

Right to Disconnect Policy

Purpose:

The purpose of this policy is to ensure that all employees are aware of their own and others right to disconnect from work and to not routinely work outside of their own normal working hours

Scope:

All employees

Policy

COMPANY is committed to ensuring that all of our employee's wellbeing and safety are a priority and does not expect anyone to routinely work outside their normal working hours. The nature of our business means that we offer flexibility to our employees and expect the same in return. Legitimate reasons will arise when it is necessary for the Company or an employee to contact somebody outside of their normal working hours. Some examples of this are;

- to respond to a customer query
- as a result of differing work patterns
- to check availability for work
- to request for somebody to fill in at short notice
- in an emergency situation
- in unforeseeable circumstances
- other business or operational reasons
- if working across differing time zones

Obligations

We must all respect each other's right to disconnect and meet our obligations under the relevant employment legislation.

The Company's Obligations

COMPANY supports each employee's right to disconnect outside of their normal working hours

COMPANY does not expect any employee to routinely work outside of their normal working hours

COMPANY recognises that employees are entitled to switch off from work without being disturbed unless there is an agreement to do so or an emergency

COMPANY provides detailed information to each person regarding their working time and normal working hours through their contracts of employment, rosters and in writing following any agreed changes

COMPANY ensures that all employees are aware of and take their required rest breaks

COMPANY ensures a safe workplace and continuously reviews its obligations and policies regarding Health and Safety

COMPANY will never penalise an employee for acting in compliance with any duty or right under Health and Safety Legislation

Employee Obligations

- All employees must take responsibility to manage their own working time whether they are on site or off-site
- All employees must monitor their own working hours and take the required breaks
- All employees must follow the Company Clocking system/timesheets procedure and policy.
- All employees must notify their manager, in writing, if they are unable to avail of any statutory rest break, the date on which this occurred and the reason
- All employees must take reasonable care for their own health and safety at work and the health and safety of their colleagues.
- All employees must be mindful of other people's right to disconnect including colleagues, managers, customers and suppliers
- All employees must be conscious of their own working pattern and work-related wellbeing and take remedial action if necessary, including seeking support from their manager.
- Any employee who is unclear about what their normal working hours are can speak with their manager who can clarify this.

Working across differing time zones

The Company recognises that working across differing time zones or international travel of our employees or people that they interact with during the course of business can result in employees connecting at different times outside of their normal working hours. The Company expects recipients of communications outside of their normal working hours from International Colleagues, Suppliers and Customers to respond within their own normal working hours.

Communication

It is recognised that employees, customers and suppliers may maintain differing normal working hours or patterns and that it will occur that an employee may contact somebody outside of that person's normal working hours during the course of their own normal working hours where the two differ.

If any employee needs to communicate by email with somebody outside of that person's normal working hours they should consider the following where relevant;

- Use of an email header to state that it is not an urgent email
- Use of an email footer to state that an answer is not expected outside of that person's normal working hours
- Use of the delay send option in the email

Where possible, email should only be sent or checked during a person's own normal working hours

Employees should put on an out of office auto response when they finish work at the end of their shift

Emergency communications must only be sent when there is an actual emergency
Telephone/Text Communications should state that the text or call is not urgent unless it actually is

No employee is required to respond to social communications from colleagues outside of their own normal working hours

Raising Concerns

COMPANY is committed to supporting all of our employees and managers in their right to disconnect.

Any employee who has a concern regarding the interpretation or implementation of this policy, (e.g. their right to disconnect is not being respected or that they are unable to disconnect), should, in the first instance, raise the concern with the person informally. Alternatively, they should seek support from their manager or another colleague to raise the concern.

If these methods are not successful then the employee should use the Company Grievance Procedure which is detailed in the staff handbook.