

Emergency Call-Out Policy

1. Purpose

TSW Electrical Services Ltd provides an emergency call-out service to support our clients outside normal working hours where urgent attendance is required.

The purpose of this policy is to ensure emergency call-outs are shared fairly across the engineering team whilst recognising that they occur infrequently and that employees may occasionally have genuine reasons why they cannot attend.

This policy applies to all qualified engineers unless otherwise agreed in writing.

2. Call-Out Service

The Company does not operate a formal on-call rota.

Instead, emergency call-outs will be offered to suitably qualified engineers as and when required. Management will determine which engineer(s) are contacted based on factors including:

- Skills and competence.
- Location.
- Previous call-out participation.
- Availability.
- Customer requirements.
- Business needs.

The Company will aim to distribute call-outs fairly across the workforce wherever reasonably practicable.

3. Employee Expectations

As emergency call-outs form part of the services provided by TSW Electrical Services Ltd, all qualified engineers are expected to support this service.

The Company would normally expect each qualified engineer to support the emergency call-out service on several occasions throughout the year where reasonably available.

Although the exact number of call-outs will vary depending on customer demand and operational requirements, employees should expect to undertake approximately **10–20 emergency call-outs per calendar year**.

Employees are expected to demonstrate a reasonable willingness to support the Company's emergency call-out service.

Employees should make every reasonable effort to accept emergency call-outs when requested.

Persistent or unreasonable refusal to undertake emergency call-outs, without a valid reason, may be treated as a conduct or capability matter and may result in disciplinary action.

Repeatedly ignoring telephone calls or messages relating to emergency call-outs, without a reasonable explanation, may also be treated as a failure to comply with this policy.

4. Valid Reasons for Declining

The Company understands there will be occasions where attendance is not reasonably possible.

Examples include:

- Illness or injury.
- Annual leave.
- Consumption of alcohol or medication making driving or electrical work unsafe.
- Family emergency.
- Legal driving hour or rest requirements.
- Any circumstance where attending would be unsafe.

Employees should advise management as soon as possible if they are unable to attend.

5. Response Expectations

Where an employee is contacted regarding an emergency call-out, they should:

- Respond as soon as reasonably possible.
 - Confirm whether they are available.
 - Travel directly to site if accepting the call-out.
 - Keep the office or manager updated where delays occur.
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6. Call-Out Payments

Call-out payments are calculated **door-to-door**, with paid time commencing when the employee leaves their home address and ending when they return home.

A minimum payment of **2 hours** applies to every emergency call-out.

Weekdays

7:00pm – 10:00pm

- £80 call-out payment for the first hour.
- Double time for all time worked after the first hour.
- Minimum payment of 2 hours.

10:00pm – 7:00am

- £120 call-out payment for the first hour.
- Double time for all time worked after the first hour.
- Minimum payment of 2 hours.

Weekends

8:00am – 6:00pm

- £100 call-out payment for the first hour.
- Double time for all time worked after the first hour.
- Minimum payment of 2 hours.

6:00pm – 8:00am

- £140 call-out payment for the first hour.
- Double time for all time worked after the first hour.
- Minimum payment of 2 hours.

The Company reserves the right to amend payment rates following consultation with employees.

7. Safe Working

Employees must only accept a call-out where they are fit to work safely.

Employees must not attend a call-out if they:

- Are under the influence of alcohol or drugs.
- Are excessively fatigued.

- Are medically unfit.
- Believe attendance would place themselves or others at risk.

Normal safe isolation procedures, risk assessments and company health and safety procedures must always be followed.

8. Conduct

Employees are expected to act professionally whilst representing the Company during emergency call-outs.

This includes:

- Wearing appropriate company clothing and PPE.
 - Maintaining professional behaviour.
 - Completing all required paperwork, photographs and job records.
 - Recording working time accurately.
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9. Policy Compliance

Failure to comply with this policy may result in disciplinary action.

Examples include, but are not limited to:

- Persistent or unreasonable refusal to undertake emergency call-outs.
- Repeated failure to answer or respond to emergency call-out requests without reasonable explanation.
- Falsifying working times or call-out records.
- Failing to attend after accepting a call-out without notifying management.
- Conduct likely to damage the Company's reputation whilst attending an emergency call-out.

Each case will be considered individually, taking into account the employee's circumstances and previous participation in the call-out service.

10. Policy Review

The Company reserves the right to amend this policy at any time to reflect changes in business requirements, customer needs or legislation.

This policy does not form part of the employee's contract of employment but employees are required to comply with its provisions.