

	Domestic Emergencies Policy	Ref:	012
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DOMESTIC EMERGENCIES POLICY

The Company recognises that employees will occasionally experience unforeseen emergencies at home, such as burst pipes, the failure of a heating system, a fire, a flood or a burglary. This policy is intended to allow those who experience genuine domestic emergencies to take a reasonable amount of unpaid time off during normal hours of work, at the Company's discretion, in order to deal with that emergency. This policy does not, however, apply to dealing with planned domestic issues, such as routine house or appliance repairs, house refurbishment or redecoration, the installation of new appliances, the delivery of furniture or other goods, house valuations, etc.

In the event of a domestic emergency occurring while you are at work, you must immediately inform your line manager of the nature of the emergency and seek their express permission to leave work early.

In the event of a domestic emergency occurring outside your normal hours of work, you must contact the Company and speak to your line manager at the earliest possible opportunity and as close to your normal start time as possible. If you are unable to speak to your line manager personally, you should speak to an alternative line manager. You must provide a detailed explanation of the nature of the domestic emergency, the reason for your absence and how long you think you will need to be absent from work.

The Company will only exercise its discretion to grant you sufficient time off to help you resolve the immediate crisis. In many cases, this may be less than one day. The Company envisages that the maximum amount of leave that will be granted will be one or two days. Once the immediate crisis has been taken care of, you are expected to return to work.

If you require further time off, you should speak to your line manager about the possibility of taking such time as part of your annual leave entitlement.

You have no contractual right to be paid for approved absences relating to domestic emergencies. Any payment of salary during time off is made at the absolute discretion of the Company.

The Company reserves the right to ask you to provide supporting evidence of the domestic emergency on your return to work. It is a serious disciplinary offence to dishonestly take time off to deal with a domestic emergency. Any offence will be dealt with under the Company's disciplinary procedure. Depending on the seriousness of the offence, it may amount to gross misconduct and could result in your summary dismissal.

The Company will process the personal data collected in connection with the operation of this policy in accordance with its data protection policy and any internal privacy notices in force at the relevant time. Inappropriate access or disclosure of personal data will constitute a data breach and should be reported immediately to the Company's Data Protection Officer [Data representative] in accordance with the Company's data protection policy. Reported data breaches will be investigated and may lead to sanctions under the Company's disciplinary procedure.

14th October 2025
Reviewed:- S L Pickles
Director
Serendipity Healthcare Ltd



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