

## Family Friendly Policy

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<b>Author</b>	Head of HR and OD
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<b>Data Protection</b>	This policy complies with our data protection policy and procedure
<b>Equalities</b>	This policy ensures that we have equal protection in place for our employees
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<b>Internal References – Policies &amp; Procedures (Located on The Hub)</b>	Family Friendly Procedure Flexible Working Policy and Procedure Time Off Policy and Procedure Maximising Attendance Policy and Procedure
<b>External References</b>	ACAS Code of Practice

### 1. Policy Purpose

Hanover is committed to providing opportunities for employees to integrate the development of a career with both family and dependant responsibilities. One of our key values is to promote inclusion in the workplace and we believe that this policy represents our dedication towards that.

Previously, employees had access to individual policies such as maternity and adoption leave however, this document now combines these policies among others. This document unites all family-friendly policies for the purposes of equality and diversity, helping our employees to make informed decisions in relation.

### 2. Policy Scope, Explanations or Requirements

The family friendly policy contains the following individual policies:

- Maternity Leave
- Paternity and Partner Leave
- Parental Leave
- Shared Parental Leave
- Adoption Leave
- Time Off for Dependants

As part of our culture of openness and willingness to co-operate with one another, we would encourage all employees to discuss the balance of work and family responsibilities with their manager. You may also wish to view the flexible working policy where formal changes to your working pattern can be considered.

This policy applies to all employees while they remain under Hanover's employment and the term 'employee' will cover all workers who are either employed or engaged to undertake work for us.

### 3. Definition

A family friendly policy can be described as an array of situational policies which acknowledge the employee's outside obligations to family life and well-being. For us at Hanover, this policy enables us all to prioritise family commitments while maintaining productivity in the workplace.

The family friendly procedures provides notification requirements and timescales from both the employee and the organisation, helping to again maintain workplace continuity.

### 4. Responsibilities

Whilst this policy and accompanying procedure provide guidance to both our employees and managers, all parties hold a responsibility in ensuring that processes and timelines are fully adhered to.

For employees, there is a responsibility to adhere to procedures and timescales for notifying the business of their decisions in relation to maternity, paternity, shared parental or adoption leave. Furthermore, employees hold a responsibility of ensuring that all necessary internal forms are completed and submitted, as well as providing us with appropriate paperwork if requested.

We promote a supportive culture to all employees with family and dependant responsibilities and therefore the role of the manager is pivotal in that delivery. Managers hold the responsibility to remain in discussions with all their employees about work-life balance and provide assistance and advice where necessary. Managers are also required to fully engage with any family friendly process by holding discussions and meeting with employees as and when required.

### 5. Maternity Leave

Life as a new parent can be a very special and exciting time for you and your family. Time away from work on maternity leave is a compulsory requirement to give new mothers adequate time to give birth, recover, care for, and bond with their new baby before returning to work.

The information below sets out the provisions in which Hanover support new mothers through this period. Further information regarding paternity, shared parental and adoption leave can also be found within this document in the subsequent sections.

#### 5.1 Definitions

The following terms are used within this policy:

**EWC:** The expected week of childbirth is the week, beginning on the Sunday, during which the baby's birth is expected.

**MATB1:** The maternity certificate, or form, which is provided to confirm a pregnancy and confirm the expected week of childbirth

**Qualifying week:** The 15<sup>th</sup> week before the expected week of childbirth

#### 5.2 Entitlements

Subject to meeting the notification requirements set out in the procedure, you are entitled to 52 weeks' maternity leave in total, broken down as follows:

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- 26 weeks' ordinary maternity leave (OML), including a two-week period of compulsory maternity leave
- 26 weeks' additional maternity leave (AML) that starts immediately after OML.

Unless you notify us that you wish to take a shorter period, Hanover will automatically assume you are taking your full entitlement to 52 weeks, and will write to you to confirm your expected return date.

During periods of OML and AML, you remain entitled to receive your normal contractual terms and conditions of employment that you would have received had you not taken this leave, with the exception of remuneration. This will include contractual benefits, subject to the terms of these benefits.

### 5.3 *Starting Maternity Leave*

Compulsory maternity leave commences on the day after the childbirth occurs. Its purpose is to ensure that you have at least a two-week period of leave after the birth of your baby. However, you can choose to start your maternity leave at any time after the start of the 11<sup>th</sup> week before the EWC, up until the birth of your child.

