

ROYAL BANK OF SCOTLAND  
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A GUIDE TO THE WORKING DAY  
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All employees have a contract of employment that forms the basis of their terms and conditions while working for the Royal Bank of Scotland Group. The reference in your contract relevant to working hours can be found under the 'Hours of Work' section. It sets out contractual obligations of employee and employer. The contract of employment cannot be altered without the agreement of both parties.

There are a number of different contracts in existence within the Royal Bank of Scotland Group. The most common is the Royal Bank of Scotland standard flexible contract, the 'Old' Royal Bank of Scotland contract and the 'Old' NatWest Contract. Before beginning discussions with the local manager over starting and finishing times, or the length of the working day, an employee should examine their contract carefully to understand and familiarise themselves with the contractual obligations.

As its name suggests the contract by which most clerical staff within the RBS Group are managed under has a fairly open-ended section covering actual time at work. The relevant section reads as follows: "... Your normal hours will be 35 hours each week. Our working week runs from Monday to Sunday between the hours of 8am and 8pm. We need you to work Monday to Friday, 9am to 5pm (or appropriate working pattern or your manager will allocate your working days and times - your current working pattern within these parameters will remain unchanged as agreed between yourself and your line manager. We have the right to vary the number of hours, days and times which you work to meet the needs of the business you are working in. If this happens you will be given reasonable notice - normally at least two weeks."

Given this level of flexibility it's important that staff are aware of what hours they are required to work and when they have to work them. It is also important that 'flexibility' does not result in staff working extra periods of time that are neither logged or paid for.

For most employees, whether they work in a branch, a contact centre or a department, there is a requirement for individuals to be in work at their desk or behind their counter in plenty of time before their 'official' start time or their branch or office is open for business. There are various reasons for this: the branch security checks need to be done, there are morning huddles and training sessions to attend. The workstation needs to be set up, computers logged on and other business and communications systems have to be up and running. For staff who 'hotdesk' the whole process of getting started can be time consuming.

The working day should start when you are available for work and this should be noted accordingly. Time taken at work on activities that are wholly connected to your ability to do your job should be counted as part of your working day. It's equally important that where clerical employees are required to work beyond their normal working day that this time is accounted for and is either paid or if the employee agrees, is given as time off. There is no contractual obligation on any clerical member of staff to work any additional time on an unpaid basis.

Having a flexible contract doesn't commit individuals to work for nothing - nor is there an expectation from the employer that they should do so. Where managers ask employees to work beyond contracted hours, either before normal start time or at the end of the working day, staff should be offered overtime for the extra hours worked. TOIL can be offered as an alternative but is voluntary. If no agreement is reached overtime should be paid. For employees on standard RBS contract, overtime is paid at the rate of time and a half but overtime worked on the 6th or 7th day is paid at twice the hourly rate. For staff working less than 35 hours, overtime at enhanced rates becomes payable once 35 hours have been worked in the week. Amicus recommends that staff entering into a TOIL arrangement should 'book' this time off in the near future rather than rely on 'banking' hours, this may cause problems in arranging time off later on.



If there are any problems with the way your working day or your start and finish times are being dealt with then these should be referred in the first instance to your line manager. Where problems persist, then Amicus members should refer these to the local Jointly Accredited Rep. If you do not know who that is then contact the union's helpline number 0870 241 4425 (Mon-Fri 9 a.m-5 p.m.) and they will offer guidance and put you in touch with your Rep.

Your union in  
Royal Bank of Scotland