

Standard Category 5

5-263 A3

Work-life balance

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1 Purpose

- 1.1.1 The purpose of this Standard is to outline measures by which London Underground Limited (LUL) shall, wherever practicable, make provisions for flexibility for those employees who need to adjust the balance between work and their life outside work, and thereby to contribute towards the retention of the services of skilled and experienced people.
- 1.1.2 These provisions shall be made in the setting that LUL has a rostering system in place for operational grade employees, and any requests for flexibility in working arrangements under this standard need to be considered with due regard to the impact they may have on customer services.

2 Scope

- 2.1.1 This Standard applies to all LUL employees.

3 Requirements

- 3.1.1 LUL recognises that employees have busy lives outside the workplace which may give rise to a range of demands and commitments.
- 3.1.2 Efforts shall therefore be made to provide flexibility in working arrangements and/or leave to help employees meet outside responsibilities and interests.
- 3.1.3 Where the provisions of this Standard are discretionary, applications shall be considered on an individual basis in accordance with the appropriate guideline, subject to operational requirements and business needs.
- 3.1.4 Employees who wish to take advantage of the provisions covered by this Standard shall contact their employing manager in the first instance.
- 3.1.5 In order to achieve the aims of this standard and to ensure consistency of approach, applications covered by its provisions shall be dealt with in accordance with guidelines produced in support of the various arrangements available, which include:
- **Flexible Working Arrangements**, applicable to situations where staff apply to change their working hours or patterns of work to meet family, caring or other similar responsibilities.
 - **Family Leave**, covering the categories of leave available to employees beyond their annual leave entitlement for a variety of reasons relating to family and domestic commitments, including maternity leave, paternity leave, adoption leave, parental leave, time off for dependants, death or illness of a near relative, funeral leave, moving house and domestic leave.
 - **Special Leave**, detailing arrangements whereby employees may apply for special leave for activities such as performing public duties, attending judicial proceedings, taking time off for further study or making preparations for imminent retirement.
 - **Career Breaks**, applicable to situations where employees apply to take an unpaid break in service, or period of unpaid special leave in order to: meet

primary childcare responsibilities; be the prime carer for an elderly and/or seriously ill person, normally a relation; pursue a course of full-time study; or deal with family affairs or undertake an extended period of travelling, normally abroad.

- **Teleworking**, detailing arrangements whereby, in appropriate circumstances, employees may apply to work from home, utilising telephonic communication and computer-based technology, for more than 20% of their contractual hours for a period of duration anticipated to be greater than six months.
- **Call up of Reservists**, covering arrangements whereby employees who are members of reserve or auxiliary forces are called up for a period of active service.

4 Privacy and data protection

TfL will comply with privacy and data protection legislation relating to the processing of your personal data.

TfL will process your data primarily to enable us to perform our contract with you (including to perform this policy), and to enable TfL to comply with our legal obligations.

For further details, please refer to the [TfL website](#).

Retention Periods

Relevant data, including special categories of data, will be retained for the periods set out in TfL's information and records disposal schedule which can be found on [Platform](#).

5 Responsibilities

5.1 All Employees

- Shall co-operate with managers, providing as much notice as possible of their request to vary working arrangements in order to avoid or minimise any adverse impact on the business.

5.2 All Managers

- Shall ensure that the requirements outlined in this Standard are acted on and adhered to in their areas of responsibility.
- Shall give due consideration to requests to vary working arrangements or to take additional leave, in accordance with the appropriate guidelines.

5.3 General Manager HR

- Shall review the effectiveness of this Standard and audit compliance with the requirements stated.

6 Person accountable for this document

Record the Band 4 or 5 manager accountable for keeping this document up to date.

Name	Job title
Terry Deller	Head of Employee Relations

7 References

List any LU, TfL Corporate or external documents that you have referred to.

Document no.	Title or URL
5-258	Equality Standard
G2167	Flexible Working Arrangements
G1098	Family Leave
Platform	Special Leave
G2134	Career Breaks
Platform	Call up of Reservists
Platform	Time off and flexible working

8 Document history

Issue no.	Date	Changes	Author
2-02215-000 A1	27.01.03	Document re-numbered	P. Osibogun
5-263 A1	October 2006	Document re-numbered	L. Holland
5-263 A2	May 2018	Updated for GDPR requirements CR-10320	Jo Page