

# Carers Leave

## Policy



NatWest  
Group

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We regularly update this document. Make sure you have the latest version by downloading it from the intranet.

This policy is not contractual and is subject to change at NatWest Group's discretion. It will be reviewed from time to time to make sure it continues to meet the Group's legal obligations and business needs.

### Who's this for?

This policy applies to **employees and line managers in Great Britain, Northern Ireland and Offshore (Jersey, Guernsey, Isle of Man and Gibraltar)** who need time off to arrange care or fulfil caring duties for a dependent.

If you're in the Republic of Ireland, you should refer to the separate Carers Leave Policy (ROI) (Human Resources > Absence > Carers leave).

It **does not apply** to agency workers or contractors.

# Our Purpose through policy

We're committed to supporting our employees who have long term caring responsibilities for dependents, and who may need additional support to manage their work life balance as a result. By helping our employees with what can be an extremely trying time, we're championing their potential, helping them and their families to thrive, which helps our customers and businesses to thrive as well. This policy will be applied fairly and consistently to ensure all eligible employees have the same opportunities for support.

## How should you use this policy?

- ☑ This policy is for both **employees and line managers** and outlines core policy principles including eligibility criteria, how much leave can be taken and how it can be requested.
- ☑ It also outlines information **specific to line managers** with regards to approving or declining requests for time off.

## Where to go for more information



If you have any questions on the Carers Leave Policy or process, you can [Ask Archie](#) for further support and guidance.

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# 1. What is Carers Leave?

## 1.1. Carers Leave principles

- Carers Leave applies to all eligible employees, supporting them with leave so that they can provide or arrange care for a dependent with a long term care need.
- A 'dependent' includes:
  - A spouse or civil partner, child (over 18 years of age) or parent, or
  - A person who lives in the same household as the employee (other than by reason of them being their employee, tenant, lodger, or boarder), or
  - A person who reasonably relies on the employee for care.
- Eligible employees will be able to provide or arrange long term care for a dependent who has:
  - A physical or mental illness or injury that means they're expected to need care for more than 3 months.
  - A disability (as defined in the Equality Act 2010) which means they have a physical or mental impairment that has a substantial and long term negative effect on their ability to do normal daily activities.
  - Care needs because of their old age.
- Carers Leave may also include providing care for someone who reasonably depends on the employee for care while their primary unpaid carer is taking respite.
- Carers Leave eligibility focusses on long term care as opposed to short term care needs. Where an employee has immediate or short term caring responsibilities, needs short term emergency leave, or another type of support, they should consider options using our [Holiday and Other Leave Policy](#) (Human Resources > Absence > Holiday and other leave) and/or the [Flexible Working Policy](#) (Human Resources > Working here > Life balance > Flexible working).
- Consideration will also be given to situations where an employee needs to provide care to a dependent with a terminal illness which may not be considered long term and could be for weeks (instead of months).
- Carers Leave does not apply to employees who require leave to care for a child unless that child meets the criteria of having a physical or mental illness or injury that means they're expected to need care for more than 3 months or they have a disability as defined in the Equality Act 2010. For support with parental responsibilities that don't meet criteria under this policy, refer to our [Parental Leave Policy](#) (Human Resources > Absence > Parental leave) or the [Flexible Working Policy](#) (Human Resources > Working here > Life balance > Flexible working).

## 1.2. What leave is available?

- Employees can take Carers Leave from their first day of employment - there is no service qualifying period ahead of requesting leave.
- It can be taken one half day at a time or in full weeks, up to a maximum of four weeks a year.
- Carers Leave is pro-rated for part time employees and more information on this is outlined in [Section 4](#).
- Carers Leave is unpaid and more information on how leave impacts holidays, pay and benefits is in [Section 3](#).
- The Carers Leave available is the same irrespective of how many dependents an employee has, i.e., employees don't get double the leave if there are two dependents.

### 1.2.1. When more leave is required

If more leave is required, further support may be available including annual leave, special leave (under our [Holiday & Other Leave Policy](#)) or through an informal or formal flexible working arrangement (through our [Flexible Working Policy](#)).

## 2. Requesting Carers Leave

### 2.1. Giving notice to take leave

- Employees should provide as much notice as possible for planned occasions of Carers Leave.
- Ideally the minimum notice when requesting leave is:
  - Twice the duration of the leave required, prior to the first day of leave, or
  - Three days' notice, prior to the first day of leave.
- We do understand Carers Leave can be required as an emergency/short notice or can be unplanned due to circumstances and so line managers should consider all circumstances when considering a Carers Leave request.

### 2.2. How to request Carers Leave

- Requests for Carers Leave must be made through Workday.
- If a request can't be supported, we encourage employees and line managers to discuss options and alternative dates to take the leave.
- If Carers Leave needs to be cancelled after it's been requested, contact [Ask Archie](#).