The only exceptions to this are:

- If you are absent from work wholly or partly because of your pregnancy at any time after the start of the 4<sup>th</sup> week before your child is due. In this case Hanover reserves the right to require you to start your maternity leave on the first day after your absence.
- Your baby is born before the 11<sup>th</sup> week before EWC

If your ordinary maternity leave period has been triggered due to premature absence or premature childbirth, we will send you a variation letter with your entitlements and Ordinary Maternity start date within 28 days.

If you have notified us of a start date but decide to postpone it, you can do so by speaking with your manager in the first instance. The same goes if you would like to start earlier than originally intended. We do ask that if your manager is able to accommodate your request, you provide 28 days' notice in writing.

### 5.4 *Ante-Natal Care*

You are entitled to paid time off during normal working hours to receive ante-natal care. Ante-natal care can include medical examinations, relaxation classes and parent-craft classes as advised by a medical practitioner. Time off will be provided for any time spent travelling to and from these appointments, including any waiting time.

Other than for the first appointment, you may be asked to provide an appointment card to your manager to confirm the details of the appointment.

You will receive full pay for the time taken to attend these appointments.

### 5.5 *Statutory Maternity Pay*

If you have at least 26 weeks' service at the start of the 15th week before your child is born you will normally be entitled to receive Statutory Maternity Pay (SMP) whether or not you intend to return to work. Statutory Maternity Pay (SMP) is payable for up to 39 weeks. It stops if you return to work before the end of the 39 weeks.

You are entitled to SMP if:

- Your average weekly earnings in the relevant period before your qualifying week are above the lower earnings limit set by the government;
- You provide us with a MATB1 certificate;
- You give at least 28 days' notice of your intention to take maternity leave;
- You are still pregnant 11 weeks before the start of the EWC or have already given birth.

Statutory Maternity Pay is payable for up to 39 weeks. The first 6 weeks are payable at the higher rate which is equivalent to 90% of the employee's normal earnings. The remaining 33 weeks are payable at a standard rate which changes from time to time. Where the employee's earnings are below the standard rate, the employee should be paid at 90% of her average earnings of the previous 8 weeks up to and including the Notification Week for the duration of the maternity pay period (39 weeks).

If you become eligible for a pay rise before the end of your maternity leave, you will be treated for SMP purposes as if the pay rise had applied throughout the Relevant Period. This means your SMP will be recalculated and increased retrospectively or you may qualify for SMP if you did not previously.

### 5.6 *Unpaid Maternity Leave*

If you are not eligible for maternity pay you will still be eligible for the normal maternity leave. The Finance department will be able to provide you with an SMP1 form, which you can then take to JobCentre Plus for further advice. This means you will still receive SMP, but as a government paid benefit.

### 5.7 *Hanover Maternity Allowance*

Employees with one year or more continuous service at the end of 15<sup>th</sup> week before the EWC will be entitled to receive Hanover Maternity Allowance (HMA) providing they have declared that they intend to return to work for a minimum period of three months at the end of Maternity Leave.

The first 6 weeks of Maternity Leave will be paid at 90% of a weeks' pay.

For the next 12 weeks the employee will receive 50% of a weeks pay, subject to normal deductions, plus SMP or Maternity Allowance or any Dependants Allowance if eligible. Payments made will not exceed normal pay.

The remaining 21 weeks of Maternity Pay will be made at the standard rate of SMP, or 90% of average weekly earnings, whichever is lower.

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If you resign whilst on maternity leave the full Maternity Allowance paid will be reclaimed. If you resign within 18 months of the last AMA payment received a proportion of the allowance will be reclaimed as follows:-

- Less than 3 months - 100%
- Between 4-6 months - 75%
- Between 7-12 months - 50%
- Between 13 – 18 months - 25%

There is no entitlement to claim AMA within 18 months (78 weeks) of the end of a previous claim.

### 5.8 *Keeping in Touch (KIT) Days*

You may, by mutual agreement, work and be paid for up to ten days during maternity leave, without bringing your maternity leave or SMP to an end. This includes training events or any team meetings you attend. There is no obligation for either party to agree, discussion should be had with manager.

If you come in for part of a day this will be treated as a full day worked for payment purposes. Your maternity pay will be 'topped up' by salary pay so that you receive your full day's pay for each day you work. KIT days will be paid only after the day's work has been completed.

