

Co-op Funeralcare Operations and Usdaw

our national agreement on pay, allowances and terms and
conditions of employment

01 April 2020

Contents

- ✓ **Why do we have this agreement?**
- ✓ **Roles covered by the agreement**
- ✓ **How long does the agreement last?**
- ✓ **What is expected of colleagues?**
- ✓ **Pay, allowances and time off - what can colleagues expect?**

Appendix A – Pay and Allowances

Appendix B – Our contracts and working time explained

Appendix C - Annual and Statutory/Bank Holidays – process and pay

Appendix D - Pay elements included in holiday pay calculation

Why do we have this agreement?

The Co-op has a long history of working with trades unions, and collectively recognises unions in many areas of its businesses. This agreement is made with Usdaw (The Union of Shop Distributive and Allied Workers).

This agreement provides details of pay, allowances and the general terms and conditions of employment for Funeralcare Operations colleagues that have been agreed between Funeralcare and Usdaw. Individual contracts of employment, which are provided to each colleague when they start working at the Co-op, set out details of the specific terms and conditions that apply.

Which roles are covered by the agreement?

It covers colleagues who work in Funeralcare Operations in the following roles

- ✓ Funeral Director (FD)
- ✓ Embalmer
- ✓ Funeral Arranger (FA), including Mobile Funeral Arrangers
- ✓ Funeral Service Operative (FSO) (consolidated and non consolidated contracts)
- ✓ Funeral Service Crew (FSC)
- ✓ Night Ambulance Crew (NAC)
- ✓ Driver Bearer (DB)
- ✓ Ceremonial Crew (CC)
- ✓ Other ad hoc support roles - referenced in individual contracts of employment

How long does the agreement last?

If Funeralcare or Usdaw wished to terminate the agreement they would have to provide 3 months' notice in writing.

The agreement can be amended at any time by agreement between Usdaw and Funeralcare, but it's also reviewed each year, on 1 April, as part of the Annual Salary Review (ASR) process.

What is expected of colleagues?

Co-op values and behaviours

Everyone who works at the Co-op is expected to operate in a way that is consistent with Co-op policies, procedures and co-operative values.

Details can be found in the Co-op's 'Code of Business Conduct' which is available on the intranet.

Co-op Policies

Co-op has a number of policies and procedures that colleagues need to be aware of. These policies and procedures help to guide our behaviours, protect colleagues and help ensure our business operates efficiently. Details are available on the intranet.

Your role profile

Co-op wants all colleagues to understand what is expected of them in their role. Role profiles are available on the intranet.

Probationary period

All new colleagues will be subject to review during the first 13 weeks of employment - The Co-op's Probationary Period Policy can be found on the intranet.

Conflict of Interest

Colleagues must not undertake any work in their own time which may give rise to a conflict of interest. Co-op will, in the first instance, determine what constitutes a conflict of interest but any colleague may challenge this decision via the grievance procedure.

Further guidance on how we operate our contracts

Both Funeralcare and Usdaw appreciate that funeral businesses operate and need to be there for clients 24 hours a day, every day of the year. Terms and conditions of roles have been developed so that, with careful local planning of resources, we can fulfil both our clients' wishes and provide work/life balance for colleagues.

More detailed guidance to help with 'best practice' for the local planning and managing of resources is available – please see the separate document 'Funeralcare Operations – Guidance on how we operate our contracts'. Whilst this guidance does not form part of this agreement or colleagues' terms and conditions – it has been discussed and approved by Usdaw.

Pay, allowances and time off - what can colleagues expect?

Basic Pay, overtime and premium rates

Current rates of basic pay, salaries, overtime etc and allowances (including eligibility for allowances) for each role can be found in Appendix A.

