



HOLIDAY POLICY

NWH Group Limited
Reviewed- January 2026

1. Policy Statement

This holiday policy sets out employees' entitlements to annual leave and the Company rules on taking annual leave. Under the Working Time Regulations 1998, employees are entitled to minimum 5.6 weeks of paid annual leave in each leave year. The entitlement includes public holidays.

5.6 weeks of annual leave will convert into different entitlements for each employee dependent on their individual working arrangements, however generally, if you work a 5-day week, your holiday entitlement will equate to 28 days per annum. Individual contracts of employment will detail an employee's personal entitlement. For example, 5.6 working weeks leave will, by the nature of their working week, convert to fewer days or hours of annual leave for a part time employee when compared to a full-time employee. The pro-rata principle may also apply to other practical arrangements.

All leave must be pre-authorised by the Company. Taking leave without authorisation will be considered a gross misconduct offence. Taking leave despite a declined request will also be considered a gross misconduct offence. Gross misconduct offences may result in dismissal without notice. Further rules on booking leave from work are given below.

The Company's holiday year runs from 1st November to 31st October.

This policy may be amended at any time.

2. Holiday Accrual

Holiday are accrued annually on a pro-rata basis from the start of the holiday year, 1st November. i.e. you are entitled to 5.6 weeks (currently 28 days for employees' on a 5-day week, or pro-rata for different hours or shift basis, this will be confirmed in your contract). However, these holidays are accrued on a monthly basis at the rate of 2.33 (28 days/12 months).

As our employees are paid on a weekly basis, you are not permitted to go more than 5 days in advance of your holiday accrual.

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Special attention should be made to your holiday accrual, and this information is available to you to view either via the Softworks online portal or via the Softworks 'app' which you will have been shown and given access to at induction. This is shown on the 'Balance Detail' screen.

3. Booking Leave

Employees must give notice of their request to take leave. All requests should be made via Softworks either on the online portal or via the app.

The following notice periods apply to employees when requesting leave are as follows:

Period of leave requested	Period of notice required
A week or more (five days or more)	Minimum 2 weeks
Less than a week (one to four days)	Minimum 1 week

Holiday requests are only deemed granted once you have received confirmation that your manager has authorised the leave. This will show as approved on the Softworks 'app' with a green tick against the dates requested. If it is disapproved, it will appear as a red 'X' and if it is pending a decision it will show with a yellow '!'.

Employees should not make any firm travel or accommodation arrangements etc until they have received confirmation that their request for leave has been granted. There may be circumstances where the Company cannot grant the request, such as operational/staffing requirements. The Company is not liable for any loss incurred by an employee, such as lost deposits etc, if they incur costs and make commitments prior to receiving confirmation.

There may be more requests than usual for leave that coincide with school holidays/half terms, due to the number of employees with children of school age. The Company will make every effort to accept as many of these requests as possible but has to have regard to its operations and ensuring there is sufficient cover for all work to be undertaken, considerations which sometimes need to take priority over granting all these types of requests. All requests will be dealt with on a 'first come, first served' basis.

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4. Company Requirements

The Company may reasonably require an employee to take annual leave without prior notification for reasons which will be explained to the employee at the time.

The Company operates a very limited service each year over the Christmas and New Year period, due to the nature of our business and our customer requirements. However, this varies across the Group depending on the service or support area in which you work. We will endeavour to give as much advance notice of the likely dates annually.

We therefore require all employees to take annual leave to cover this period of time, which is generally around 5- 10 days. This period is not in addition to annual leave entitlement, so employees need to retain a minimum of 5 days annual leave to cover this period. It is the employee's responsibility to ensure that sufficient annual leave entitlement remains each year to take during this period. Employees who do not have sufficient entitlement remaining should speak to their line manager about other available options. E.g. unpaid leave or alternative employment in another area of the business if available.

The Company may ask an employee to cancel any previously agreed leave. There may be various reasons for this, such as operational or staffing issues, or business commitments that require the employee's presence. The Company recognises the inconvenience that this may cause an employee and, therefore, understands that the employee may refuse this request.

