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# Adoption Leave Support Pack

## including Surrogacy Arrangements

This pack gives employees and line managers a step by step guide to Adoption Leave which includes time off for parents of a surrogate child. We're committed to supporting employees with balancing family care and work. Adoption Leave supports this commitment.

Throughout this pack we will refer to Adoption Leave – in all cases except where specifically mentioned otherwise, Adoption Leave includes those involved in a Surrogacy arrangement.

This Support Pack can be accessed at home by going to [RBSPeople.com](https://RBSPeople.com).

This support pack is not contractual and is subject to change at RBS discretion. It will be reviewed from time to time to make sure it continues to meet RBS legal obligations and its business needs.

## Who's this for?

Managers and employees in the Republic of Ireland (excluding agency workers).

## What do we expect?

This pack tells you exactly what we expect you to do – you need to follow it to make sure you're in line with our policy. That means you should read it in conjunction with our adoption leave policy. The policy outlines our principles to make sure we're consistent in our decisions, as well as making sure we meet our legal and regulatory obligations.

If you're dealing with a complicated case or if you need more help, you can get in touch through HR > Contact HR or speak to us on 0808 100 4242.

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## Part 1. Who to contact and when

### When to speak to HR People Services

If you can't find the answer to your question in this pack go to HR > Contact HR or call us on 0808 100 4242.

### Who to speak to if you need support

You can speak to one of the consultants through our confidential Employee Assistance Programme. They can help you with situations that you're finding difficult or give you advice on dealing with sensitive issues.

Call them on 0808 234 5303 in the UK, 1800 938 707 in Ireland or 00 44 203 936 1239 if you're in Gibraltar. You can also go online. You'll need these details:

- Employee Assistance Programme
- External access: [www.guidanceresources.com](http://www.guidanceresources.com)
- Web ID: RBS
- Change the flag icon to choose your location

You can also download the app which will provide 24/7 access to support and information. Search for "GuidanceResources" in your app store to install the mobile app.

- Web ID: RBS

## Part 2. Key actions checklist

Before taking leave, it is important that employees and their line manager take the time to read through this support pack. This checklist provides a summary of key actions you should take at each stage.

For employees	For managers	Forms/documentation required	Completed
<p><b>What you need to do</b></p> <p><b>Adoption:</b></p> <p>Go to Workday and submit your absence request:</p> <p>Within 7 days of being notified you have been matched with a child or at least 28 days in advance of when you wish to take Adoption Leave</p> <p><b>Surrogacy:</b></p> <p>Go to Workday and submit your absence request by the end of the 15th week before the expected week of childbirth (EWC) that you intend to take Adoption Leave and specify the EWC.</p>	<p><b>What you need to do</b></p> <p>Familiarise yourself with the Adoption policy and this support pack.</p> <p>Congratulate the employee.</p> <p>Direct the employee to the policy and support pack for their entitlements.</p> <p>Confirm documentation that needs to be completed.</p> <p>Review the employee's work priorities and identify any pieces of work which cannot be completed before they commence leave.</p> <p>Reallocate or get support to complete pieces of work which cannot be completed before the leave commences.</p>	<p>Employee to upload the Confirmation of Adoption Form together with the required supporting evidence (e.g. Matching Certificate for UK, Isle of Man and Gibraltar) to Workday. Retain the original for your own records..</p> <p>You can contact the Maternity Team on 0161 451 0298 or <a href="mailto:maternity_HR@rbs.co.uk">maternity_HR@rbs.co.uk</a></p> <p><b>You will receive a letter detailing your leave and pay entitlements.</b></p>	
<p>Advise your line manager of date, time and frequency of pre and post matching appointments (in the case of surrogacy any ante natal appointments you are attending).</p>	<p>Discuss how you can support your employee's attendance at these appointments.</p>		
<p>Discuss with your line manager how they can support you before, during and after your leave.</p>	<p>Discuss how you can support your employee before, during and after their Adoption Leave.</p> <p>Advise your employee that our Employee Assistance Programme have a number of tools which can support them.</p>		
<p>Complete your performance review paperwork ahead of your review meeting.</p>	<p>Book an appointment about 5 weeks before Adoption Leave is due to start to review their performance and complete the performance review paperwork.</p>	<p>Complete your performance management review.</p>	

