

## Tatry Group Holiday FAQ's

### 1. What is the holiday year?

The holiday year at Tatry Group runs from 1st April to 31st March.

### 2. How much holiday am I entitled to each year?

You are entitled to 20 days of annual leave, plus 8 bank holidays, per holiday year. If you work less than 5 days per week you will have a pro rated amount of annual leave. To work out your entitlement, you take the number of days you work and times it by 5.6 (e.g. 2 x 5.6 = 11.2 days annual leave)

### 3. What happens if I start partway through the holiday year?

If you join mid-year, your holiday entitlement will be pro-rated based on the remaining time in the holiday year. For example, starting in September means your entitlement will reflect the months from your start date until the end of March.

### 4. How does holiday accrual work?

- You earn holiday entitlement based on the shifts you complete, up to a maximum of 5.6 weeks per year, unless your contract says otherwise.
- You accumulate a percentage of your total holiday entitlement for every shift you work. This is 12.07% of your hours, the statutory rate for accruing 5.6 weeks of holiday per year.
- Unauthorised absences do not count towards your holiday entitlement.
- You can only take holidays you have accrued.

### 5. Does working overtime increase my holiday entitlement?

Your holiday entitlement days do not increase based on overtime hours worked. However, your pay for the holiday will be based on the previous 52 weeks to determine how much you should be paid for a holiday.

### 6. How are bank holidays handled?

Given the nature of our work, bank holidays are treated as regular working days. If a bank holiday falls on your usual working day, you may work it and instead take a day's holiday on another working day.

If you work Christmas Eve, Christmas Day, New Year's Eve, or New Year's Day, you may receive double pay. Bank holiday entitlement accrues as they occur throughout the year.

### 7. How do I book my holiday?

To request time off, please contact your dedicated service manager via email or text. They will confirm whether your request has been approved. Holiday requests are approved on a first-come, first-served basis to maintain operational efficiency.

### 8. How much notice is required to request holiday?

To ensure adequate time to arrange cover we require:

- For holidays of one week or more, please provide at least four weeks' notice.
- For single-day holidays, a minimum of one week's notice is required.

### **9. I work at 2 or more different locations for Tatry Group, how does this affect my holiday entitlement?**

If you work across multiple locations, your holiday entitlement will be calculated based on your average rate of pay over the previous 52 weeks. This means we will review the hours you worked and the pay you received across all locations during that period to determine a fair and accurate average rate of pay for your holiday entitlement.

### **10. How much holiday can I take at one time?**

You may take up to two weeks of holiday consecutively. Longer periods may be approved on a case-by-case basis but may not always be accepted.

### **11. Why was my holiday not approved?**

Your holiday request may not have been approved for several reasons:

- Late submission: Requests submitted without sufficient notice may not be accommodated.
- Operational strain: If too many employees are already scheduled to be off during the same period, it may impact operations.
- Peak periods: Certain times of the year, such as December and the Christmas period, are exceptionally busy for our industry, making it more challenging to approve all requests.

To ensure fairness, we operate on a first-come, first-served basis for holiday approvals. We encourage early planning and timely submissions to maximise the chances of approval.

### **12. What happens if I don't use all my holiday entitlement?**

Any unused holiday entitlement cannot be carried over into the next holiday year and will not be paid out. To avoid losing your entitlement and to maintain a healthy work/life balance, we encourage you to take regular breaks. Ideally, you should use at least half of your holiday entitlement within the first six months of the holiday year.

### **13. How can I check my holiday balance?**

Your dedicated service manager can provide an up-to-date record of your remaining holiday entitlement. Alternatively, you can email [hr@tatry-group.com](mailto:hr@tatry-group.com) to request your balance.

### **14. I work at a School or Nursery during term times only, how does my holiday work?**

As you work in a school or nursery setting, you are required to take your holiday entitlement during school closure periods, which align with the school term schedule. You are not entitled to book any holiday during school term time.

### **15. How does payment work when working during term time only at schools or nurseries?**

Your holiday pay is included within your monthly equated salary, which spreads your total pay (including holiday entitlement) evenly over the 12 months of the year. This ensures you receive a consistent monthly payment throughout the year, even during school breaks. (e.g. you will be paid in August even though you will not work that month due to the school summer holidays)

If you have any other questions or queries regarding your holiday leave please contact us at [hr@tatry-group.com](mailto:hr@tatry-group.com)