

### Quality, Health, Safety, Environmental & Energy Manual:

#### Document No: SM-34 Travel Disruption – adverse weather, threats and disasters

This policy is to outline the responsibilities of all team members when considering attendance at work during adverse weather conditions, natural disasters and terror threats and to outline the appropriate procedures.

#### General

- 1.0 Toyota Material Handling UK (TMHUK) recognises that team members may face difficulties attending their place of work and returning home due to unforeseen circumstances, for example:
- Adverse weather conditions such as heavy snow falls, flooding etc
  - Air disruptions, such as volcanic ash clouds and flight bans
  - Terrorist attacks/threats
  - Any other disruption which may result in journeys to work being extremely hazardous.
- 1.1 While TMHUK is committed to protecting the health and safety of all its team members, it must ensure that disruption caused to its business remains minimal and would ask team members to take all reasonable steps to find an alternative way to get to work. However, we do recognise that options may be limited and could prove expensive.

#### TMHUK Reasonable Steps

- 2.0 As a reasonable employer TMHUK will consider offering alternatives if a team member is affected by an unforeseen circumstance, as listed above, that affects their ability to attend work.
- 2.1 With the agreement of their leader and subject to operational needs and other relevant factors, the leader in discussion with the team member may agree one of the following options:
- Work from home (if practicable).
  - Make the lost time up.
  - Take annual leave.
  - Take unpaid leave.
  - Or apply a combination of the above options.
- 2.2 TMHUK are not obliged to pay for days of absence due to the above listed unforeseen circumstances.
- 2.3 Under the Working Time Directive team members will not be allowed to bring holidays forward from the coming year.
- 2.4 Team members may need to change holiday plans when made aware of potential disruption. TMHUK will exercise discretion favourably providing the evidence is available and agreement has been sought.
- 2.5 Given the circumstances as listed above, TMHUK would not take disciplinary action against any of its team members in the event they are not able to attend their place of work if they have done everything deemed reasonable. However, in some circumstances TMHUK will take action if the team member fails to keep their leader updated regularly as to the travel plans/getting into work or has avoided/refused potential assistance to be brought home/brought into work via another route.

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- 2.6 If a team member needs to leave for work early or arrive home late due to the above events, then they will not be able to request overtime payment for these additional hours. These events are unavoidable and TMHUK would expect team members to respond in a reasonable manner given the general flexibility and support we offer as employers.
- 2.7 The company wants everyone to remain safe in times of unforeseen events and will make as many adjustments as deemed reasonable and support everyone at these times.
- 2.8 Each business unit is required to keep in touch with HR to update regularly on weather conditions so that reasonable arrangements can be made for each location.

If in doubt please call a member of the HR team.

#### **Team Leader Reasonable Steps**

- 3.0 The team leader should take the following factors into consideration when determining if travelling to work is advisable for a team member:
- The team members safety.
  - The health of the team member; for example, where it is known that they have a mobility or other health/medical condition special care should be taken in reaching a decision relating to attendance and pay.
  - Distance and route travelled to work.
  - The level of threat or disruption and expected duration of the event.
  - Information and guidance from the police, local authorities, local radio, and/or AA e.g. about safe travelling.
  - Modes of transport available to team members.
  - The caring or childcare responsibilities of the team member.
  - The degree of effort exercised by team members and whether they have made attempts to make alternative travel arrangements.
  - Any operational requirements.
  - Working from home; this may be considered, dependant on the nature of employment and where circumstances permit. Any working from home arrangements should be closely monitored to ensure that it is productive.
  - Other factors pertaining at the time.
- 3.1 A team leader may suggest to team members that if there is a need for them to be in urgent contact the cost of them doing so will be reimbursed under the terms of TMHUK's normal expense procedure.

#### **Team Member Reasonable steps**

- 4.0 Team members should not put themselves at unnecessary or inordinate risk when attempting to attend work.
- 4.1 It is the team members responsibility to make every effort to attend their normal place of work, in accordance with their contract of employment. This includes adapting their means of travel if necessary, or using a combination of travel options, even if this results in arriving late for work. It should be noted that where additional expense is incurred as a result of using different travel methods these expenses cannot be reimbursed by TMHUK.

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- 4.2 Team members must take all reasonable steps to report his or her inability to attend work to their leader as soon as is practicably possible, this should be in line with TMHUK's normal arrangements for reporting sickness absence or other unanticipated absence and this will apply for each day that the team member is unable to attend work. Please note that failure to comply with reporting arrangements may amount to unauthorised absence and could therefore be unpaid.
- 4.3 If a team member fails to provide any evidence to confirm the work disruption/unforeseen circumstance or fails to communicate with their Leader via telephone or internet, this will be deemed as unreasonable and may be subject to disciplinary action.
- 4.4 If a team member states he/she is unable to get into work and it is found another work colleague in the same location / vicinity has not experienced any problems, the company reserves the right to hold an investigation to establish the facts.
- 4.5 Things to consider during adverse weather conditions:
- Extreme Cold
    - Contingency planning – pack extra clothes, money, food, blankets etc
    - Driving – sufficient fuel, screen wash, water etc
    - Vehicle maintenance – tyres, lights, wipers etc
    - Distance travelled to work.
    - Prevailing weather conditions and their expected duration.
    - Information and guidance from the local authorities, police and/or local radio, AA, e.g. about safe travelling.
    - Communication with colleagues
    - Expectations of the company and team members
    - Home working – always take your laptop home
  - Extreme Heat
    - Protection – ensure you have adequate protection against the sun, sunscreen, head protection etc
    - Contingency planning – additional drinking water
    - Have sufficient breaks to get cold drinks or cool down

#### **Meteorological (Met) Office**

- 5.0 The Met Office issues weather warnings, when severe weather has the potential to bring impacts to the UK. These warnings are based on a combination of the level of impacts the weather may cause and the likelihood of those impacts occurring. Yellow and Amber warnings represent a range of impact levels and likelihoods. This means it is important to read each warning to know what level of impact you can expect in your region – and how likely those impacts are to occur.

**Yellow Warning:** Yellow warnings can be issued for a range of weather situations. Many are issued when it is likely that the weather will cause some low level impacts, including some disruption to travel in a few places. Many people may be able to continue with their daily routine, but there will be some that will be directly impacted and so it is important to assess if you could be affected. Other yellow warnings are issued when the weather could bring much more severe impacts to the majority of people but the certainty of those impacts occurring is much lower. It is important to read the content of yellow warnings to determine which weather situation is being covered by the yellow warning.

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**Amber Warning:** There is an increased likelihood of impacts from severe weather, which could potentially disrupt your plans. This means there is the possibility of travel delays, road and rail closures, power cuts and the potential risk to life and property. You should think about changing your plans and taking action to protect yourself and your property. You may want to consider the impact of the weather on your family and your community and whether there is anything you need to do ahead of the severe weather to minimise the impact.

**Red Warning:** Dangerous weather is expected and, if you haven't already done so, you should take action now to keep yourself and others safe from the impact of the severe weather. It is very likely that there will be a risk to life, with substantial disruption to travel, energy supplies and possibly widespread damage to property and infrastructure. You should avoid travelling, where possible, and follow the advice of the emergency services and local authorities.

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