For employees	For managers	Forms/documentation required	Completed
<p>Complete the relevant administrative actions with your line manager.</p> <p>Work with your line manager to prepare a handover plan and if appropriate a return to work plan.</p>	<p>Identify resource to cover the absence – if possible have an overlap to support a handover/training.</p> <p>Work with your employee to prepare a handover plan and if appropriate a return to work plan.</p>	<p>Refer to the Leave Administration Checklist contained in Maternity/Adoption/Shared Parental Leave – Forms.</p>	
<p>Ensure you understand the leave process and the impact on pay and benefits as relevant.</p>	<p>Ensure you understand the leave process and the impact on pay and benefits as relevant.</p>		
<p>Nominate a buddy/sponsor to keep up to date with general news about your branch or department.</p>	<p>Agree buddy/sponsor and confirm the job you both see them taking.</p>	<p>Provide your chosen colleague with the Buddy/Sponsor Support Pack (HR &gt; Absence &gt; Adoption Leave).</p>	
<p>Consider whether you would like to receive any regular standard Group communications (i.e. Your Career, Outside In).</p>	<p>Confirm how you will keep in touch with your employee (i.e. booked calls, emails, text etc.).</p> <p>Identify what kind of information the employee would be interested in receiving e.g. prompts about when to complete forms etc.</p> <p>There are no rules about how often you should keep in touch with an employee on Adoption Leave – this is very much individual preference and you should work with your employee to agree the best approach</p>	<p>Provide your chosen colleague with the Buddy/Sponsor Support Pack and the Keeping in Touch checklist (Appendix)</p>	

## During adoption leave

For employees	For managers	Forms/documentation required	Completed
<p>During your employee's leave it is important that you review the payroll analysis you receive in order to check that the pay during leave is correct. This can help to prevent overpayments that the employee will be required to repay in the future.</p>	<p>Throughout your leave the Maternity Team are available to answer any questions.</p>		

## Returning to work

For employees	Forms/documentation required	Completed
<p>Arrange a return to work meeting with your line manager 8 weeks before your expected return to work date.</p>	<p>Complete the Return to Work Form following the meeting with your line manager.</p>	
<p>Should you wish to consider options for flexible working, you should speak to your line manager in the first instance. There are two options, either an informal route or a formal route. The formal route may take longer to process and you should apply in writing to your line manager in good time prior to your return to work. Submitting an application preferably 8 weeks before you return</p>	<p>Complete the Flexible Working Application Form on the intranet. For more information on both options, refer to the Flexible Working Support Pack (HR &gt; Working here &gt; Life balance).</p>	
<p>If you decide not to return to work after your leave, you must provide contractual notice as outlined in your contract of employment.</p>	<p>Complete the Return to Work Form and send to your line manager. Provide confirmation of your resignation in writing to your line manager.</p>	

## **Part 3. Before adoption leave**

### **Illness prior to Adoption Leave**

If an employee is ill and unable to work, they will be able to take sick leave until the date that has been agreed to begin their Adoption Leave.

### **Performance Review**

The performance review process needs to be completed before the employee commences Adoption Leave. We recommend that the process is completed at least 5 weeks before leave is scheduled to commence but this may not always be possible.

### **Pre Adoption Procedural Meetings**

Employees involved in Adoption, regardless of hours worked or length of service, are entitled to paid time off for pre-adoption procedural meetings (for surrogacy arrangements – antenatal appointments). Where an employee is adopting a child on their own or has been elected as the “primary adopter” in a joint adoption, they are entitled to take paid time off to attend up to 5 pre-adoption meetings (for surrogacy arrangements – antenatal appointments).

Time off will be paid at the employee’s normal rate of pay. If appointments are arranged during normal working hours, the employee should inform their line manager giving as much notice as possible so that arrangements can be made to cover absence.

If further time off is requested to attend appointments, this may also be paid but is subject to line manager approval. Line managers should consider individual circumstances when considering such requests.

### **Do “secondary adopters” in joint adoptions get time off to attend pre-adoption procedural meetings?**

Where the employee is elected as the “secondary adopter” in a joint adoption, they are entitled to paid time off to attend a minimum of 2 pre adoption appointments per adoption (ante-natal appointments per surrogacy arrangement). However, if further time off is requested to attend appointments, this may also be paid but is subject to line manager approval.

Line managers should consider individual circumstances when considering such requests.

The “secondary adopter” should inform their line manager of the dates in question and give as much notice in advance so that their request can be considered and arrangements made to cover their absence if appropriate.

## Part 4. Adoption Leave explained

### Am I eligible for Adoption Leave?

Employees are eligible for Adoption Leave provided they are adopting a child (or in the case of surrogacy as long as they are 'parental order' parents). In the case of joint adopters only one adopter is entitled to Adoption Leave – the other may be entitled to Parental or Paternity Leave (where leave is being taken for surrogacy arrangements, only one 'parental order parent' may take Adoption Leave – the other may be entitled to Parental or Paternity Leave).