Trainees

Colleagues who are new in the following roles will initially be paid a 'Trainee Rate' (all other colleagues will be paid the full rate for their role upon starting with the Co-op):

Trainee Funeral Service Crew

On starting in the role	90% of full pay
After successful Completion of Level 2 NVQ / SVQ	Full pay

Trainee Funeral Director

On starting in the role	90% of full pay
After successful completion of Level 2 NVQ/SVQ units	Full pay

Trainee Funeral Arranger

On starting in the role	90% of full pay
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After successful completion of Level 2 NVQ/SVQ

Full pay

Progress towards completion of the NVQ/SVQ will be checked 18 months following completion of the probationary period. At that stage, colleagues will move to full pay for the role unless any lack of progression is their own responsibility.

Allowances

Branch Allowance – these are paid (pro-rated for those on part time contracts) to colleagues based in certain branches, and applies to all roles:

- ✓ *Inner London - Woolwich, Purley, Earlsfield, Manor Park, Hayes, Watford, Enfield*
Colleagues based in these units and their associated branches will be paid the Inner London Allowance.
- ✓ *Outer London - Gravesend, Southend, Welwyn Garden City*
Colleagues based in these units and their associated branches will be paid the Outer London Allowance.

Temporarily undertaking a higher paid role (secondments)

If you're formally seconded to a higher paid role, you'll usually get a secondment allowance for the duration of the secondment. For colleagues seconded to a role with a higher 'spot rate salary', you will normally be paid the rate for this role. For colleagues seconded to a more senior role with a salary range, please refer to the Co-op's Internal Mobility Reward Principles which can be found on the intranet.

BIE Embalmers Allowances for colleagues whose primary role is not embalming

A BIE Embalmer's Allowance is paid to anyone whose main role is not embalming but completes over 100 cases a year – see Appendix A for current rates.

A BIE Trainee Embalmer's Allowance is paid to anyone, whose main role is not embalming, but who is undertaking BIE training. The allowance is only paid during training. See Appendix A for the current rate.

Standby Allowance

In the main, standby payments are made to Funeral Directors, Funeral Service Operatives (on consolidated contracts) and Funeral Service Crew. Colleagues employed in other roles may participate in the rotas by mutual agreement – but they must have received the appropriate training.

Appendices A and B provide more details of when the allowance may be claimed. For each occasion on standby allowance a single payment will be made.

Double standby payments are made to anyone who is on standby on both Saturday and Sunday. Occasions of less than 24 hours (whether they are 3 hours or 15 hours) will be classed as a single occasion.

Standby payments are not overtime payments and should not be used for any other purpose.

The amount of standby payments earned by a colleague is not guaranteed and will fluctuate with the frequency of participation on a rota.

Call Out

If called out whilst on the standby rota:

- ✓ Funeral Directors and Funeral Service Operatives on consolidated contracts can include actual time worked towards the 17 week average reference period. No additional payments are made.
- ✓ Colleagues on other contract types will be paid for the additional hours worked.

Colleagues who use their own vehicles whilst called out (including travel from home to and from the Funeral Home) will be able to claim business mileage. See intranet for details of current rates.

Weekend Funeral Allowance

Funeral Directors and Funeral Service Operatives paid consolidated rates of pay are expected to undertake their fair share of work required at the weekends and will receive a minimum of four hours towards their maximum average of 45.5 hours per week over the 17 week reference period.

Colleagues employed on other contracts (i.e. non-consolidated) full, part time, flexible part time or zero hours contracts who are asked to work Saturdays and Sundays on funerals or weddings or out of a branch, will receive a minimum of four hours pay at the appropriate rate.

This minimum payment or minimum booking of hours applies to weekend funerals or weddings only, it cannot be claimed for call outs, viewings, funeral arrangements or reception into a church.

A payment equivalent to one standby payment per Saturday or Sunday (irrespective of the number of funerals that are worked on that day) will be paid to Funeral Directors, Funeral Service Operatives (consolidated and non-consolidated contracts) and Driver Bearers who work on funerals. This payment can be claimed for work on funerals only, not any other type of work.

