

Time Off in Lieu (TOIL) Guidance

Purpose and Scope

This guidance sets out how Time Off in Lieu (TOIL) is granted to employees of Metaverse VR (MVR) and the arrangements for how TOIL may be accrued and redeemed.

This guidance has been developed in line with the Working Time Regulations 1998. Where there is any conflict between this guidance and statutory legislation, the Working Time Regulation will take precedence.

TOIL may be offered as an alternative to paid overtime for employees who are contractually entitled to receive overtime. Eligibility may vary depending on contract type, working hours and organisational requirements.

Approval and Use of TOIL

TOIL may only be granted at the discretion of an employee's Line Manager or the Senior Leadership Team (SLT). It should only be used where there is a clear and foreseeable operational need, including:

- Maintaining project output
- Supporting customer or client service requirements
- Completing urgent or time-critical work

TOIL will only be authorised when other reasonable options have been considered, such as adjusting annual leave, redistributing work or engaging contractor support.

TOIL should generally not be granted for travel time, except where travel is required outside normal working hours for organisational purposes and is explicitly approved by a Line Manager or the SLT.

Accruing TOIL

Employees must not work additional hours with the expectation of accruing TOIL without prior approval from their Line Manager. TOIL will generally only be granted for periods of 60 minutes or more. Any additional work of less than 60 minutes should be managed within the employee's normal working week and will not be recorded as TOIL.

TOIL may be authorised where there is a clear business need for additional hours, including but not limited to:

- Urgent organisational requirements
- Completion of time sensitive work
- Covering for absent colleagues
- Other operational business needs approved by the Line Manager

All authorised TOIL must comply with the Working Time Regulations, including:

- An average working week not exceeding 48 hours over a 17-week period
- 11 consecutive hours of rest between working days
- One full day off per week or two consecutive days off per fortnight

Line Managers will confirm the amount of time authorised and whether it may be accrued as TOIL.

All accrued hours must be recorded on Bright HR or by a means agreed with Line Managers. These hours are subject to defined limits and must be redeemed within the permitted timeframe. Any TOIL not taken within the required period may be forfeited without compensation unless prior written approval for an extension has been obtained.

TOIL Limits

Accrued TOIL will be recorded on the employee's Bright HR record. Line Managers are responsible for ensuring that authorised TOIL is recorded within five working days of approval.

The organisation permits TOIL to be accrued up to a defined limit:

- The maximum TOIL balance that may be held within any rolling three-month period is 37.5 hours.
- Any additional hours that would cause an employee's TOIL balance to exceed this limit will not be approved unless express prior authorisation is obtained from the SLT. Requests for additional hours must be submitted in writing via the employee's Line Manager.
- TOIL should normally be taken within three months of accrual. Where operational requirements prevent this, prior authorisation for an extension must be obtained from the Line Manager or SLT.
- Any TOIL not taken within the approved period may be forfeited. Exceptions will be considered on a case-by-case basis.

Requesting TOIL

- Employees wishing to redeem TOIL for one week or more must provide one month's notice. For periods of less than five days (1-4 days), at least one week's notice is required. This aligns with the [MVR Annual Leave Policy.pdf](#)
- TOIL may normally be taken in minimum blocks of half a day.
- Using TOIL to extend a period of annual leave will normally be permitted.
- In some cases, the Line Manager who authorised the TOIL may specify when the accrued time should be taken. Where this occurs, the agreed timeframe must be adhered to.
- Where appropriate, MVR may suggest that employees redeem TOIL as part of arrangements relating to Parental Leave or other approved leave requests.

Authorisation of TOIL Leave

Requests to redeem TOIL will be considered by the employee's Line Manager in line with the MVR Annual Leave Policy.

Approval will consider operational factors such as:

- Project workload
- Customer and client service requirements
- Available staffing levels

Termination of Employment

Where employment is ending, employees will normally be required to redeem any outstanding TOIL before their final working day. Any untaken TOIL remaining at the end of employment will normally be forfeited and no payment in lieu will be made.

If an employee leaves employment without working their required notice period, any accrued but unused TOIL will also be forfeited.

Additional Guidance

The following principles also apply to TOIL arrangements within MVR:

- Travel undertaken during normal working hours does not qualify for TOIL.
- TOIL should not be used to accumulate additional annual leave entitlement.
- TOIL should be redeemed within the defined timeframe wherever possible.
- In exceptional circumstances, payment in lieu may be approved by the SLT only.

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