Employees will need to decide who will take Adoption Leave.

Adoption Leave will not normally be available in the following situations:

- If a private adoption is arranged
- When employee becomes a special guardian
- When employee adopts a step child.

In these circumstances there may be other forms of leave available. For any further information, please contact HR.

### Taking Leave

The employee taking Adoption Leave is entitled to take up to 42 weeks' Adoption Leave regardless of how many hours they work or how long they have worked for the Group.

- The first 26 weeks is known as Adoptive Leave (AL)
- The next 16 weeks is known as Additional Adoptive Leave (AAL).

### When can Adoption Leave start?

In adoption cases, the earliest Adoption Leave can start is 28 days before the expected placement of their child, and the latest day it can begin is the day the child is placed. In surrogacy cases, Adoption Leave begins on the date the child is born (or, if the employee is at work on that date, the following day).

An employee may also wish to take annual leave directly prior to the start of their Adoption Leave date, in which case their adoption pay will commence from the agreed Adoption Leave date.

Remember that after the child is placed an employee must be on Adoption Leave rather than on annual leave. Any annual leave that hasn't been taken would be available at the end of the employee's Adoption Leave.

In the case of a foreign adoption, some or all of the 16 weeks additional leave may be taken before the date of placement, for the purpose of familiarisation with the child or for the purposes of arranging the placement.

### Notice of intention to take Adoption Leave

The first thing an employee should do is advise their line manager of their intention to adopt. Very little notice is often given for the actual placement of a child and therefore an employee should discuss any potential request for Adoption Leave at the earliest opportunity.

An employee wishing to take Adoption Leave should complete the Confirmation of Adoption form, available under Maternity/Adoption Leave – Forms as early as possible and within 7 days of being notified by their adoption agency that they have been matched with a child or at least 28 days in advance of when they wish to take Adoption Leave. The form should confirm the following details:

- The week of expected placement of their child
- When they intend to start Adoption Leave
- Agree any holidays the employee wants to take immediately prior to Adoption Leave.

The employee should upload a copy of this form to Workday when submitting their absence request

### If you change your mind about when Adoption Leave will start

You need to notify your line manager and contact HR to confirm the change at least 28 days before you wish to begin your Adoption Leave.



## If an adoption placement comes to an end during Adoption Leave

If the placement comes to an end during Adoption Leave then leave can be continued up to 8 weeks after the end of the placement at which time the employee should make arrangements to return to work.

### **Emily and her partner are adopting a child. Emily will be taking adoption leave and wants to start planning her leave. What should she consider?**

- An employee taking adoption leave is entitled to take up to 42 weeks
- The earliest Emily can start her adoption leave is 28 days before the expected placement of her child
- The latest date her adoption leave can start is the day the child is placed
- Emily should also consider how she wants to use her holidays. Holidays accrue during adoption leave and can be used at the start or end of leave. Emily may want to finish work two weeks before the expected placement date and use a week's holiday before starting adoption leave.
- Emily should also consider what leave her partner's intending to take – they may be eligible for Paternity Leave.
- Emily needs to complete the Confirmation of Adoption Form as early as possible and within seven days of being notified by her adoption agency that she has been matched with a child or at least 28 days in advance of when she wishes to take adoption leave.
- A copy of the form should be uploaded to Workday. Employees will receive a letter detailing their leave and pay within seven days of the document being processed.

## Part 5. Pay during Adoption Leave

Adoption Pay starts when leave begins. Amount paid depends on employees' length of service. The tables below explain the adoption pay an employee will be paid based on their length of service at the qualifying week (the week in which employee is notified of being matched with a child for adoption or the 15th week before the expected week of childbirth in a surrogacy situation).

### The guidance uses the following key terms and abbreviations (different terminology applies in surrogacy cases – see below):

**Adoptive Benefit** – weekly payment which is a state benefit paid to you by your local Benefits Agency during adoption leave.

**Occupational Adoption Pay (OAP):** Adoption Leave pay enhanced by the Group for employees of the Group who are eligible. Any enhanced Group payments are always inclusive of Adoptive Benefit.

### How much adoption pay will be received?

The table below shows which adoption pay you are likely to be paid based on your length of service at the time you are notified of being matched with a child for adoption.