### 5.9 *Stillbirth and Miscarriage*

If you experience a miscarriage before 24 weeks of pregnancy, you will no longer be entitled to take maternity leave. It is anticipated that an employee may need some time off work in these circumstances and this will usually be taken as sick leave, during which the Hanover's maximising attendance policy will apply.

If you suffer a stillbirth after 24 weeks of pregnancy, your entitlement to maternity leave and pay will not be affected and you will still be able to take the time off, and receive pay, as planned.

### 5.10 *Contractual Benefits*

During your leave, all terms and conditions of your employment remain in force (with the exception of remuneration). This includes any benefits-in-kind you may receive and pension contributions whilst pay is received.

You will also continue to accrue annual leave whilst you are on maternity leave. As these holidays cannot be taken whilst you are on maternity leave, it is important for us to discuss and agree the arrangements for the taking of these holidays.

Employees resuming work after maternity leave are entitled to return to the same job as they occupied before commencing the leave. In the event of this not being possible, by reason of general reorganisation or redundancy, you will be offered a suitable alternative vacancy where one exists.

### 5.11 *Flexible Working*

We recognise that women returning from maternity leave may wish to reduce their working hours or undertake homeworking.

We will make every effort to accommodate requests for part-time working, provided that your duties can still be effectively carried out on such a basis. However, we must also take into account the needs of the business when assessing and granting any requests.

Any flexible working request should be made in line with the process set out in the flexible working policy.

## 6. **Paternity and Partner Leave**

Fathers and secondary caregivers are also entitled to take leave from work when their partner has a baby. The following sections outline your eligibility for this, entitlements and remuneration expected.

### 6.1 *Definitions*

The following terms are used within this policy:

**EWC:** The expected week of childbirth is the week, beginning on the Sunday, during which the baby's birth is expected.

**Partner:** Someone who lives with the mother or primary carer of the baby in an enduring family relationship but who is not immediately related.

### 6.2 *Eligibility*

You will meet the eligibility criteria for paternity or partner leave if you:

- are the child's father, the mother's husband or partner (whether of the same or different sex) or one partner in a couple who are both entitled to apply for, and propose to apply for, a parental order for the child
- have been employed and performed work for your employer for a minimum period of 26 weeks by the end of the 15<sup>th</sup> week before the expected week of childbirth (EWC)
- will be or expect to be responsible for the child's upbringing, where you are the father, or expect to be mainly responsible for the child's upbringing where you are the mother's husband or partner but not the father of the child
- have given the required notice of your intention to take leave
- have not previously taken shared parental leave for the same child

### 6.3 *Entitlements*

Paternity and partner leave lasts for a fixed period of one week or two consecutive weeks. You may not take individual days or separate weeks as leave however, you can choose to start the period:

- from the birth date or date of adoption (whether this date is sooner or later than anticipated) or
- on a specific day after the birth date or date of adoption (whether this day is sooner or later than anticipated) or
- from a specific date that is after the first day of the EWC (in birth cases and not adoption) or
- on a specific date, arranged in advance, that is after the expected placement date (in adoption cases).

If the child is born earlier than expected before the EWC, paternity leave should be taken:

- within a period of 56 days from that date or
- within a period of 56 days from the child's actual birth date.

If the same pregnancy results in more than one child being born, or more than one child is adopted in the same arrangement, the entitlement to paternity and parent leave does not increase and only one period of leave can be taken.

#### 6.4 *Ante-Natal Care*

As the father or partner of the baby's mother, you are entitled to accompany them on up to two ante-natal appointments. This entitlement is unpaid leave. You should submit this request to your manager as soon as you are aware of the upcoming appointment.

#### 6.5 *Paternity and Partner Pay*

Should you meet the correct eligibility conditions as illustrated in Section 6.2, you will be entitled to receive 1 week at full pay and 1 week at Statutory Paternity Pay rates.

#### 6.6 *Stillbirth and Miscarriage*

If your partner experiences a miscarriage before 24 weeks of pregnancy, you will no longer be entitled to take paternity or partner leave. It is anticipated that an employee may need some time off work in these circumstances and this will usually be taken as sick leave, during which the maximising attendance policy will apply.

If your partner suffers a stillbirth after 24 weeks of pregnancy, your entitlement to paternity or partner leave and pay will not be affected and you will still be able to take the time off, and receive pay, as planned.



