

Reference

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Unsocial hours, shift working and on-call allowances for TfL non-operational employees

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1 Purpose

The purpose of this document is to set out the allowances payable to employees working unsocial hours, shifts and on-call.

2 Scope

This document applies to TfL non-operational employees who are on a permanent or fixed-term contract, are allocated to a shift plan or roster and regularly work outside normal hours.

3 Information

The amount of allowance payable is dependant on the day and time of day in which the employee works and is an additional payment based on their basic pay. The times and rates applicable are detailed in the table below:

Day & Time	Unsocial Hours Rate
Monday - Friday	
00.00 – 07.00	1/3
07.00 – 18.00	Nil
18.00 – 24.00	1/3
Saturday	
00.00 – 18.00	1/2
18.00 – 24.00	2/3
Sunday	
All Day	2/3
Christmas Day and Good Friday	
All Day	1
All other Public Holidays	
All Day	2/3

On-call allowance

An on-call allowance is paid to specific groups of employees in instances where they are required to be on stand-by, not at work, outside of normal working hours in order to assist with duties on site or at work. This may be dealt with by phone or may require the member of staff attending a work location. Staff must be rostered to be on on-call over a regular, specified period of time (e.g. one week in four).

The amount of allowance payable is dependant on the regularity of the on-call requirement and is paid as an additional payment based on their basic pay. The times and rates applicable are detailed in the table below:

Roster	Value of Allowance
1 week in 2	15% of basic salary
1 week in 3	13% of basic salary
1 week in 4	12.5% of basic salary
1 week in 5	10.5% of basic salary
1 week in 6	10% of basic salary
1 week in 7	8% of basic salary
1 week in 8	7.5% of basic salary
1 week in 9	5% of basic salary
1 week in 10	3.5% of basic salary

Both on-call and unsocial hours/shift working payments are applicable to designated roles within the organisation and are non-contractual. Consequently, should an employee transfer from a role where an allowance is payable, to a new role where an allowance is not payable, payment of the allowance should cease upon commencement of the new role. Employees at Band 5 level and above are not eligible to receive on-call allowance.

4 Person accountable for this document

Name	Job title
Peter Robinson	Head of Reward and Recognition

5 Document history

Issue no.	Date	Changes	Author
A1	September 2013	Document created	Peter Robinson
A2	March 2017	Updated and reformatted using the current template as per change no. 05538	Sarah Whitchurch
A3	September 2018	Update to on-call allowance section as per change No. CR-10870.	Charlotte Wang