Length of service	Amount
Less than 26 week's continuous service	<p><b>Week 1 -2</b></p> <p>100% of the current salary element</p> <p>Pension funding and benefit funding (where applicable) will continue</p>
	<p><b>Week 3 - 52</b></p> <p>No salary, pension funding and if applicable no benefit funding.</p> <p>For further information on the treatment of your pension and benefit elections see part 6 benefits during adoption leave.</p> <p>You should claim Adoptive Benefit six weeks before Adoptive Leave begins. The necessary AB1 form may be obtained from any local office of the Department of Social Welfare, or direct from the Department of Social Protection, McCarter's Road, Ardaran, Buncrana, Donegal, Ireland.</p>

## Occupational Adoption Pay (OAP)

### Here's how OAP is calculated:

Length of service	Amount
More than 26 weeks' continuous service at the qualifying week	<p>The Group may pay up to a maximum of 27 weeks occupational pay as OAP to an eligible Group employee taking Adoption Leave (subject to eligibility criteria).</p> <p><b>Weeks 1 to 27</b></p> <p>Full pay less state Adoptive Benefit</p> <p>Pension funding and benefit funding (where applicable) will continue</p> <p><b>Weeks 28 to 42</b></p> <p>Your salary, pension funding and benefit funding (where applicable) stops</p> <p>You may be eligible for Adoptive Benefit from the Department of Social Protection</p>

## Other questions relating to Adoption pay

### How are payments for Adoption Leave paid?

- OAP is calculated on a weekly basis, paid on the normal salary date and will start on a Sunday
- Adoption pay is only paid in completed weeks; however it is paid on the number of calendar days in the month. Therefore payments can differ on a month to month basis, depending on the number of calendar days in the month.
- When you are paid on the 18th that your salary covers two weeks in arrears and two weeks in advance e.g. pay received on 18th January is for 1st – 31st January

### What happens if you receive a pay rise before their Adoption Leave?

Any pay rise will be taken into account and reflected in the employee's adoption pay.

If employee is eligible for OAP this will be based on their most up to date salary at the time of leave.

### What happens if you receive a pay rise during Adoption Leave?

Any payrise made while you are on Adoptive Leave will be taken into account and reflected in your Adoption pay.

### How to access payslips whilst on Adoption Leave?

Payslips are sent to employee whilst on Adoption Leave – they are also available online.

### What happens if you get less than the standard rate of adoption benefit?

You should advise HR People Services of the rate of adoption benefit to be paid, along with a copy of the confirmation received. HR People Services will then change the deduction of Adoption Benefit from your Occupational Adoption Pay with the amount you are to be paid. Part 6. During Adoption Leave

## Part 6. During Adoption Leave

### Keeping in touch

- It's important to remember that an employee is still very much one of the team whilst they are on leave. Line managers need to agree the level of contact that they have with the employee and this will vary from person to person
- The role of the Buddy/Sponsor is to make sure that the employee is kept up to date about any major developments in the branch or department, and the team
- Line managers may also agree to regular calls, e-mails, texts etc. with the employee
- If you're an employee going on adoption leave, remember that your colleagues will be eager to hear your news. Keeping in touch with other members of the team also helps you to adjust back into working life at the end of the leave. Your line manager will also be keen to hear how you are getting on and about your plans for returning to work
- Line managers will keep employees on leave informed of any re-organisation or changes in structure to the area. If there are changes while an employee is away, they'll be sent all the communications and will be treated as if they're still working.

### Buddy/Sponsor role

In order to keep up to date with news about your branch, business unit or division while you are on leave, you should nominate a buddy/sponsor who can do this while you are away from work.

You may wish to ask your line manager or one of your colleagues to act as your buddy/sponsor. There is a Support Pack designed to assist your buddy/sponsor (HR > Absence > Adoption Leave). It is recommended that you give this to them.

## Part 7. Benefits during Adoption Leave

### Pension and Benefit Funding

Your Pension Funding and any Benefit Funding you get in Value Account will be paid to you whilst you're paid OMP. Once OMP is no longer paid your Pension and Benefit Funding will stop too.

### RBSelect during Adoption Leave

- All RBSelect benefits will continue during Adoption Leave or 12 months, whichever is the shortest
- During Adoption Leave, you can reduce or cancel many of your elections via RBSelect Anytime

### RBSelect charges

#### If you're receiving OMP:

- We'll continue to pay your Pension Funding and any Benefit Funding you get in addition to your OMP
- The charge for your RBSelect benefits will be made against your pay
- If you don't receive enough pay to cover the cost of your RBSelect charges the Group will pay the shortfall

#### If you're receiving SMP or no pay:

- If you don't receive other elements of pay but receive SMP, the Group will fund your RBSelect benefit charges
- We'll not pass any charges against your statutory pay

#### If you're not eligible for OMP:

- The Group will fund the charge for your RBSelect benefits.