### 7. Parental Leave

Employees who are eligible can take unpaid parental leave to look after their child's welfare. Circumstances where this may apply include the employee wishing to spend more time with their children, looking at new schools, settling their children into new childcare arrangements or spending more time with family, such as visiting grandparents. An employee's rights and entitlements are protected during the period of parental leave.

#### 7.1 Eligibility

Employees will qualify for Parental Leave if all of the following statutory criteria apply:

- The employee has been with Hanover for more than a year
- They are named on the child's birth or adoption certificate or they have or expect to have parental responsibility
- They are not self-employed or a 'worker' e.g., an agency worker or contractor
- They are not a foster parent (unless they have secured parental responsibility through the courts)
- The child is under 18

#### 7.2 Entitlement

Parental leave is unpaid and an employee is entitled to 18 weeks' leave for each child and adopted child, up to their 18<sup>th</sup> birthday.

The statutory limit on how much parental leave each parent can take in a year is 4-weeks for each child. An employee must take parental leave as whole weeks (e.g., 1 week or 2 weeks) rather than individual days, however, a flexible approach can be considered where the employee's child is disabled. A 'week' equals the length of time an employee normally works over 7-days.

You don't have to take all the leave at once.

### 8. Shared Parental Leave

As part of Hanover's commitment to being a family-friendly employer, we are keen to ensure that all our employees feel supported both inside and out of the workplace. For some families, the traditional periods of 'maternity' and 'paternity' leave are not wholly suitable and so, shared parental leave might be considered when starting or growing your family.

#### 8.1 Eligibility

In order to take Shared Parental Leave (SPL), both the employee and their partner are required to meet certain eligibility criteria. You are required to:

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- be the mother, father, or main adopter of the child, or the partner of the mother or main adopter
- have 26 weeks' service at the end of the 15th week before the expected week of childbirth (EWC) or at the week in which the main adopter was notified of having been matched for adoption with the child (known as the 'relevant week')
- have a partner who, in the 66 weeks before the EWC, worked for at least 26 weeks and earned on average at least £30 a week in any 13 weeks.
- share the primary responsibility for the child with the other parent at the time of the birth/adoption
- have made the required notifications in respect of their entitlement and have provided the necessary declarations and evidence
- be working for Hanover until the week before any leave is taken

### 8.2 *Further Evidence of Eligibility*

On some occasions Hanover may, within 14 days of the SPL entitlement notification being given, request the following information from you:

- the name and business address of the partner's employer (where the employee's partner is no longer employed or is self-employed their contact details need to be given instead);
- in the case of biological parents, a copy of the child's birth certificate (or where one has not been issued, a declaration as to the time and place of the birth);
- in the case of an adopted child, documentary evidence of the name and address of the adoption agency, the date on which they were notified of having been matched with the child and the date on which the agency expects to place the child for adoption.

In order to be entitled to SPL, you are required to produce this information within 14 days of the organisation's request.

### 8.3 *Entitlements*

Once the notification that the parents wish to use SPL has been given, there will be up to 50 weeks in the case of a maternity conversion or 52 weeks in case of an adoption conversion to share between the two parents/carers. The entitlement needs to be fully taken by either party within 52 weeks of birth.

Parents may take time off together and, if agreed by their manager, do not have to take the time off in one continuous block. A maximum of three blocks per person (a minimum of 1 week each block) can be taken. In all cases, both employees are required to declare that they agree to the amount of SPL that each wishes to take.

If you have requested a single continuous period of leave, you are entitled to take this on your chosen dates. If you have asked for separate periods of discontinuous leave, the organisation can agree, refuse or propose alternative dates with good business reason.

In the case where you and your manager do not agree on discontinuous leave dates, this can be discussed over a two-week period before a meeting is held. Any meeting invite to a discussion will be given with appropriate notice and allowing the employee to bring an accompaniment to the meeting such as a workplace colleague or trade union representative.

If agreement cannot be reached after the two-week period is finished, the default position is that the employee would take the period of leave in a single block starting on a date of the employee's choosing, but not earlier than the original request. They may also withdraw their request within the two-week period and it will not count towards their allowance of three requests.

### 8.4 *Starting Shared Parental Leave*

The mother in the case of a birth is required take the first two weeks as maternity leave, but can then choose to end maternity leave early and convert the balance of up to 50 weeks leave to shared parental leave and pay. Adoption has no two week rule. Once your notification has been given and leave has commenced, you will not be able to convert the leave back into maternity or adoption leave. It is important that you are certain you wish to start SPL.

