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Introduction

The Agricultural Sector (Wales) Act 2014 (the Act) maintains the Agricultural Minimum Wage (AMW) arrangements in Wales, following the abolition of the Agricultural Wages Board (AWB) for England and Wales in 2013.

The Act provides for the establishment of an Agricultural Advisory Panel for Wales (the Panel). The Panel was established 1 April 2016. Its functions include reviewing wages and other terms and conditions of employment, drafting agricultural wages orders and promoting career development in the agricultural sector.

The Agricultural Wages (Wales) Order 2016 (the Order) replaces the Agricultural Wages (England and Wales) Order 2012 and adds more provisions. The statutory pay rates specified by this order will stay in force until a new agricultural wages order is made.

This guidance provides information about conditions and levels of pay for six grades of agricultural workers, which are detailed in the Order. The Order sets out detailed descriptions for each grade.

For convenience, the main entries in this guidance have been cross referenced to the corresponding articles in the Order.


For more information or for a copy of the Order and guidance, please contact:

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The information contained in this publication is provided as guidance only and should not be regarded as legal advice on the Order or other legal matters. Please consult the Agricultural Wages (Wales) Order 2016 for details of the current pay and benefit levels at http://www.assembly.wales/laid%20documents/sub-ld10553/sub-ld10553-e.pdf.
About the Agricultural Wages (Wales) Order 2016

1. When did the Order come into force?
26 February 2016.

2. Who does the order apply to?
All employed agricultural workers in Wales, including workers employed by gang masters and employment agencies.

3. What is the relationship with the National Living Wage?
The National Living Wage was introduced in April 2016. It applies to all workers aged 25 and above, including agricultural workers. Grade 1 agricultural workers aged 25 and over need to be paid in accordance with the National Living Wage. The wages of Grade 1 workers under the age of 25 and Grade 2-6 workers remain at the level set by the 2016 Order.

4. What is the relationship to the National Minimum Wage?
Where the National Minimum Wage becomes higher than the minimum rate prescribed under the Order, the National Minimum Wage will need to be respected.
Rates of Pay and Grades

1 What are the rates of pay under the 2016 Order (Articles 13 and 14)?

The Order contains rates of pay and other minimum terms and conditions of employment.

The current applicable hourly pay rates for Grades 1-6 and hourly overtime rates are set out in the table below:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Hourly pay</th>
<th>Overtime rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade 1 – Initial Grade</td>
<td>£6.72</td>
<td>£10.08</td>
</tr>
<tr>
<td>Grade 2 – Standard Worker</td>
<td>£7.39</td>
<td>£11.08</td>
</tr>
<tr>
<td>Grade 3 – Lead Worker</td>
<td>£8.12</td>
<td>£12.18</td>
</tr>
<tr>
<td>Grade 4 – Craft Grade</td>
<td>£8.72</td>
<td>£13.08</td>
</tr>
<tr>
<td>Grade 5 – Supervisory Grade</td>
<td>£9.23</td>
<td>£13.85</td>
</tr>
<tr>
<td>Grade 6 – Farm Management Grade</td>
<td>£9.97</td>
<td>£14.95</td>
</tr>
</tbody>
</table>
At which Grade should you be employed?

The Order differentiates between six grades of workers based on qualifications, in-work responsibility and experience in agriculture. An agricultural worker who can satisfy the criteria set out in articles 5-9 of the Order or as a Grade 1 worker or an apprentice must be employed at the relevant grade.

- An agricultural worker who has management responsibility for any of the following:
  - the entire employer’s holding
  - hiring and managing staff
  - part of the employer’s holding which is run as a separate operation or business

- An agricultural worker required to have day-to-day responsibility for any of the following:
  - supervising the work carried out on the employer’s holding
  - implementing management decisions
  - managing staff

- An agricultural worker employed in agriculture for a total period of at least 2 years in the last 5 years AND has documentary evidence of holding any of the following qualifications:
  - One of the awards or certificates listed in Schedule 2
  - A relevant NVQ
  - An equivalent qualification
  - Or is designated as team leader

- An agricultural worker who can provide documentary evidence to an employer that they hold a total of 8 qualifications which are either:
  - Awards for certificates of competence listed in the tables in Schedule 1
  - National Vocational Qualifications relevant to their work or
  - 1 of the awards or certificates of competence listed in Schedule 3

- An agricultural worker employed in agriculture for a total period of at least 2 years in the last 5 years AND has documentary evidence of holding any of the following qualifications:
  - One of the awards or certificates listed in Schedule 2
  - A relevant NVQ
  - An equivalent qualification
  - Or is designated as team leader

- An agricultural worker who can provide documentary evidence that they hold any of the following:
  - Award or Certificate of Competence listed in Schedule 1
  - NVQ relevant to their work or an equivalent qualification

- IS AN APPRENTICE

Workers not in any of the categories above will be Grade 1
3 What are the overtime rates (Article 14)?