You'll need to pay any tax due to RBSelect benefits you get while you're on Adoption Leave, even though you may not be charged for them.

### RBSelect - Annual Election Window

If you're about to go or are on Adoption Leave during the RBSelect Annual Election Window (AEW) you'll not be able to make new or increased elections. But, you'll be able to change some of your elections when you return and you'll be able to participate in the next AEW as usual.

### RBSelect - Returning to work

HR People Services will send you a return to work letter prompting you to review, and if necessary, change some of your elections within specified timescales. You'll receive an online confirmation statement confirming any changes you've made.

### Private Medical Cover

- If you want to add your baby to your cover, this should be done 30 days from the birth or you'll need to wait until the next Annual Election Window. You can do this by contacting HR People Services on +44 161 451 0298. Your Private Medical Cover will continue whilst you're on Adoption Leave.
- If you have any questions or changes required for Vhi during your leave you should contact them directly to discuss. Contact Vhi healthcare on 1850 44 44 44 or visit their website.

### Defined Benefit Pension Plan & Retirement Savings Plan

If you're in the DB Pension Plan or making contributions to the Retirement savings plan, your membership will be unaffected during Adoption Leave and, unless you elect otherwise your contributions will continue.

### Job Need Cars

You can keep your car and continue to pay the benefit in kind tax liability but if you want to return it you should contact Merrion Fleet Management Ltd on 0044 0353 1206 1118 to arrange collection.

## Banking Benefits

All banking benefits continue during your leave. Any borrowing on special staff terms will continue, such as mortgage, personal loans and overdrafts. It's not possible to freeze any payments to loans or mortgages. If you're experiencing financial difficulty please speak to your local branch.

## Taxsaver Commuter Tickets

- You'll continue to pay for your ticket while you're on leave and receiving pay. If you enter into a period of unpaid leave any outstanding amount will be deducted from your final salary payment.
- If you want to, you can also cancel your ticket.

## Cancelling and Amending Annual Tickets

If you need to cancel your ticket you'll need to:

- Return your ticket with the Refund Form by the 14th of the month directly to the following address: Property Services, Taxsaver Commuter Tickets, Ground Floor, Dublin Mortgage Centre, Leopardstown, Dublin 18, Depot code: 035.
- Phone 00353 1 709 2000

Purchasing and Property Operations will in turn contact Dublin Bus, Iarnrod Eireann or Bus Eireann to work out the appropriate refund due to you if applicable.

If you want to work out the value of the refund please refer to the Dublin Bus, Iarnrod Eireann or Bus Eireann websites for more details on when refunds are applicable.

## Holidays

- You'll continue to build up contractual and Bank holiday entitlement for the current holiday year (and the previous holiday year if your leave started in the previous holiday year)
- You can take all or part of your holiday entitlement before your leave starts or take them immediately following the end of Adoption Leave
- Alternatively, you may want to end your leave early and take all or part of your holiday entitlement before returning to work. You should discuss and agree holiday arrangements with your line manager before Adoption Leave starts
- Any holiday not taken before Adoption Leave starts will carry forward to the next leave year if appropriate. There's no limit on the days you can carry forward but once Adoption Leave is completed, if any leave (including carried forward leave) is not taken, only 5 days may then be carried forward.

## Bonus

- Where appropriate, performance for the year should be reviewed before you go on leave
- As long as you've not resigned before the date of the grant, you'll be told of any bonus due as soon as its known
- If you're eligible for a discretionary performance bonus (subject to the qualifying criteria) you'll receive a pro-rated bonus to reflect the period worked during the relevant performance year. Your line manager will explain how the performance rating and the pro-rating of any bonus payment will operate.
- Where eligible, the bonus will be paid regardless of whether you're receiving maternity leave payments at that time
- Any bonus will be paid on the defined payment date.

## Sharesave

### Existing plans

Subject to the rules of the plan, during leave you can:

- Continue to make monthly contributions to any existing Sharesave contracts by payroll deduction; or
- If you're not receiving pay, you'll need to contact Computershare to continue to make monthly contributions to any existing Sharesave contracts by an alternative method – you should contact Computershare on 0870 702 0109 if you want to set this up
- Take up any new Sharesave offers (subject to terms applying)

- Choose to take a twelve month payment holiday by contacting Computershare on the number above. If you choose to do this, you'll need to inform HR People Services via an online "Sharesave Payment Suspension" form.