If you need to request a change to the dates, Hanover will do its best to consider this request and asks for eight weeks' notice where possible. This change will count as one of your three total requests.

The mother/primary adopter is entitled to change the leave details within 6 weeks of the birth or placement date – provided this is 8 weeks before the period of SPL starts. If SPL has already started then the dates cannot be changed.

A change as a result of the child being born early or as a result of the organisation requesting the change and the employee agreeing this, will not count as one of the three total requests.

### 8.5 *Statutory Shared Parental Pay*

Eligible employees may be entitled to take up to 37 weeks Shared Parental Pay (ShPP) while taking SPL. The amount of weeks available will depend on the amount by which the mother/adopter reduces their maternity/adoption pay period of maternity allowance period. ShPP may be payable during some or all of SPL, depending on the length and timing of the leave.

In addition to meeting the eligibility requirements for SPL, you need to further satisfy each of the following criteria if you are looking to claim ShPP:

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- the mother/adopter needs to be/have been entitled to statutory maternity/adoption pay or maternity allowance and needs to have reduced their maternity/adoption pay period or maternity allowance period;
- the employee needs to intend to care for the child during the week in which ShPP is payable;
- the employee needs to have an average weekly earnings for the period of eight weeks leading up to and including the 15<sup>th</sup> weeks before the child's expected due date/matching date are not less than the lower earnings limit in force for national insurance contributions;
- the employee needs to remain in continuous employment until the first week of ShPP has begun;
- the employee is required to give proper notification set out in this policy.

Where an employee is entitled to receive ShPP they are required to, at least 8 weeks before receiving any ShPP, give their manager written notice advising of their entitlement to ShPP. To avoid duplication, if possible, this should be included as part of the notice of entitlement to take SPL.

In addition to what needs to be included in the notice of entitlement to take SPL, any notice that advises of an entitlement for ShPP needs to include:

- the start and end dates of any maternity/adoption pay or maternity allowance;
- the total amount of ShPP available, the amount of ShPP the employee and their partner each intend to claim, and a non-binding indication of when the employee expects to claim ShPP;
- a signed declaration from the employee confirming that the information they have given is correct, that they meet, or will meet, the criteria for ShPP and that they will immediately inform the organisation should they cease to be eligible.

It should be accompanied by a signed declaration from the your partner confirming:

- Their agreement to the employee claiming ShPP and for the organisation to process any ShPP payments to the employee;
- (in the case whether the partner is the mother/adopter) that they have reduced their maternity/adoption pay or maternity allowance;
- (in the case whether the partner is the mother/adopter) that they will immediately inform their partner should they cease to satisfy the eligibility conditions.
- Any ShPP due will be paid at a rate set by the Government for the relevant tax year.

### 8.6 *Hanover Shared Parental Pay*

A full explanation of this can be found under the 'Hanover Maternity Allowance' section of this policy where the same payment rules apply.

### 8.7 *SPLIT Days*

In addition to the 10 KIT days available during maternity and adoption leave each parent/carer will also have up to 20 SPLIT (Shared Parent Leave In Touch) days, in which you may work and be paid for. The same rules to payment and arrangements apply as to KIT days. Please see the 'Maternity' section in this policy for further detail.

## 9. **Adoption Leave**

When you adopt, you legally acquire full parental responsibility for a child, just like any other parent. As a result, you are entitled to receive a similar level of leave and pay from work when compared to maternity leave.

### 9.1 *Eligibility*

You are entitled to adoption leave from the commencement of employment. Adoption leave is not available in circumstances where a child is not newly matched for adoption, for example when a step-parent is adopting a partner's child/children. You should have notified the adoption agency of agreement to the placement and of agreement to the date of the placement.

Only one period of leave is available irrespective of whether more than one child is placed for adoption as part of the same arrangement. However, if an additional child is adopted at a later date as a separate agreement then you could qualify again for a separate period of adoption leave.

### 9.2 *Entitlements*

Adoption leave is divided into two categories, 'ordinary' and 'additional'. Each is for 26 weeks, with additional leave following on from ordinary adoption leave, giving 52 weeks leave in total. If you are eligible for ordinary adoption leave you will also qualify automatically for additional adoption leave.