Time Off

Lunch breaks

Daily lunch breaks are normally be taken between 11.00 am and 2.00 p.m. and will be managed locally.

Working as a 'Funeral Family' there is likely to be sufficient cover in the funeral homes to allow all colleagues to have a lunch break. When cover is not available, the branch can be closed to allow for a break. When, exceptionally, a lunch break is worked, this must be agreed with a line manager who will then approve overtime at time and one half will be paid.

Annual Holidays

Annual entitlement to paid holiday, based on 37.5 hours is:

Service (complete years)	Entitlement in hours*
Less than 2 years'	172.5 hrs
2 years but less than 5 years'	210 hrs
5 years but less than 10 years'	217.5 hrs
10 years and over	232.5 hrs

*This would be pro-rated for any other contracted hours, see Appendix C for examples.

Details of how we manage annual holidays can be found in Appendix C - 'Annual and Statutory/Bank Holidays – process and pay'.

Statutory / Bank Holidays

The following days are recognised as statutory/bank holidays:

- a. **England and Wales** - Christmas Day; Boxing Day; New Year's Day; Good Friday; Easter Monday; May Day; Spring Bank Holiday; Late Summer Bank Holiday; and one other day to be determined locally
- b. **Scotland** - Christmas Day; Boxing Day; New Year's Day; 2nd January; Easter Monday; Spring Bank Holiday; May Bank Holiday; Summer Bank Holiday; Autumn Bank Holiday.
- c. Plus any other day that may be agreed by the Government.

Details of how we pay Statutory/Bank holidays can be found in Appendix C - 'Annual and Statutory/Bank Holidays – process and pay'.

Sick Leave

Colleagues who are unable to work because of illness are entitled, subject to the Co-op Absence Policy, to the following Co-op Sick Pay (CSP) in a rolling 12 month period. To be eligible for this entitlement, colleagues need to follow the absence reporting process in the Co-op Absence Policy, which can be found on the intranet. The Policy also covers circumstances in which Co-op Sick Pay may not be paid.

Funeralcare Operations sick pay entitlement:

Service	Sickness Absence (per 12 months)
After 3 months' service	10 weeks' pay
After 2 years' service	15 weeks' pay
After 4 years' service	20 weeks' pay
After 10 years' service	26 weeks' pay

The 12 month rolling period starts from the day before your sickness absence started. For those who have worked for the Co-op for less than 12 months', service from the date you commenced work with the Co-op will be used.

Co-op Funeralcare and Usdaw

This agreement is between Co-op Funeralcare and Usdaw and will next be reviewed on 1 April 2021:

Signed for and on behalf of:

Co-op Funeralcare

Signature *Helen Chandler* Print Name Helen Chandler

Date 8 April 2021 (by email)

Udaw

Signature *John Gorle* Print Name John Gorle

Date 13 April 2021 (by email)