**Note:** Suspending contributions will delay when the savings plan finishes, as you'll need to catch up on the missed payments. If you miss more than twelve payments, your right to buy shares will lapse.

If you want to reinstate payment through your salary, you should contact Computershare one month before you want the payments through payroll to re-start. Computershare will then pass this information onto HR People Services.

Further information regarding Sharesave can be found on the Intranet under HR > Pension & Benefits > Shares.

## **New plans**

- All Sharesave grants are subject to approval by the Board and there is no guarantee that Sharesave will operate in any given year
- Once details of a Sharesave grant are announced, your sponsor or line manager should send a copy of any related correspondence and an application pack to you at your home address.

## **What happens to benefits if the employee chooses not to return?**

You'll be treated as a leaver from the Group. Most benefits will stop from the day you leave or the end of the month in which you leave. Full details can be found in the Leavers Benefit Guide.

## **Part 8. Returning to work after Adoption Leave**

### **How much notice do you need to give when returning from Adoption Leave?**

You should provide at least 28 days' written notice of your intention to return to work.

### **When you're returning to work, your line manager is responsible for:**

- Accommodating returners to their old job, or where this is not reasonably practicable, to an alternative job of equivalent or greater pay or status at the same work location or within reasonable travelling distance of the employee's existing workplace
- Giving serious consideration to flexible working requests from returners
- Discussing with them how they can support you after your leave and in your transition back to work
- Ensuring that phase back is discussed with you and a full plan is agreed before you return to work.

### **Return to work meeting**

A return to work meeting for the employee and line manager should be held 8 weeks before the employee is due to return to work. At the meeting the following should be discussed:

- The date the employee is proposing to return to work
- Any arrangements to make the return to work as smooth as possible
- Any training, support or development requirements to support the return to work
- If the employee is making a flexible working request, discuss hours and pattern and how this would fit with the business
- Adoption Phase back arrangements.

For further support in this process refer to the Returner Administration Checklist to be completed during the meeting which is available through the relevant Maternity/Adoption - Forms.

### **What happens when the employee returns to work?**

On the employee's first day back in the office, their line manager will bring them up to date on anything that affects them. Depending on the discussion on the lead up to the employee's return, the line manager may have put a training programme in place.

This training will be informal and will vary from job to job. It will also depend on the length of time the employee has been on leave. It may include meeting with other team members, getting to know new products and talking about the branch or department's progress against targets and budget.

## The return to work process

Once the Return to work form has been completed the line manager must:

- Send it to the Maternity Team, 3rd Floor, 1 Hardman Boulevard, Manchester, M3 3AQ by the relevant payroll cut-off date
- Employee details will be updated within 3 days. A line manager can also update any details for their employee from the agreed start date
- Follow the flexible working application process if required for flexible working arrangements
- If appropriate follow the resignation process

There are a number of points to consider when an employee returns to work (remember to make arrangements in good time) these include:

- Desk, PC and telephone
- E-mail accounts and systems access
- Car parking
- Refresher training
- Team meetings and social events
- Holidays

If the employee has been unable to use their outstanding holiday entitlement before they return for any reason, consideration may be given to payment in lieu of any days remaining (over and above the statutory minimum holidays of 28 days) and/or consider carrying up to five days holiday forward for use in the next calendar year. In exceptional circumstances, employees may carry forward more than five days holiday if agreed by their line manager.

To help manage these arrangements there is a Returner Administration Checklist within the forms document under Related Links.

It is always useful for a line manager to set some time aside on their employee's first day and ask other team members to update them on any news.

If for medical reasons, the employee is unable to return to work on the day they planned they must follow the normal sickness absence procedures as outlined in the Sickness Absence Support Pack (HR > Absence > Sickness Absence).

### **Meera is returning to work after adoption leave. What should she and her manager consider?**

Meera and her manager should arrange a meeting 8 weeks before she's due to return to work. Depending on childcare and travel, they could have a call rather than meet. It's important to have the meeting early so that everything is organised for returning to work. The key points to discuss at the meeting include:

Meera should let her manager know what date she's planning to return to work

- If Meera has any outstanding holidays, she needs to confirm if these will all be taken at the end of her adoption leave. If not, up to 5 days pro rata can be carried forward into the next holiday year with her manager's agreement
- She should let her manager know if she would like to request phase back. The meeting's a good opportunity to discuss phase back and agree arrangements. There's more information in the Phase Back section
- If Meera wants to make a flexible working request, she should let her manager know. There's information on the application process in the Flexible Working Support Pack. This can also be accessed on RBSPeople.com
- Meera and her manager should also discuss any training or updates that need to be arranged for her return to work. This will vary depending on the job but may include meeting with other team members and getting to know new products or services
- Any other support that would help Meera's return to work. There's more information under Part 9, support for working parents

After the meeting, Meera needs to complete the Return to Work Form and send it to the Maternity Team. It's important this form is completed to make sure she's paid correctly.

