

We know there may be times when you need time off to deal with family commitments, for example, or other responsibilities. Your manager will try to support you, and be as accommodating as possible. It's important you speak to your manager as soon as possible, so they can help as much as they can.

Domestic

Urgent domestic: There may be times when you need time off to deal with emergencies at home, e.g. your house is flooded or you've been burgled. Your manager can usually give you one day's paid leave (this can be up to three days in exceptional circumstances.)*

Domestic events: On occasions when you need to be at home for some maintenance for example, or for a delivery, you should speak to your manager as soon as possible to make suitable arrangements. Options include taking holiday or unpaid leave, swapping shifts or making the time up.



*Additional days may be covered by holiday or unpaid leave.

Family

Dependant's leave: is where there is an immediate need to make alternative care arrangements for a dependant (e.g. their child-minder is sick). Leave is normally one day unpaid with further days either unpaid or covered by annual holiday.

Family emergency leave: is where there is an immediate need to deal with a more serious emergency to do with a dependant e.g. they are injured, die or give birth. Leave is normally one day with pay, with further days either unpaid or covered by annual holiday. Exceptional circumstances might warrant three days with pay.

Bereavement: It's an upsetting time when someone close to you passes away. Managers will do their best to allow you time to deal with your loss.

- Your manager can provide you with up to one week's paid leave for immediate family, e.g. next of kin or blood relative (spouse, civil partner, child, parent or sibling), to support you during this difficult time.
- If a member of your family, e.g. grandparent or parent-in-law passes away, your manager can give you one day's paid leave to attend the funeral.
- For wider family or friends, you can agree with your manager whether to swap shifts, make up the time, take unpaid leave or holiday.

Family events: There are often events where you have no control over their date or time, e.g. a wedding or school concert. In these situations you should speak to your manager who may be able to give you holiday, or arrange for you to make up the time, swap your shift or take unpaid leave.

Long-term care for a dependant: It can be hard balancing work and caring for a dependant who is ill or unable to look after themselves. In these circumstances you should speak to your manager, who can help you to explore your options. These may include alternative shift patterns or a flexible working arrangement. In longer term situations, unpaid leave of up to six months or a career break of up to two years can be arranged.



Want to know more?

Further useful information on time off can also be found in the [Other time off and attendance policies](#), [Jury service](#) and the [Religious prayer or observance](#) and [Religious holidays guides](#), available in the Policy and information section on PSP.

Personal

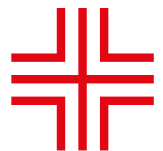
Medical appointments: If you're unable to get a medical appointment outside of working hours, speak to your manager to decide whether you can change your shift or make up the time. In some circumstances where that's not possible, you may get paid time off.

Additional personal responsibilities: If you have additional responsibilities, e.g. you're an Army Reservist or carry out voluntary unpaid services such as acting as a school governor, Mayor or Justice of the Peace, additional paid time off may be available. Retained fire fighters and special constables should perform their role outside their normal hours of attendance, but if there is a major incident your manager will try to give you unpaid time off.

Religious holidays: Requests for time off to observe festivals or spiritual days of your personal religion are treated in the same way as holiday requests. Managers will try to accommodate requests wherever possible. Try to request the time off well in advance.

Religious observance: You may ask for a short period of time to pray during the working day. Your manager will be as flexible as possible in rescheduling your break for a different time so you can pray. Where possible, sites will have a dedicated room for prayer or quiet time. This could be in a multi-faith or contemplation room. If one room isn't available, it may be possible to book a meeting room.

Jury service: Before your jury service starts, you will need to give your manager the notification of the dates from the Court. As the Court won't reimburse your loss of earnings until after your jury service, we will pay you an average over the last 13 week period of your basic pay, assigned allowances and overtime. This payment is a loan from Royal Mail, so that you are not out of pocket during jury service. Once you receive your loss of earnings from the Court, you will need to repay Royal Mail the outstanding amount (either as a one-off payment or as deductions from your pay). See the Jury Service Guide for details.



Want to know more?

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