Appendices

Pay and Allowances

01 April 2020

Appendix A

Role	Rate per hour and per year	Contract type/weekly hours	Standby	Weekend funeral Payment (1)	Weekend funeral credit (2)	Overtime Rate Paid	Unsocial Hours	Bank Holiday Arrangements
Funeral Director	£12.62 per hour £29,858.92 per year (90% rate £26,877.76 per year)	Consolidated contract. Full or part time based on average of 45.5 hours over 17 weeks. Available 8am to 8pm	Yes	Yes	Min of 4 hours can be booked towards average	N/A for full time colleagues. For part-time/zero hours colleagues all additional hours are paid at the consolidated rate	N/A	Hours worked count towards the 45.5 average plus double the hours off in lieu.(5)
Funeral Arranger	£10.76 per hour £20,982.00 per year (90% rate – £18,876.00)	37.5 hours - Full time/ Part time	No	No	No	Single time up to 37.5 hours, then for all hours worked over 37.5: Mon to Sat - Time + ½. Sun and Bank hol – double time	For part-time - time + 1/5 for all hours worked outside normal full core hours for the branch (3)	Double time plus same amount of hours off in lieu. (5)
Ceremonial Crew	£9.00 per hour £17,550.00 per year	Full time – 37.5 per week, 8am to 8pm. Part time – hours per period (8)	No	No	No	N/A - Monday to Sunday - All hours between 8am and 8pm paid at single time	Monday to Sunday - 8pm to 8am paid at time plus 1/3	Double time plus same amount of hours off in lieu. (5)
Driver/ Bearer <i>No new appointments to this role</i>	£9.00 per hour £17,550.00 per year	Part time/Flex/Zero hours	No	Yes	No	Single time up to 37.5 hours, then for all hours worked over 37.5 : Mon to Sat - Time + ½. Sun and Bank hol – double time	For part time - time + 1/5 for all hours worked outside normal full core hours for the branch (3)	Double time plus same amount of hours off in lieu. (5)
Embalmer – up to 1199 cases per year	£31,668.00	37.5 hours - Full time/ Part time	No	No	No	No – Time off in lieu to be agreed	No – Time off in lieu to be agreed	No – Time off in lieu to be agreed (5)

Embalmer – 1200 or more cases per year	£33,150.00	37.5 hours - Full time/ Part time	No	No	No	No – Time off in lieu to be agreed	No – Time off in lieu to be agreed	No – Time off in lieu to be agreed (5)
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Pay and Allowances continued

01 April 2020

Role/Rate per hour	Rate per hour and per year	Contract type/weekly hours	Standby	Weekend funeral Payment (1)	Weekend funeral credit (2)	Overtime Rate Paid	Unsocial Hours	Bank Holiday Arrangements
Night Ambulance Crew	£10.15 per hour plus 33.3% Night Shift = £13.53 per hour £27,087.06 per year	Full time average of 38.5 hours per week, Monday to Sunday	No	No	No	Over contracted hours paid at time plus ½	8pm to 8am paid at time plus 1/3 as part of standard pay (3) (4)	Double time plus same amount of hours off in lieu. (5)
Funeral Service Crew	£10.15 per hour £19,792.50 per year (90% rate – £17,803.50 per year)	Full time 37.5 per week, 8am - 8pm, Mon to Sun, plus 20% contractual additional hours Part time – hours per period (8) plus 20% contractual additional hours	Yes (6)(7)	No	No	N/A - Monday to Sunday - All hours between 8am and 8pm paid at single time	Monday to Sunday - 8pm to 8am paid at time plus 1/3.	Double time plus same amount of hours off in lieu. (5)
Funeral Service Operative (Non consolidated) <i>No new appointments to this role</i>	£10.15 per hour £19,792.50 per year	Non consolidated contract. Flex/Part Time/Zero hours	Yes (6)	Yes	Min of 4 hours pay can be claimed	Single time up to 37.5 hours, then for all hours worked over 37.5: Mon to Sat - Time + ½. Sun and Bank hol – double time	For part time - time + 1/5 for all hours worked outside normal full core hours for the branch (3)	Double time plus same amount of hours off in lieu. (5)

Funeral Service Operative (Consolidated) <i>No new appointments to this role</i>	£11.44 per hour £27,067.04 per year	Consolidated. Full Time - 45.5 hours Part time – hours per week	Yes (6)	Yes	Min of 4 hours can be booked towards average	N/A for full time colleagues. Part-time/zero hours colleagues - all additional hours paid at the consolidated rate up to 45.5 hours per week.	N/A	Hours worked count towards the 45.5 average plus double the hours off in lieu. (5)
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Branch Allowances, Standby and BiE Allowance Rates

01 April 2020

Branch Allowance (Inner)	£3,420.59 per year	BiE Embalmers Allowance (over 100 cases pa)	£750 per year	Standby Allowance Single Weekday	£24.42
Branch Allowance (Outer)	£1,423.10 per year	BiE Trainee Embalmers Allowance	£500 per year	Standby Allowance Single Weekend	£30.52

BiE Embalmers Allowances only paid when embalming is not the colleagues' primary role.