### 2.3. Returning from Carers Leave

- When an employee returns from any period of Carers Leave, whether it be 1 day or 4 weeks, a return to work process on Workday must be completed otherwise pay may be affected.
- Employees must return on the date agreed with their line manager. If for any reason leave needs to be extended, this must be agreed with line managers before the additional leave is taken. Workday will need to be updated to reflect the additional leave period.

#### Information for line managers

If an employee fails to return to work without approval and isn't off work due to sickness, this may be considered an unauthorised absence. This will be managed under our [Disciplinary Policy](#). Line managers should go to [Ask Archie](#) for support.

## 3. How Carers Leave affects holidays, pay, pensions and benefits

### 3.1. Treatment of holidays

Employees will continue to accrue holidays during the period of Carers Leave.

### 3.2. Treatment of pay, pensions and benefits

- Employees don't receive any salary while they're on Carers Leave.
- Pension funding and any benefit funding will continue during Carers Leave.
- Employees will continue to receive all benefits they have elected via Natwest Group Benefits and charges for these options will continue to be taken from an employees' Value Account each month. If at any point you do not have enough to cover your charges, we will cover these and will claim this back from you once you have returned to work.

## 4. Employees who work part time or have a flexible working arrangement

- Carers Leave will be pro-rated for employees who work part time or have a flexible working arrangement.
- Someone, for example, who works two days a week is eligible for a maximum of 4 weeks per year of their normal two day working week. This calculation would be: 4 weeks x 2 days per week (normally 14 hours) = 8 days or 36 hours.
- If an employee works compressed hours, we treat this calculation slightly different. For example, someone who works 35 hours over 4 days a week is eligible for a maximum of 4 weeks per year of their normal four day working week. This calculation would be: 4 weeks x 4 days per week (normally 8.75 hours) = 16 days or 140 hours.

## 5. Additional information for line managers

To help you manage a Carers Leave request, read and follow the guidance outlined below. If you're unsure as to what to do at any point in the process, contact [Ask Archie](#) for support.

### 5.1. How to manage a request for Carers Leave

- Discuss the request with your employee to understand their needs.
- Ask your employee to submit their request on Workday.
- Consider other requests for time off work from your wider team and how this may impact the period of Carers Leave requested to minimise operational impacts.
- Consider whether your team are able to cover essential work for the period of absence and any impact on the customer.

### 5.2. If you're able to approve the leave:

- Review and approve the request on Workday.
- Your employee will receive confirmation that their request has been approved.
- Complete the administration checks from your notifications on Workday to stop their pay.
- When your employee returns to work, you must complete the 'return to work' process on Workday to ensure pay is re-started. You'll need to observe the payroll cut off dates to minimise any monetary impact.

### 5.3. If you're unable to approve the leave:

- Wherever possible, you should accept requests for Carers Leave where there is no disruption to customer or business commercial needs.
- Legally, we cannot deny an employee's request for Carers Leave, however in circumstances outlined below, requests can be postponed.
- For example, if there will be disruption to the customer or business you may need to negotiate and compromise to rearrange the request to an agreed alternative time that suits both the business and colleague.
- Where a request is postponed, you must confirm confirmation of the new dates to your employee within seven days of the original request. The new Carers Leave date must be within one month of the original dates requested.
- Potential reasons for postponing a request include:
  - The leave conflicts with a peak business period and will have an impact on delivery.

- A number of the team have already applied for leave at the same time and operational needs wouldn't be supported if all leave was supported, impacting customer service.

## 6. Further information and support is available

### 6.1. Employee Assistance Programme

Our Employee Assistance Programme (EAP) is a free, independent and confidential service for all Group employees and line managers.

Impartial support is provided through telephone consulting, online information, toolkits, and face to face counselling. When you first contact our EAP provider, the team will assess your situation and will establish the best way to support you further.

### 6.2. Accessing our Employee Assistance Programme

EAP is available 24 hours a day; 7 days a week.

<b>If you're in the UK, Jersey, Guernsey or Isle of Man</b>	0808 234 5303
<b>If you're in the Republic of Ireland</b>	1800 938 707
<b>If you're in Gibraltar</b>	00 44 203 936 1239
<b>Access online</b>	www.NatWestGroupPeople.com or Employee Assistance Programme External access: www.guidanceresources.com Web ID: NATWEST Change the flag icon to choose your location
<b>Access via the App</b>	Providing 24/7 access to support and information Search for "GuidanceResources" in your app store to install the mobile app. Web ID: NATWEST

### 6.3. Wellbeing on the Intranet

The Wellbeing pages on the Intranet also provide you with further information to support you dealing with change: Human Resources > Bringing the best of yourself to work > Wellbeing.