Agricultural workers are entitled to be paid at overtime rates for time worked:

- in addition to 8 hours in any day (or in the case of flexible workers a ten hour day);
- beyond the hours specified in their contract of service;
- on a public or bank holiday.

In addition, workers (other than flexible workers) who were engaged under a contract of employment which started before 1 October 2006 must be paid for time worked which is not guaranteed overtime and which is:

- in addition to an 8 hour working day;
- in addition to the agreed hours of work in their contract of service;
- on a public holiday;
- on a Sunday;
- on a Monday continuing work from the previous day. The worker would be entitled to receive overtime pay for any hours worked up to their normal starting time on the Monday (if they have one).

Overtime rates are specified as 1.5 times above the applicable basic hourly pay of the worker for all grades and categories of workers.

4 When is an Agricultural worker classed as an Apprentice (Article 11)?

An agricultural worker is classed as an Apprentice when:

- They are employed under either a contract of apprenticeship, an agreement within the meaning of section 32 of the Apprenticeships, Skills, Children and Learning Act 2009, or are treated as if employed under a contract of apprenticeship, and
- They are within the first 12 months after the commencement of that employment under 19 years of age.

Apprenticeships in Wales are a way to earn a wage and work alongside experienced staff to gain job-specific skills. An Apprentice must have a contract of employment, regular wage, paid holidays and the same benefits as other employees. Apprenticeships in agriculture can take between one and four years to complete and there are three levels available: Foundation Apprenticeship, Apprenticeship and Higher Apprenticeship.
5 What are the rates of pay for Apprentices (Article 13 and Schedule 4)?

<table>
<thead>
<tr>
<th>Apprentice year and age</th>
<th>Minimum hourly rate of pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 1 Apprentice</td>
<td>£3.78</td>
</tr>
<tr>
<td>Year 2 Apprentice (aged 16-17)</td>
<td>£3.90</td>
</tr>
<tr>
<td>Year 2 Apprentice (aged 18-20)</td>
<td>£5.30</td>
</tr>
<tr>
<td>Year 2 Apprentice (aged 21 and over)</td>
<td>£6.70</td>
</tr>
</tbody>
</table>

6 What about flexible workers (Article 12)?

There are two types of flexible workers: full-time and part-time.

Where a Flexible Working Agreement has been negotiated, the working hours need not be the same on each day.

However, for a full-time flexible worker, the flexible working agreement must be for a minimum duration of 1 year and require the worker to work basic hours either weekly or during a 2-3 week period. The hours to be worked over 4, 5 or 6 days per week.

Neither the employee nor the employer can change the weekly working days without the agreement of the other. The Order provides that the agreement will not require the agricultural worker to work more than 10 basic hours on any 1 day.

Full time flexible workers are required to work on Sundays, but an alternative day off must be allowed during the rest of the week.

The rules for part-time flexible workers (that is, those flexible workers who work for fewer than 39 basic hours each week) are similar to those that apply to full-time flexible workers. However, part-time flexible workers must work their agreed hours over six days each week and either work on Sundays or work between eight and ten basic hours on at least one day a week.
Holiday Entitlement (Articles 30 – 33 and 36 and Schedules 5 and 6).

All workers covered by the 2016 Order are entitled to annual leave and other types of leave, as set out in the Order.

The holiday year begins on 1 October in one year and ends on 30 September of the following year. The table below shows the holiday entitlement for workers who work for 52 weeks in the holiday year for the same employer. Workers who work for only part of the holiday year are entitled to a reduced amount of leave under the Order.

<table>
<thead>
<tr>
<th>Days worked each week</th>
<th>Holiday entitlement</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 6</td>
<td>38</td>
</tr>
<tr>
<td>More than 5 but not more than 6</td>
<td>35</td>
</tr>
<tr>
<td>More than 4 but not more than 5</td>
<td>31</td>
</tr>
<tr>
<td>More than 3 but not more than 4</td>
<td>25</td>
</tr>
<tr>
<td>More than 2 but not more than 3</td>
<td>20</td>
</tr>
<tr>
<td>More than 1 but not more than 2</td>
<td>13</td>
</tr>
<tr>
<td>1 or less</td>
<td>7.5</td>
</tr>
</tbody>
</table>

If a worker is not required to work on a public or bank holiday but this day would be his or her normal working day, then the day is treated as a day of annual leave.

However, if the worker does work on a public holiday or bank holiday they must be paid at the overtime rate for their grade or category, for the hours worked.