Notes - Allowances

- (1) Applies to Funeral Directors, Funeral Service Operatives (consolidated and non consolidated contracts) and Driver Bearers only. Please note that full time and part time colleagues should receive a payment equivalent to one standby payment per Saturday or Sunday work **on funerals**. Does not apply to any other type of work, eg call outs, viewings or funeral arrangements.
- (2) Applies to Saturday or Sunday work **on funerals**. Does not apply to any other type of work eg call outs, viewings or funeral arrangements or church receptions into church.
- (3) Not paid in addition to overtime rates.
- (4) NAC contractual hours will automatically go through at time and a third – no additional action needed on timesheet other than recording hours worked. Any additional hours above contracted hours will need to be processed at the appropriate rate, i.e. time and a half for overtime.
- (5) Bank holidays - triple time for hours worked, either in pay or time off. A colleague whose normal rota for standby falls on a bank holiday and who is not called out, will be able to take one other day off in lieu.
- (6) Funeral Service Operatives and Funeral Service Crew can only claim a standby payment when the call out is outside of paid working hours (ie it wont be paid when working as part of an agreed working pattern or any planned overtime).
- (7) No additional standby payment will be made for FSC who carry out ambulance activity as part of their scheduled working hours i.e. if asked to work 12-8pm. Standby allowance will only be paid where colleagues are asked to cover the ambulance activity on a standby basis i.e are not scheduled to be working

(8) Hours per period – hours are worked over the Co-op's four weekly periods and agreed locally.

Colleagues employed on consolidated contracts or paid consolidated rates of pay are limited to standby and the weekend funeral payment only. These colleagues are not eligible for any other allowances or payments (with the exception of London branch allowances and BiE embalming allowances).

Notes - Salaries and hourly rates

Hourly rates are used when calculating any overtime payments.

The rates of pay for colleagues on a zero hours flexible contract are calculated in line with 37.5 hour rates.

Hourly rates will also show on payslips for salaried full time roles such as Funeral Director, Embalmer, Funeral Service Operative. These rates are calculated based on the contractual hours of the role (37.5 or 45.5 dependent on the role) but are not applicable for full time roles in any calculations as these roles are not paid for additional hours.

Hourly rates will become applicable for salaried roles such as Funeral Directors and Funeral Service Operatives when the roles are part time as they are used to calculate the pro rata salary of the colleague and payments for any additional hours worked above and beyond their part time contract.

Whether a colleague is on a flexible contract (zero hours), part time or full time, their rates of pay/ overall salary must equate to each other for equal treatment purposes.

Colleagues employed in Funeralcare Operations roles will be on one of the following contracts:

Consolidated Contracts (Funeral Directors and some Funeral Service Operatives)

Full time hours are a maximum average of 45.5 hours per week, over a 17 week reference period. This 'consolidated contract' means that colleagues carry out all aspects of the role, (including any client requirements for funerals including viewings and church receptions) as an integral part of their duties. Colleagues are expected to undertake their fair share of work required during working hours agreed in a locally operated rota – work can be in the evenings, at night, weekends and on bank holidays. Hours will be monitored. If these hours are exceeded, the excess time should be taken back as time off in lieu. A minimum of 37.5 hours per week must be worked.

Colleagues employed on a consolidated contract must be fully utilised before managers consider bringing in colleagues on other contracts or giving additional hours to part time colleagues.

Funeral Directors only – In all areas, FD's need to be available 8am - 8pm, when clients need them. Cover for evenings and weekends on a rota. The rota will be on a fair share basis, allowing a work-life balance to be maintained. Any hours actually worked on standby when called out will count towards the 45.5 hour average.

The rota covers reactive FD duties only, not ambulance duties (in outliers, FDs also participate in the rota for ambulance duties), and a standby payment will be made.