Meera's manager also needs to complete the actions on the Administration Checklist which includes reactivating systems access and e-mail which will help make her return to work smoother.

## Phase back

Following a long period of leave, it can be hard coming back to work, and this can be helped by phasing back. The employee is entitled to 12 weeks phase back, working agreed reduced hours over a set period and will receive full pay and benefits. Phase back to work can't exceed the 12 weeks and there's no set programme of return as each request needs to be considered on an individual basis. However, the line manager must make sure that all requests are treated with consistency. A phase back might involve a build up of hours each day or the number of days in a week. Where an employee is phasing back to a part-time work pattern it's likely they will do this sooner than someone phasing back to full-time.

**Two examples are set out below:**

### **Example 1 – Return to full time hours**

If an employee takes their full phase back entitlement of 12 weeks they might work the first 3 weeks as 1 day a week, weeks 4-6 as 2 days a week, weeks 7 – 9 as 3 days a week and weeks 10 and 12 as 4 days a week before returning full time. Pay and benefits will be paid for their full contractual hours, not just the hours worked.

### **Example 2 – Return to part time hours e.g. 20 hours per week**

If an employee takes their full phase back entitlement of 12 weeks they might work the first 4 weeks as 1 day a week for 5 hours, weeks 5-8 as 2 days a week for 5 hours, weeks 9 – 12 as 3 days a week for 5 hours before returning to 20 hours per week. Pay and benefits will be paid for their full contractual hours, not just the hours worked.

During a phase back period performance objectives should be based on actual working hours.

## What if the employee is returning to fewer hours following return from Adoption Leave?

If an employee is returning to fewer hours following their return from Adoption Leave, a change in hours request will be required.

### **Example**

An employee works 5 days per week, 35 hours, prior to going on adoption leave. The employee then takes 9 months adoption leave, followed by 25 days holiday. The Line Manager must update Workday with the date the employee is ending Adoption Leave and commencing holidays to ensure the employee is returned to payroll. During this time, the employee and line manager agree the employee will return 3 days per week, 21 hours. Following the holidays, a change in hours needs to be submitted via Workday > My team > Employee > Job Change. The employee will then start their phase back, building up to 21 hours per week.

## What if there is no job to return to?

This may arise as a result of a restructure. If an employee is on Adoption Leave they will be included in the consultation process.

Where possible, they will be told of the business change at the same time as others in their team but this will depend on their personal circumstances. This will be done face to face where possible, and may involve a manager visiting the employee at their home or in a mutually convenient place.

If an employee can't attend in person, they need to tell their manager how to contact them.

## What if the employee can't return to work?

If for medical reasons, the employee is unable to return to work on the day planned, they need to follow the normal sickness absence procedures as outlined in the Sickness Absence Support Pack.

## What if childcare problems arise?

No matter how well organised the employee is, they may well encounter childcare problems. Their child or carer could fall sick, or childcare arrangements could simply fall through. If employees have such problems, they may be entitled to Special Leave. The Holiday and other leave Support Pack provides further details (HR > Absence > Holiday and other leave).



If a child has a prolonged illness, the employee should discuss with their line manager the possibility of taking some unpaid Parental Leave or reorganising their work to allow them to make some other arrangements. Please see the Parental Leave policy and Holiday and other leave Support Pack for more information (HR > Absence).

## **What if the employee doesn't want to return to work?**

If you decide not to return to work you need to give us proper contractual notice by writing to your line manager. To do this, the Return to work form should be used.

Your line manager will then inform HR and start the resignation process for you.

Further information on what happens to your pay and benefits if you decide to resign is detailed in the Resignation – Actions section available at HR > Working here > Leaving the bank pages.

## **Part 9. Supporting Working Parents**

At RBS, we understand the challenges that parents face on returning to work after a period of Adoption Leave and are committed to making the return as easy as possible for parent and the new child. We offer a number of policies and products which provide support for working parents. These may be helpful for employees returning to work after Adoption Leave.

The decision about returning to work will be influenced by a whole range of factors, such as family commitments, career, income and the hours the employee would like to work. Employees should think these things through before the return to work discussion with their line manager. Some of the support available is outlined below.

