

## Cancellation of Voluntary Deductions – Staff Information Guide

### Purpose

To outline the process for employees who wish to cancel voluntary deductions (e.g. UNITE, Lothian Life, etc.) from their wages, ensuring that requests are handled consistently, accurately, and in accordance with company and third-party requirements.

### Scope

This procedure applies to all employees across the company who currently have voluntary deductions processed through payroll.

It does not apply to mandatory deductions (e.g. tax, National Insurance) or deductions administered directly by third-party organisations (e.g. HSF, Credit Union).

### Procedure

#### 1. Employee Request

- Employees wishing to cancel a voluntary deduction (such as UNITE or Lothian Life) must complete a *Voluntary Deduction Cancellation Form*.
- Forms are available on **MyLothian**, from the employee's **line manager**, or at their **depot/garage**.

#### 2. Form Completion

- The employee should complete all required sections of the form, ensuring the deduction type and employee details are clearly indicated.
- The completed form must be submitted to the **Payroll Department** for processing.

#### 3. Payroll Review and Processing

- Upon receipt, Payroll will:
  - Verify the form has been fully completed and signed.
  - Check that the deduction type is eligible for cancellation by the employee.
  - Remove the deduction from the payroll system, ensuring the change is effective from the next available pay period.

#### 4. Exceptions – Deductions Controlled by Third Parties

- Certain deductions, including **HSF** and **Credit Union**, cannot be cancelled directly by employees.
- Cancellations for these deductions must be instructed directly by the respective organisations.
- Payroll receives weekly start and stop notifications from these companies, which are actioned automatically upon receipt.

#### 5. Employee Verification

- Employees can verify that their cancellation has been processed by checking their **next payslip** to confirm the deduction no longer appears.

#### 6. Record Keeping

- A copy of the completed cancellation form will be retained electronically or securely filed in accordance with data protection requirements.