

**Unite Guide  
to Saturday Working  
in RBS Group**

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# ■ INTRODUCTION

Unite's employment helpline continues to receive a significant number of calls from members of staff within the retail networks that relate to problems associated with Saturday working.

This guide has been produced to assist staff in dealing with any issues that they have, at a local level. It is designed to address some of the commonest problems raised with the union and clarify both the employee and employers obligations relating to Saturdays.

## ■ CONTRACTS

All employees have a contract of employment that forms the basis of their terms and conditions while they are working for the Royal Bank of Scotland Group. The reference in your contract relevant to Saturday working can be found under 'Hours of Work'. This sets out the contractual obligation of both the employee and the employer.

There are a number of different contracts in existence within the Royal Bank of Scotland Group. The most common of these are the Royal Bank of Scotland standard flexible contract, the 'Old' Royal Bank of Scotland contract and the NatWest Contract. Before beginning any discussions with their manager over the issue of Saturday working, an employee should examine their contract carefully to understand and familiarise themselves with their contractual obligations. Where the contract states that the days of work are Monday to Friday then there is no contractual obligation to work on a Saturday.

## ■ SATURDAY CONTRACTS - NATWEST

A number of employees who previously worked for NatWest agreed to an amendment to their contract to include Saturday working. This meant that these individuals had a contractual obligation to include Saturdays within the normal working week. However, some employees also obtained a separate letter stating that they only had to work a certain number of Saturdays per year. This document forms part of their contract of employment and these staff are not obliged to work more than the maximum number of Saturdays stated in the letter.

# ■ ROSTERING ARRANGEMENTS

The approach to producing a roster for Saturday working should be in the spirit of co-operation with staff. Managers should ensure wherever possible the employees current family, domestic and caring responsibilities are taken into consideration.

Employees who have a contractual obligation to work on a Saturday can be 'rostered' to work Saturdays as part of their normal working week. The normal working week for full-time staff is 35 hours. Under the most common RBS 'flexible contract' the working week can take place from Monday through to Sunday and between the hours of 8am to 8pm.

The roster should preferably be for a minimum of 3 months at a time to allow employees sufficient time to make arrangements for any domestic or caring responsibilities. The employer can give two weeks notice of a change to the roster, but again this should be done in a spirit of co-operation.

Individuals who work on a Saturday should be given the equivalent number of hours off during the week of the Saturday worked to ensure that they do not work beyond their contractual hours. This time off should normally be taken in one amount. For example, 5 hours worked on a Saturday should equate to 5 hours off on a Tuesday. However where both the employee and employer agree, then this can be varied, e.g. 3 hours off on Tuesday and 2 hours off on Wednesday.

Where the Manager is not be able to roster an employee in this way then they may ask them to work beyond their contracted hours. However this is a voluntary matter and the employee may decline.

## ■ OVERTIME, EXCESS HOURS AND TIME OFF IN LIEU (TOIL)

Where managers ask employees to work beyond their contracted hours then they should offer to pay overtime for the extra hours worked. TOIL can be offered as an alternative but this is voluntary. Where no agreement can be reached overtime should be paid.

For employees on the standard RBS contract, overtime worked on the 6th or 7th day must be paid at twice the hourly rate. For staff working less than 35 hours, overtime only becomes payable once 35 hours have been worked in the week.

Unite recommends that staff entering into a TOIL arrangement should ensure that they 'book' a day off in the near future rather than rely on 'banking' hours as this may cause problems in arranging time off later on.

## ■ STAFFING SATURDAY BRANCHES

The bank's policy is to ensure that, wherever possible branches are resourced with staff who are normally based at that Saturday branch. Where this is not possible then other employees may be required to work at a Saturday branch. Should this be the case then the rostering and time off arrangements already mentioned still apply. In addition employees asked to work on a Saturday should be within reasonable travelling distance from the Saturday branch and should be paid for any expenses they incur over and above those they would normally incur when going to their normal place of work.

## ■ STAFFING FOR BRANCHES DURING THE WEEK

Unite expects branches to be adequately staffed to meet the demands on any day of the week and would not expect Saturday branches to be staffed at the expense of other branches.

Resources must be made available to ensure that staff who have worked away on Saturdays are allowed time off during the week and that this does not leave their home branch understaffed. Where, due to operational requirements, time off proves impractical, then these hours must be paid as overtime.

## ■ PROBLEMS

If there are any problems with the way Saturdays are managed then these should be referred, in the first instance to your line manager. Where problems persist members should contact their local Unite Workplace Representative or call the Unite helpline on 0870 241 4425 (Monday to Thursday 9am to 5pm and Friday 9am to 4pm).