



TOIL FAQsheet – a Connect Sector advice sheet

Q. What is TOIL?

A. Simply, TOIL stands for Time off in Lieu.

Q. When does it arise?

A. Managers and professionals working right across the RF have a working week of 36 hours net. This represents a net one hour reduction in the working week for those outside London. Previously hours were described as 42 hours gross i.e. inc lunch break or 42 hours outside London. If your working week turns out to be longer than this, for example because you are working on a particular project or where you have put in extra hours to visit particular key customers, then you are entitled to take back the extra time you have worked.

Q. How much time can I get back?

A. This is subject to agreement between you and your line manager. We would expect that, normally, you would get back the same number of hours that you put in extra.

Q. What time can I get back for working on a Sunday?

A. If you are mapped to a role in the lowest benefits band (Band 1) you are entitled to a full day's TOIL (7.25 hours) for working on a Sunday, regardless of how much time you have actually worked. If you are mapped to a Band 2 or Band 3 role, what time you get back is subject to agreement between you and your line manager.

Q. When can I take it?

A. Again, this is subject to agreement between you and your line manager. If necessary, your TOIL hours can be added to your annual leave entitlement

Q. Can everyone get TOIL?

A. Absolutely! If you are mapped to one of the roles within the RF, whatever grade background you have, you are now entitled to benefit from TOIL.

Q. Why has BT agreed to extend TOIL to everyone?

A. Formerly, the TOIL arrangements did not apply to those on 'personal contracts', only to MPGs. BT has now

decided to extend it to everyone because it is in line with the company's commitment to work-life balance. Habitual long working hours hide inefficiencies, potentially increase absence through stress and illness and do not increase motivation. Simply, they are bad for business.

Q. Do the hours I spend travelling to business or customer meetings, and working at home, count?

A. Yes, they do. Travel is working time and so, if your working day is appreciably extended by journeys on BT business, you can take this into account too. Please note that your ordinary journey to work does not count as business travel. If you are spending additional time working at home, for example in catching up on e-mails, writing reports or on logging customer visits and sales, you should also record these hours.

Q. Can I get paid overtime instead of TOIL?

A. The normal recompense for additional hours is TOIL. However, where it is operationally necessary, you may be entitled to paid overtime. What is 'operationally necessary' is subject to agreement with your manager. This should be exceptional, short-term.

Q. What do I need to do to prove I have worked additional hours?

A. Not clock watching...you should record your additional hours either in a specific diary – or else make use of the spreadsheet that we have developed for the purpose. It is very important that you do record your additional hours.

Q. I have never taken TOIL before. What should I do?

A. In the first place, if you are likely to accrue extra hours in a particular week, or over a few weeks, you should discuss it with your line manager. You should agree between you what sort of record you should make of your additional hours and what time you can take back in return and then, when you have accrued extra time, when you should take it.

Q. I am already working additional hours. What should I do?

A. If you are already working more than 36 hours per week, you should start to record the additional hours if you are not already doing so and approach your line manager for a discussion over when and under what circumstances you can take them back. If your working hours are excessive, you should also approach your line manager for an analytical discussion over your workload and priorities, as it would seem that your job is poorly designed.