If an FD wishes to arrange a viewing/meeting with the family outside of normal working hours, they will not receive a standby payment, but any hours worked will count towards their 45.5 hour average.

When covering a Saturday or Sunday funeral, a minimum of 4 hours can be claimed towards the 45.5 hour weekly average, plus a payment equivalent to one standby payment. This payment is for funerals only, not any other proactive FD duties.

In extenuating circumstances, there may be a requirement to cover nights and weekends on Ambulance duty. For this FDs will receive a standby payment.

Funeral Service Operatives only - The rota for cover for night (where there is no Night Ambulance Crew), weekends and bank holidays is agreed locally on a 'fair share' basis, allowing a work-life balance to be maintained. A standby payment will be made. Any hours actually worked on standby when called out will count towards the 45.5 hour average. Funeral Service Operatives and Funeral Service Crew can only claim a standby payment when the call out is outside of paid working hours (ie it won't be paid when working as part of an agreed working pattern or any planned overtime).

FSO colleagues may be required to carry on work outside of standard opening hours where there's meaningful work, either before or after the usual working day. To help the business plan work and to provide notice for colleagues, a local rota may be agreed. All hours worked will go towards the contracted 45.5 hours per week. This should only be where there is meaningful work for those colleagues to do.

Where the work is based within the home/care centre, this will not be subject to a standby payment, but will count towards the 45.5 hour average.

In areas where there is no Night Ambulance Crew and FSOs are asked to cover, details of pay arrangements can be found in the separate document 'Funeralcare Operations – Our Ways of Working'.

Non Consolidated Contracts – other than Funeral Service Crew, colleagues employed on a non consolidated contract are not required to take part in the rota, but may do so by mutual agreement and they must have received the appropriate training. The types of non consolidated contracts are

- **Full time** – hours are 37.5 per week, 38.5 per week for Night Ambulance Crew
- **Part time** - hours are less than 37.5 per week
- **Flexi part time (existing FSO only, no new appointments will be made to this role)** – a set number of hours are guaranteed each week, but the actual hours worked may go up or down as agreed locally between the colleague and the business and are monitored over a four week period. Any additional hours are paid at normal rate
- **Zero Hours (existing FSO only, no new appointments will be made to this role)** – some part time FSO colleagues have chosen to remain on zero hours contracts and work, if available, as required
- **Hours per period** – Part time Funeral Service Crew and Ceremonial Crew have a set number of hours to be worked in a four week period. These hours may go up or down each week as agreed locally. Any additional hours worked, calculated at the end of the four week period, are paid at the normal rate.

Colleagues on non consolidated contracts can only claim a standby payment when the call out is outside of paid working hours (ie it won't be paid when working as part of an agreed working pattern or any planned overtime), for example no additional payment will be made for Funeral Service Crew who carry out ambulance activity as part of their scheduled working hours i.e. if asked to work 12pm to 8pm. Standby allowance will only be paid where colleagues are asked to cover the ambulance activity on a standby basis i.e. are not scheduled to be working.

Funeral Service Crew are expected to operate on standby duty rotas to cover evening and weekend working on call (including any client requirements for funerals and viewings) as an integral part of their duties. Colleagues are expected to undertake their fair share of work required at the weekends.

This Appendix provides details about how we manage, process and pay colleagues during annual leave and for statutory/bank holidays.

Annual Leave

The holiday year runs from 1st April to 31st March. Holiday is accrued on the basis of completed days of service and holiday balances are available on the HR system.

The number of days holiday increases with length of service. The increase in number of days off applies from 1st April following the date on which the colleague has the required length of service.

A minimum of two consecutive or single weeks of this annual entitlement must be taken between the 1st May and 15th October in each year, by mutual agreement. In special circumstances, and subject to the needs of the business, this two week holiday may be allowed outside the normal period, subject to agreement between the line manager and colleague.

