

Jury Service Policy

Our approach

Jury service is a civic duty. Anyone registered to vote and aged between 18 and 76 may be called. If you are called, we will support you in attending. You will not be penalised or treated unfairly for doing so.

Letting us know

As soon as you receive your jury summons, let your manager know. Please provide a copy of the summons so we can plan cover for your absence.

Jury service typically lasts around 10 working days, but it can be shorter or longer depending on the case.

Time off

You will be given the time off you need to attend court for the full duration of your jury service.

If you are told by the court that you are not needed on a particular day during your jury service, please return to work where it is practicable to do so.

You are expected to keep us informed if your jury service dates change, if you are released early, or if the service is extended.

Pay

We provide enhanced pay during jury service, based on your basic pay and normal working hours:

Period	What you will receive
First 20 working days (4 weeks)	100% of your basic pay
Next 20 working days (weeks 5–8)	50% of your basic pay
Beyond 40 working days	At our discretion. Otherwise unpaid, subject to statutory provisions/ loss of earnings paid by court.

Court allowances – you must claim

During jury service, you must apply to the court for the loss of earnings allowance and any other allowances you are eligible to claim (such as travel and subsistence). This is important - it is a requirement, not optional.

We will top up your pay only to the percentages shown above, taking account of any court payments you receive. This means the court allowance reduces what we pay, not the other way around - you will not receive more than your normal pay.

To make sure we pay you correctly, please provide Payroll with:

- A copy of your jury summons
- Evidence of the amount paid or claimable by the court (for example, a remittance or confirmation letter)

This allows us to calculate any top-up accurately.

If jury service is inconvenient

In some cases, we may feel that your absence would cause significant disruption to the business. If so, we may ask you to request a deferral to a more convenient date.

Speak to your manager before responding to the summons if you think this might apply. We can help you write to the court. Ultimately, the decision to grant a deferral rests with the court, not with us.

Your responsibilities

- Let us know as soon as you receive the summons
- Keep us updated on any changes to dates or timing
- Claim all court allowances you are entitled to
- Provide Payroll with the documentation needed to calculate your pay
- Return to work on any day you are not required at court, where practicable

Unauthorised absence

If you are absent during a period of claimed jury service and we have reason to believe the absence is not genuine, this may be treated as unauthorised absence and dealt with under the disciplinary procedure. You will not be paid for any period of unauthorised absence.

Questions

If you receive a jury summons and are unsure what to do, contact peopleteam@milbank.co.uk.

milbankgroup.co.uk

Version	Date	Author	Changes
V1	-	Milbank Group	Creation
V2	30/04/2026	Milbank Group	Approved