

Foodbank Time Off In Lieu (TOIL) Policy

1. Purpose

This policy outlines how Time Off in Lieu (TOIL) is accrued, recorded, and taken. The purpose is to ensure staff who work beyond their contracted hours are treated fairly while enabling the foodbank to remain flexible during periods of high demand.

2. Scope

This policy applies to all **paid employees**.

It does **not** apply to volunteers, trustees, or agency staff.

3. Principles

- TOIL is intended for **exceptional** or **operationally necessary** additional hours.
- Additional hours should be **approved in advance** by the line manager wherever possible.
- Staff should not routinely work beyond their contracted hours.
- Managers must promote healthy working practices and avoid excessive TOIL build-up.

4. Accruing TOIL

4.1 Eligibility

Staff may accrue TOIL when:

- Their manager requests or approves extra hours to meet service needs (e.g., food drives, emergency referrals, evening meetings).
- They are required to cover unexpected staffing gaps or crises.

4.2 How TOIL Accrues

- TOIL is accrued **hour-for-hour**.
- Part-time staff accrue TOIL once they exceed their **agreed contracted hours**, not full-time hours.

4.3 Not Eligible for TOIL

TOIL cannot be claimed for:

- Voluntary additional hours



- Staying late without prior approval
- Tasks that could reasonably have been completed during normal working hours

5. Recording TOIL

- All TOIL must be logged on the foodbank's TOIL log or HR system.
- Both employee and line manager must maintain accurate records.
- TOIL logs must be updated **weekly**.

6. Taking TOIL

6.1 Using TOIL

- TOIL must be taken **within 8 weeks** of being accrued.
- All TOIL must be **approved in advance** by the line manager.
- Time off should be planned in a way that does not disrupt essential services or volunteer operations.

6.2 Preventing Build-Up

Managers must monitor TOIL balances and ensure staff take TOIL promptly.

7. Maximum TOIL Allowance

To protect wellbeing:

- Employees should not hold more than **one working week's worth of TOIL** (e.g., 35 hours for full-time staff).
- If a staff member approaches the limit, managers must arrange for TOIL to be taken as soon as possible.

8. Payment Instead of TOIL

- TOIL is taken as **time off only**, not paid.
- In exceptional circumstances, payment may be approved by the **Trustees**, but this is not standard practice.

9. TOIL and Leaving Employment

- TOIL should be taken before the final working day.



- Unused TOIL may be forfeited if the employee had reasonable opportunity to take it.
- If TOIL has been taken but not accrued (negative balance), the organisation may deduct the equivalent from final pay.

10. Responsibilities

Employees

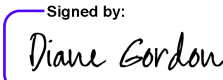
- Request approval before working extra hours
- Keep TOIL records accurate and timely
- Take TOIL within policy timeframes

Managers

- Avoid unnecessary additional hours
- Approve TOIL fairly and consistently
- Monitor TOIL balances regularly
- Support staff wellbeing by ensuring TOIL is taken promptly

11. Policy Review

This policy will be reviewed annually or sooner if required by changes to charity governance, employment law, or operational needs.

Signed by:  _____
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Position: Chair

Date: 9/9/2026

*Copilot: 21/02/2026
Next RFB Review: Sept 2027*