



Holiday Guidance for Retail Colleagues & Line Managers 2018/19 (CPW)

As a business we're committed to ensuring that colleagues have every opportunity to utilise their holiday allowances and take time away from work. At the same time there is a need to ensure that holiday is well planned and controlled so that colleagues are able to make full use of their entitlement, whilst balancing the operational and service needs of the business to enable us to serve our customers to the highest standard.

This is especially important in Retail where we have multiple peak seasons, due to product launches and peak trading periods. The busiest times are also where colleagues may wish to take holiday, therefore effective holiday planning is essential to avoid a backlog and ensure everybody can take their entitlement.

So, to help you we have created the following holiday guidance for Carphone Warehouse Managers and Colleagues.

General Guidance

It is important to remember the following;

- All colleague and management holidays for the financial year (May to April) need to be submitted and agreed with your Line Manager by the end of September. Any outstanding entitlement will then be allocated appropriately across the remainder of the holiday year.
- Booked holidays can be changed during the year, if the change is available without compromising the needs of the business.
- Regardless of your holiday entitlement, any holidays exceeding 2 consecutive weeks will be only approved in exceptional circumstances and must be agreed in writing (email) by your Line Manager.

Colleague Holiday Guidance:

- Whilst there are no 'blanket' blackout periods stipulated, requests will be managed in line with the Holiday Planning Guidance on the WFM website and the shape of trade specific to your store.
- Please note, Line Managers will not approve holidays at key times if there is a risk to service and trade which the WFM site provides guidance on at individual store level.

General Manager Holiday Guidance:

- Guidance of Maximum number of GMs to be approved holiday at same time on same region = **20%** (However, RM discretion should be given around geographical and other local impacts)

- **Holidays blackout period for GMs applies between the following dates;**

1. Duration of Black Tag Event in November 18th Nov – 1st Dec 2018 (Weeks 31 & 32)

(This rolls straight into Peak as below)

2. Peak (Christmas/New Year) - 2nd December 2018 – 5th January 2019
3. Any Conferences and Roadshow dates

You can view your holiday entitlement on MYHR or for this or any query relating to the holiday policy, please contact the **HR Service Centre**, your single point of contact for all your people related questions on: **0845 655 6899**

- **Option 1** for Payroll
- **Option 2** for HR Administration and Employee Benefits

All other queries should be referred to your Line Manager.

These guidelines have been designed to support a fair and consistent process for all colleagues. The aim is always to support all colleagues to fulfil holiday entitlement and meet preferred holiday dates, whilst ensuring we deliver our high service standards for our customers.