

NTW Solutions Terms and Conditions

June 2026

1	Pay (As at April 2017)	Bands A-G - spot rates – no automatic incremental progression
2	Pay progression	Spot rates - any progression will be performance related and separately awarded.
3	Unsocial hours	7 Days per week between 20.00 – 06.00 – time plus 25% All day Saturday and Sunday - time plus 25% All English bank holidays –time plus 100%
4	Overtime	Bands A&B only - single rate of 1.5 for all overtime (unless a bank holiday) Bands C-G will be at flat rate Overtime payments will be based on the hourly rate provided by basic pay Part-time employees will receive payments for the additional hours at plain time rates until their hours exceed standard hours of 37 ½ hours a week. The single overtime rate will apply whenever excess hours are worked over full-time hours, unless time off in lieu is taken, provided the employee's line manager or team leader has agreed with the employee to this work being performed outside the standard hours. Time off in lieu must be taken within 3 months of the hours worked. Staff may request to take time off in lieu as an alternative to overtime payments. Time off in lieu of overtime payments will be at plain time rates.

5	Enhancements Saturday and Sunday	25% for any work on a Saturday and Sunday
6	On call	Flat rate £27.87 for standby plus a rate of 1.5 for any actual hours worked (unless Bank Holiday and rate of pay will be double time) As of 1st April 2017 – will be increased annually in line with any cost of living increase.
7	Pay Protection (sickness and org change)	No qualifying period First 6 months = 100% of the difference 6 months - 12 months = 50% of the difference No short-term protection
8	Mileage protection	Following organisational change 1 year excess mileage paid - the difference between home to new base and home to old base
9	Pay date	28th of the Month unless this falls on a weekend or bank holiday and in these instances staff will be paid earlier.
10	Maternity pay	Statutory Maternity Pay (SMP) will be payable if an employee has been employed continuously for at least 26 weeks ending with the 15th week before the expected week of child birth, and has an average weekly earnings at least equal to the lower earnings limit for National Insurance contributions. Eligible employees can take up to 52 week's maternity leave. The first 26 weeks is known as 'Ordinary Maternity Leave', the last 26 weeks as 'Additional Maternity Leave'. Statutory Maternity Pay can be paid for up to 39 week's, as follows: 6 weeks full pay (less any SMP or allowances) 10 weeks at half pay (plus any SMP or allowances) 23 weeks Statutory Maternity Pay
11	Paternity	2 weeks paid

12	Redundancy	2 years qualifying period 0.5 week's pay for each full year of service while they were under 22. 1 week's pay for each full year of service while they were 22 or older, but under 41. 1.5 week's pay for each full year of service while they were 41 or older. Employees can only count a maximum of 20 years' service and the 'weekly pay' is subject to an upper limit. The statutory weekly redundancy pay is capped at the statutory level.
13	Working hours	37.5 hours per week excluding meal breaks. Hours (150) may be worked over the reference period of 4 weeks
14	Holidays	On appointment and up to 5 years' service: 25 days plus public holidays. After 5 years: 28 days plus public holidays After 10 years: 30 days plus public holidays
15	Absence	If you are unable to attend work due to sickness or injury, you must notify the Company as soon as possible and in accordance with the Company's sickness reporting procedures. You must also comply with any requirements relating to self-certification and the provision of medical certificates (fit notes). Statutory Sick Pay (SSP) will be paid in accordance with current statutory legislation. Where eligible, SSP will be payable from the first qualifying day of sickness absence. Company Sick Pay will become payable from the fourth day of sickness absence, subject to compliance with the Company's sickness absence procedures and the eligibility criteria set out below Subject to compliance with the Company's sickness absence procedures, the Company may provide Company Sick Pay as follows (inclusive of any Statutory Sick Pay entitlement): • During the first two years of service: one month's full pay and one month's half pay. • During the third and fourth years of service: two months' full pay and two months' half pay. • After completing four years of service: three months' full pay and three months' half pay. Any Company Sick Pay provided will include any Statutory Sick Pay to which the employee is entitled.

		Failure to comply with the Company's sickness reporting procedures, certification requirements, or reasonable management instructions may result in Company Sick Pay being withheld. In such circumstances, employees will receive only any Statutory Sick Pay to which they are legally entitled.
16	Injury allowance	After full pay is exhausted then one month's support up to 85%
17	Mileage	Mileage will be paid in line with CNTW Group and we will follow the principles of Agenda for Change; lease car arrangements and associated rates are determined in line with local policy.
18	Subsistence	If an overnight stay is required accommodation will be paid. No overtime or time off in lieu to be taken. Fixed evening meal allowance of £20
19	Time off for trade union activities	Statutory plus discretion
20	Working time	A limit of an average 48 hours a week on the hours a worker can be required to work, though individuals may choose to work longer by "opting out" 11 consecutive hours' rest in any 24-hour period 20-minute rest break if the working day is longer than six hours entitlement for night workers to receive regular health assessments.
21	Probationary period	Probationary period of 6 months
22	Flexible working	Requests should be in writing stating the date of the request and whether any previous application has been made and the date of that application. Requests and appeals must be considered and decided upon within three months of the receipt of the request. Employers must have a sound business reason for rejecting any request. Employees can only make two requests in any 12 month period
23	Working Week	Monday to Sunday