The remainder of a colleague's holiday entitlement will be made up of a reasonable balance of 'odd' days and consecutive days of holiday and subject to local agreement and the needs of the business. Note that during busy periods such as December/January managers may need to restrict holidays to ensure that we can be there for our clients. In order to minimise business disruption and to avoid a build-up of untaken holidays at the holiday year end (ie February - March) colleagues must plan their annual entitlement at the earliest opportunity with their line manager.

Holidays cannot be carried over into the following year, nor can payment be made in lieu of holidays.

Holiday Pay Calculation -

Effective from 6th April 2020, holiday pay is calculated on the basis of a colleague's average earnings over the rolling previous 52 weeks or their Basic Salary, whichever the higher.

If a colleague has less than 52 weeks service, holiday pay will be calculated on the basis of a colleague's average earnings over the total number of weeks during which they have been employed with Co-op, or their Basic Salary, whichever the higher.

When colleagues leave the Co-op, they're entitled to receive payment for any accrued but untaken holidays. This is calculated by taking the amount of holiday accrued since the previous 1st April and deducting any holidays already taken.

If a colleague has taken more holidays than they have accrued at the point they leave the Co-op, then the Co-op will deduct the salary equivalent (calculated as above) for the overtaken holidays from the colleagues' final pay.

Please see appendix D which sets out the pay elements which are currently included in the holiday pay calculation referred to above. Please note that these elements may be reviewed from time to time, to ensure that we are complying fully with our legal and contractual obligations.

Examples of Annual Leave Entitlements

Service (complete years)	37.5 hours p.w. contract, e.g. full time Funeral Arranger	22.5 hours p.w. contract, eg <u>part time Funeral Arranger</u>	38.5 hours p.w. contract – <u>Night Ambulance Crew Only</u>
Less than 2 years'	172.5 hrs	103.5 hrs	177.1 hrs
2 yrs but less than 5 yrs'	210 hrs	126 hrs	215.6 hrs
5 yrs but less than 10 yrs'	217.5 hrs	130.5 hrs	223.3 hrs
10 years and over	232.5 hrs	139.5 hrs	238.7 hrs

Statutory/Bank Holidays

Where it is not a local custom to observe the days off set out in the agreement, the same number of other days will be agreed locally.

Payment for statutory/bank holidays will be dependent on attendance at work on the normal working day (or night) immediately prior to and following the statutory holiday period (unless certified unfit by Medical Certificate or absent by permission of the colleagues line manager). Any cost of providing a Medical Certificate will be reimbursed to the colleague on production of a receipt. Pay for public /statutory holidays will be calculated in the same way as for annual leave – see above.

When statutory/bank holidays are worked, the principle of triple time for hours worked in terms of either pay or time off will apply in all cases and details are set out in Appendix A.

A colleague whose normal rota for standby falls on a statutory/bank holiday and who is not called out, will be able to take one other day off in lieu. This alternative day to be taken within eight weeks of the holiday.

When a colleague on a consolidated contract is on standby duty and is called out or has their holiday cut short due to a call out, they will receive double the hours worked off in lieu (subject to a maximum of eight hours) and an alternative days' holiday to be taken within eight weeks of the holiday.

With the exception of Night Ambulance Crew, where a statutory/bank holiday coincides with a colleagues' rostered day off they will receive an alternative day's holiday to be taken within 8 weeks of the holiday.

When a statutory/bank holiday falls on a Saturday or Sunday:

- With the exception of Night Ambulance Crew, Co-op will agree the same number of days off at another time, within 8 weeks of the holiday.
- For Night Ambulance Crew, when worked and for the purposes of pay, the Saturday and/or Sunday will be deemed to be the statutory/bank holiday(s).

Pay elements included in holiday pay calculation (as at April 2020)

Appendix D

- Basic Pay
- All overtime premiums
- All shift premiums, including night shift allowance, premium hours payments, weekend working allowances and unsociable hours premiums
- Sickness payments
- Call out payments
- Standby payments
- First Aid payments
- Location pay/branch allowance
- Embalmer allowance