

Title of POL: Holiday Policy

Custodian: Chief People Officer

Version Number: 04

Issue date: 29.10.25

Review date: 29.10.28

POLICY (POL)

Title of Policy	Holiday Policy					
What type of document is this?	Policy (POL)	Policy Reference Number	HHH-POL-014			
Purpose of POL	<p>This policy sets out our organisation's rules in relation to holiday. It is important that you take regular holidays for your wellbeing and to take some time away from work. We encourage our colleagues to take their full entitlement and to spread out their holiday throughout the year to prevent building up an excessive period of leave at the end of each holiday year. This policy will be reviewed regularly to ensure that it reflects our legal obligations and our business needs. This policy does not form part of any employee's contract of employment, and we may amend it at any time.</p>					
ROLES AND RESPONSIBILITIES						
Include in this section details of the key roles and associated responsibilities relevant to the document						
Roles	Responsibility					
Chief People Officer	Is responsible for reviewing and updating this policy and ensuring that the policy is communicated across the company through the Senior Management Team(s)					
Helping Hands Managers	Is responsible for implementing and embedding this policy within all teams across the company					
Helping Hands Employees	Is responsible for adhering to this policy as directed by line managers					

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1.0 Holiday Entitlement

1.1 The company's holiday year runs from 1st April to 31st March. If your employment starts or finishes part way through the holiday year, your holiday entitlement during that year shall be calculated on a pro-rata basis.

Unless otherwise set out in your employment contract:

You are entitled to 25 days of paid holiday each holiday year, in addition to paid leave for bank and public holidays (calculated on a pro rata basis by reference to a full-time entitlement of 25 days' holiday each year).

Your annual paid holiday entitlement will increase with length of service as follows:

- 26 days after 2 full years of service
- 27 days after 5 full years of service

If you reach a service milestone of 2 or 5 years during the holiday year, your holiday entitlement will be adjusted from the next holiday year beginning on 1 April.

If your employment begins or ends partway through a holiday year, your holiday entitlement will be calculated on a pro-rata basis rounded up to the nearest half day. Managers will ensure that employees utilise their holiday entitlement. Holiday entitlement must be taken during the holiday year in which it accrues except as set out in this policy. Any holiday not taken by the end of the holiday year will be lost and you will not receive any payment in lieu.

2.0 Unused Holiday

2.1 Unused holiday can only be carried over to another holiday year:

- in cases involving sickness absence, as set out in paragraphs 7 and 7.
- in cases of maternity, paternity, adoption, parental or shared parental leave, as set out in paragraph 8.
- in any other case your relevant Senior Leadership Member has given permission in writing limited to no more than one week (5 days) and to be taken in the first three months of the next leave year.
- if otherwise required by law.

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3.0 Booking Holiday

3.1 All holidays must be approved in advance by your line manager. You must not make travel bookings until approval has been given. Generally, you will only be permitted to take a maximum of 10 days holiday at any one time. Requests for holidays should be submitted to your Line Manager using the electronic holiday system. We will normally require 4 weeks prior to the start of a required holiday period of one or more weeks

We may require you to take (or not to take) holiday, on dates, including when the business is closed, particularly busy, or during your notice period.

4.0 Holiday Pay

4.1 You will receive normal pay during any day taken as part of your holiday entitlement.

You are not entitled to pay in lieu of holiday not taken, except on termination.

5.0 Sickness During Holiday

5.1 If you fall sick or are injured while on holiday, and would have been incapable of work, you may choose to take your holiday as sick leave subject to the following conditions:

- The total period of sickness must be fully certificated by a qualified medical practitioner where it exceeds seven days.
- You must contact your line manager by telephone as soon as you know that there will be a period of sickness during your holiday.
- If you are overseas when you fall ill or are injured, the total period of sickness absence must still be evidenced by way of a medical certificate.

Employees already on sick leave before a pre-arranged period of holiday may choose to cancel any days of holiday that coincide with the period of incapacity and treat them as sick leave upon submission of Statement of Fitness for Work (Med 3) covering the relevant period.

Dishonest claims or other abuse of this policy will be treated as misconduct under our disciplinary procedure.

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6.0 Long-Term Sickness Absence and Holiday Entitlement

6.1 Holiday entitlement continues to accrue during periods of sick leave.

If you are on a period of sick leave which spans two holiday years, or if you return to work after sick leave so close to the end of the holiday year that you cannot reasonably take your remaining holiday, you may carry over unused holiday to the following leave year.

Any holiday that is carried over under this rule but is not taken within 18 months of the end of the holiday year in which it accrued will be lost.

Alternatively, you can choose to take your paid holiday during your sick leave, in which case you will be paid at your normal rate.

7.0 Family Leave and Holiday Entitlement

7.1 Holiday entitlement continues to accrue during periods of maternity, paternity, adoption, parental or shared parental leave (referred to collectively in this policy as family leave).

If you are planning a period of family leave that is likely to last beyond the end of the holiday year, you should discuss your holiday plans with your manager in good time before starting your family leave. Any holiday entitlement for the year that is not taken before starting your family leave can be carried over to the next holiday year.

For the avoidance of doubt this covers your full holiday entitlement.

Any holiday carried over should be taken immediately before returning to work or within three months of returning to work after the family leave.

Employees are entitled to one week of unpaid carer's leave per year. Employees should contact Peopleservices@helpinghands.co.uk if they wish to request this.

8.0 Arrangements on Termination

8.1 On termination of employment, you may be required to use any remaining holiday entitlement during your notice period. Alternatively, you will be paid in lieu of any accrued but untaken holiday entitlement for the current holiday year to date, plus

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any holiday permitted to be carried over from previous years under this policy or as required by law.

If your normal remuneration in the twelve weeks prior to the date on which your employment terminates also includes commission or overtime, these elements will be factored into the calculation of your final holiday payment. For each day of untaken holiday entitlement, you are entitled to be paid at a rate of your normal remuneration in the last 12 weeks of your employment.

TRAINING Is training required?	No
Details of training	N/A
COMPLIANCE How is compliance within this document going to be monitored?	Compliance with this policy will be monitored via line managers.

EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION

	Positive/Negative/N/A	Comments
Does the document have a positive or negative impact on one group of people over another based on their:		
• Age?	N/A	
• Disability	N/A	
• Gender assignment?	N/A	

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<ul style="list-style-type: none"> Pregnancy and maternity (which includes breastfeeding) 	N/A	
<ul style="list-style-type: none"> Race (including nationality, ethnic or national origins or colour)? 	N/A	
<ul style="list-style-type: none"> Marriage or civil partnership? 	N/A	
<ul style="list-style-type: none"> Religion or belief? 	N/A	
<ul style="list-style-type: none"> Sex? 	N/A	
<ul style="list-style-type: none"> Sexual orientation? 	N/A	
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?		N/A
If the impact on one of the above groups is likely to be negative:		
Can the impact be avoided?		N/A
What alternatives are there to achieving the document's aim without the impact?		N/A
Can the impact be reduced by taking different action?		N/A

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Is there an impact on staff, customer or someone else's privacy?	N/A	
Changes since previous version	Amended 1.1 to new holiday scheme Addition to 7.0 regarding carer's leave.	
Who was involved in developing /reviewing/amending the document? (list titles)	Chief People Officer People Advisor Team Lead	
How confidential is this document	Restricted	Can be shared freely within Helping Hands but NOT outside
References		
Associated Documents		