumbered by caring responsibilities and it would be sensible, therefore, for employees to agree with their Line Manager what can be achieved and what proportion of time needs to be made up subsequently if required.

- Where employees are unable to enter their normal place of work due to an ongoing incident, they must at all times consider their personal safety and those of other colleagues. This may mean being asked to leave or refused entry at short notice. This will only happen when it is deemed necessary so employees are asked to respect such decisions although there may be some personal frustrations. Normally, where employees are unable to work from another location, the time will still be viewed as a normal working day and paid accordingly, although employees may be asked, where possible, to adjust their working time.
- In the event of an incident preventing employees attending work over a prolonged period, or which prevents individuals from being able to leave their home for at least 3 successive days, special paid leave of absence can be granted. This can be authorised only by the Business Unit Director.

6. FURTHER ASSISTANCE

For general queries or for advice and guidance on the application of this policy please contact the [People & Payroll Support](#) or the relevant Employee Relations Manager/HR Business Partner.

LAST REVIEWED

March 2026