### **Childcare**

Childcare is one of the most important matters to consider when deciding about returning to work. Everyone's circumstances are unique. Employees should start looking at childcare options early on as places may be scarce and some nurseries allocate places far in advance.

Our Employee Assistance Programme offers advice, information and support on a wide range of issues, including childcare and parenting. The online service also has a Childcare Agency Locator tool that allows employees to access up to date information on child carers.

### **Parental Leave**

Employees who have worked continuously with the Group for at least one year are entitled to unpaid Parental Leave. Employees can take up to 18 weeks' leave in total until their child's 18th birthday with no more than four weeks to be taken in any year. The leave must be taken at least one week at a time.

In the case of children in receipt of disability living allowance, employees also have more flexibility in respect of when Parental Leave can be taken – this can be one day at a time or in longer periods if they wish.

Employees may be able to add Parental Leave to the end of Adoption Leave and should provide their line manager with three weeks' notice of their request.

### **Flexible working**

Employees have the right to apply to work flexibly and this request will be considered by the line manager. The Group has a range of different working practices in operation which are detailed in the Flexible Working Support Pack which can also be accessed on RBSPeople.com. Alternatively, employees can contact HR or alternatively speak to their line manager. This support pack gives guidance on the flexible working application process.

### **Employment breaks**

The Group offers unpaid employment breaks to allow employees time away from work to focus on other things in their life. Employees can request a break of between 8 and 52 weeks to focus on personal interests. Further details can be found in the Holiday and other leave Support Pack.

### **Special Leave**

We understand that sometimes things happen in life out with an employee's control. To support employees during these times employees can take reasonable time off work, paid or unpaid, to deal with emergencies, for example those involving a dependant. For further information, employees should speak to their line manager and review the Leave Support Pack.

## Employee Assistance Programme

The arrival of a child is one of life's most exciting experiences. It can also be daunting and overwhelming at times. Our Employee Assistance Programme can help you on the journey to parenthood, from telling a line manager and finding antenatal classes to returning to work and parenting a growing child. It's a free and confidential service available to you and your immediate family members. You can call to speak with a consultant or visit online or through the app for comprehensive information, practical advice and emotional support (HR > Wellbeing > Employee assistance programme).

<b>Telephone</b>	1800 938 707
<b>Online</b>	<a href="http://www.rbspeople.com">www.rbspeople.com</a> or Employee Assistance Programme External access: <a href="http://www.guidanceresources.com">www.guidanceresources.com</a> Web ID: RBS Change the flag icon to choose your location
<b>App</b>	Providing 24/7 access to support and information. Search for "GuidanceResources" in your app store to install the mobile app. Web ID: RBS

## Appendix

### Keeping in touch whilst on Maternity/Adoptive Leave

Please complete the form and provide a copy to your line manager & buddy/sponsor.

#### 1. Personal details

<b>Name (in full)</b>																					
Home Address											Home Phone Number/s										
Email Address																					
Employee ID																					
											Date your baby/adoption is due (DD/MM/YY)										
											Probable last working day (DD/MM/YY)										

#### 2. Optional communications

Communication	Frequency of communication	I would like to receive a copy of this communication (Yes/No)	
<b>Outside In</b> is the internal publication for all employees of The Royal Bank of Scotland, providing an update on the news and events happening across the Group. This will be available from your line manager & buddy/sponsor.	<b>Tri-annual publication</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Your Career</b> The Group is committed to an open internal job market for positions at all levels and vacancies. These are advertised on the Your Career website which is accessible 24/7.	<b>Real time</b>	This can be viewed externally via <a href="http://www.rbs.com">www.rbs.com</a> careers	
<b>Focus on staff and resources communications</b> If you normally receive this (mainly staff with limited access to the intranet) you can continue to do so. It is produced weekly but weekly copies would normally be sent out by your line manager & Buddy/Sponsor once a month. This will be available from your line manager & Buddy/Sponsor.	<b>Monthly circulation</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No

### 3. Standard communications

During your Adoption Leave you can expect to receive some standard items of communication and some examples are detailed below for your information.

Communication	When	How
Payslips	Monthly	Sent directly to your home address
Pay Review Communication	End February/early March	Sent to you by your line manager
Our View – Employee Opinion Survey	September	Invited to access online by your line manager
Sharesave – Invitation to join Group’s scheme	When a Sharesave option is announced	Sent to the address on your Sharesave profile

**Both you and your line manager are responsible for agreeing the amount of contact you wish to have during Adoption Leave.**