During additional adoption leave the employment contract continues and you are entitled to the benefit of their normal terms and conditions of employment, except wages or salary (unless your contract of employment provides otherwise). However, in the majority of cases, you will be entitled to Statutory Adoption Pay during some of this period.

### 9.3 *Starting Adoption Leave*

You can choose to start your adoption leave on the date of the child's placement (whether this is earlier or later than was expected), or on a predetermined fixed date no earlier than 14 days before the expected date of placement and no later than the date of placement. Adoption leave can start on any day of the week. For overseas adoptions the earliest date is 28 days before the child arrives in the UK.

### 9.4 *Time Off for Appointments*

Single adopting parents or the main adopter in a joint adoption has the right to attend 5 appointments (equivalent to a full working day) to make contact and bond with the child. This will be paid at the normal rate. The adopter's partner in a joint adoption will be entitled to unpaid time off to attend up to 2 appointments.

Hanover will be flexible in considering other leave required to support the adoption and bonding process.

### 9.5 *Statutory Adoption Pay*

To be eligible for Statutory Adoption Pay (SAP), you need to have been employed for 26 weeks continuous service at the time you are notified that you are matched with a child. If you are in a surrogacy arrangement you need to either intend to apply for, or have already obtained a Parental Order.

SAP is payable for up to 39 weeks. The first six weeks are payable at the higher rate which is equivalent to 90% of the employee's normal earnings. The remaining 33 weeks are payable at a standard rate which changes from time to time. Where the employee's earnings are below the standard rate, the employee should be paid at 90% of her average earnings of the previous eight weeks up to and including the Notification Week for the duration of the maternity pay period (39 weeks)

SAP accrues from the day on which you commence your leave and thereafter at the end of each complete week of absence. SAP payments will be made on the next normal payroll date. Income tax, National Insurance and pension contributions will be deducted as appropriate.

If you become eligible for a pay rise before the end of your leave, you will be treated for SAP purposes as if the pay rise had applied throughout the Relevant Period. This means your SAP will be recalculated and increased retrospectively.

### 9.6 *Adoption Allowance*

A full explanation of this can be found under the 'Hanover Maternity Allowance' section of this policy where the same payment rules apply.

### 9.7 *Keeping in Touch (KIT) Days*

KIT Days are also applicable during Adoption Leave. They will be organised in exactly the same way as Maternity KIT Days. Please see the 'Maternity' section in this policy for further detail.

### 10. Time Off for Dependants

Sometimes in life we are faced with emergency situations which require our immediate attention. We understand that such circumstances can occur whilst you are at work and so, the following information outlines who qualifies as a dependant and what you are entitled to act upon.

#### 10.1 Eligibility

All employees who are responsible for a dependant can request unpaid time off to deal with particular situations. A dependant is:

- a spouse
- a civil partner
- a child
- a parent
- a person who lives in the same household as you other than as your tenant, lodger, boarder or employee
- any person who would reasonably rely on you for assistance or who would rely on you to make arrangements for the provision of care in the event of illness or injury
- any other person who may rely on you for the provision of care or arrangements for the provision of care.

Hanover may consent to requests for unpaid time off in an emergency to allow you to assist someone who is close to you but does not meet the statutory definition of dependant.

#### 10.2 Entitlements

You are entitled to take unpaid time off during working hours to deal with particular situations affecting your dependants, such as:

- to provide assistance when a dependant falls ill, gives birth or is injured or assaulted
- to make arrangements for the care of a sick or injured dependant or to make arrangements to deal with an unexpected disruption to their care provision
- to deal with an unexpected incident involving your child during school hours or during the hours of another educational establishment.

The right is only to deal with emergencies and to put care arrangements in place – for example, arranging to employ a temporary carer or arranging for the dependant to stay with relatives. The amount of time off will depend on the nature of the incident and your individual circumstances which should be discussed with your manager.

**11. Monitoring & Evaluation**

This procedure does not constitute contractual terms and conditions. Hanover reserves the right to amend any provision of this procedure subsequent to appropriate consultation.

We will regularly evaluate this policy and accompanying procedure in line with the volume of family friendly cases we process.

**12. Review**

Hanover undertakes to review this policy regularly, at least every three years, with regard to:

- Applicable legislation, rules, regulations and guidance
- Changes in the organisation
- Continued best practice

<b>Department</b>	HR and OD
<b>Author</b>	Head of HR and OD
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