The Company will make a decision on whether, where the cancellation is agreed and the employee suffers a financial detriment e.g. lost deposits etc, the employee is to be reimbursed.

5. Public Holidays

Due to the needs of the business, NWH does not generally recognise any Public Holidays with the exception of Christmas and New Year, therefore it is likely to be necessary for an employee to work on a public holiday.

As advised above, all holiday entitlements include Public Holidays and there are no additional days given for these. Therefore, if you take a day's leave on a Public Holiday, including Christmas and New Year, this will be deducted from your annual entitlement and processed on Softworks, as described above.

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6. Holiday Pay

During annual leave, salaried employees will receive their normal pay.

Employees who have variable pay due to being paid hourly will be paid their holidays according to the NWH 'Average Weekly Holiday Pay' Policy. Full details of this can be obtained from HR. The hourly rate of pay is calculated based on the average wages earned in the 52 weeks prior to the holiday.

7. New Starters & Pre-booked Leave

During the recruitment process, prospective employees may be asked whether they have any leave booked that would take place after commencement of employment. If the individual is recruited, the Company will normally allow such leave to be taken.

The rules on accrual of annual leave may mean that the employee has not, at the time that leave is to be taken, accrued such length of leave to cover their holiday. In this case, the employee and the line manager will agree how any time off in excess of accrued leave will be covered. E.g. unpaid leave

8. Holidays and Sickness

The normal sickness notification procedures will apply to an employee when they are on leave and wish to reallocate the period of leave as sickness with the result that reconvened leave may be taken at another time in the leave year. Where the required notification is made, and proof of sickness is provided e.g. doctors fit note or hospital admission papers, the Company may permit those days to be classed as sick days and equivalent time off taken as paid leave later in the leave year provided the leave falls within the statutory minimum entitlement (20 Days). The days on which the leave is to be taken must be agreed with the Company.

Employees who are on an overseas holiday when they fall sick should contact the Company as soon as reasonably practicable.

9. Family Leave

Employees may become entitled to either maternity leave, paternity leave, shared parental leave or adoption leave. Family leave is in addition to the employee's statutory 5.6 weeks of annual leave.

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Annual leave will continue to accrue during periods of family leave and, as part of a pre-leave meeting that will be arranged between the employee and their line manager, a discussion will take place covering the taking of annual leave around family leave.

10. Untaken Annual Leave

The Company encourages employees to use all of their leave entitlement each year so that they have the opportunity to rest. Employees should ensure they take at least four weeks annual leave in each leave year.

Ordinarily, a maximum of 5 days can be automatically carried forward into the next leave year without prior approval and any additional days will be lost. Approval must be sought from your senior manager if an employee wishes to carry forward in excess of 5 days of annual leave into the next leave year.

If sickness means that an employee cannot take their full leave entitlement in a leave year, the employee may be able to carry forward some of the leave to the next leave year. This is usually limited to a maximum of four weeks leave, minus any leave already taken (including public holidays).

Ordinarily, the Company will not permit payment in lieu of annual leave unless exceptional circumstances apply. In every case, payment in lieu of the statutory minimum entitlement will not be permitted.

11. Termination of Employment

When employment terminates part way through a leave year, your leave entitlement will be recalculated on a pro-rata basis. This will determine the amount of leave the employee would be entitled to, for the period of service during the leave year.

Any outstanding leave accrued but untaken will be paid to the employee in their final pay. This is subject to the right of the Company for the employee to take their outstanding leave during their notice period. Otherwise, the amount due for outstanding leave will be added to the employee's final pay.

If the employee has exceeded their pro-rata entitlement to holidays at their termination date, this will be classed as an overpayment and an amount to cover this will be deducted from their final pay, subject to the maximum that their final pay permits.

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All holiday pay will be made or reclaimed in the same way in which it would have been calculated in section 6 above.

Signed:

Date: 15/01/2025

Gavin Money

Managing Director

The NWH Group Ltd

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