It is possible for a worker to receive payment in lieu of holiday as part of their annual leave entitlement, if agreed by their employer. The maximum number of days which may be bought out in any leave year is shown in the table below.

<table>
<thead>
<tr>
<th>Days worked each week</th>
<th>Maximum days that may be bought out</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 6</td>
<td>10</td>
</tr>
<tr>
<td>More than 5 but not more than 6</td>
<td>7</td>
</tr>
<tr>
<td>More than 4 but not more than 5</td>
<td>3</td>
</tr>
<tr>
<td>More than 3 but not more than 4</td>
<td>2.5</td>
</tr>
<tr>
<td>More than 2 but not more than 3</td>
<td>2.5</td>
</tr>
<tr>
<td>More than 1 but not more than 2</td>
<td>1.5</td>
</tr>
<tr>
<td>1 or less</td>
<td>1.5</td>
</tr>
</tbody>
</table>
Holiday pay (Article 34 and 32)

If a worker takes leave to which they are entitled under the Order they must be paid for each day (or part of a day) of leave taken. If a holiday of less than one day is taken, the holiday pay should correspond to the amount of the day taken. For example, if a worker takes half a day of holiday they are entitled to half a day's holiday pay.

The amount of holiday pay due to a worker depends on whether the worker's gross pay is the same from week to week or whether it varies.

Holiday pay for workers earning the same amount each week

If the worker's gross pay is the same from week to week then the amount of holiday pay is calculated as follows:

1. Calculate the amount of the worker's gross contractual weekly pay (excluding pay for other overtime).
2. Divide that amount (from 1) by the days worked each week by the worker.
3. The resulting figure is the amount of holiday pay the worker is entitled to for one day of annual leave. Holiday pay for part of a day of annual leave is to be calculated as a proportion of the amount that would be payable for a full day of annual leave.

Example

A worker is employed at Grade 2, contracted to work 30 hours per week (without guaranteed overtime) and works 5 days per week:

1. £7.39 (hourly pay of Grade 2 worker) x 30 = 221.70
2. 221.70 ÷ 5 (days worked per week) = 44.34
3. The amount of holiday pay is £44.34 per day for the worker.

If the worker is taking a half day leave, then the amount of holiday pay is £22.17, which is half of the full day holiday pay of £44.34.
7 Holiday pay for workers with varied weekly earnings

If the worker’s gross pay varies from week to week then the amount of holiday pay is calculated by taking the worker’s average pay over a period. The period for calculating average pay is 12 weeks. If the worker has been employed for fewer than 12 weeks, the calculation uses the actual number of weeks for which pay is due to the worker. A day of holiday pay is calculated as follows:

1. Add up the total gross contractual pay (excluding pay for other overtime) due to the worker in the period of 12 weeks (or actual number of weeks for which pay is due to the worker if fewer than 12) immediately preceding the commencement of the worker’s holiday.

2. Divide the total (from 1) by 12 (or actual number of weeks for which pay is due to the worker if fewer than 12), to ascertain the average weekly pay received by the worker.

3. Divide the average weekly pay (from 2) by the days worked each week.

Example

A worker employed at Grade 3 with varying hours, working 5 days a week:

<table>
<thead>
<tr>
<th>Week</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
<th>12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours worked</td>
<td>20</td>
<td>25</td>
<td>30</td>
<td>32</td>
<td>39</td>
<td>39</td>
<td>25</td>
<td>28</td>
<td>19</td>
<td>33</td>
<td>25</td>
<td>33</td>
</tr>
<tr>
<td>Weekly pay (£)</td>
<td>162.4</td>
<td>203</td>
<td>243.60</td>
<td>259.84</td>
<td>316.68</td>
<td>316.68</td>
<td>203</td>
<td>227.36</td>
<td>154.28</td>
<td>267.96</td>
<td>203</td>
<td>267.96</td>
</tr>
</tbody>
</table>

1. $162.40 + 203 + 243.60 + 259.84 + 316.68 + 316.68 + 203 + 227.36 + 154.28 + 267.96 + 203 + 267.96 = 2,825.76$

2. $2,825.76 ÷ 12 = 235.48$

3. $235.48 ÷ 5 = 47.096$

The worker is entitled to £47.10 per day in holiday pay. If the worker is taking a half day leave, then the amount of holiday pay is £23.55, half of the full day holiday pay (£47.10).
Example of a worker with varying working days a week

If the days worked each week by the worker vary, then it is important to calculate the average days worked each week. This can be calculated by adding the number of days worked each week over a 12 week period and divide it by 12. For example, we can use the same example as above where the worker works varying hours and also varying days each week:

<table>
<thead>
<tr>
<th>Week</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
<th>12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours worked</td>
<td>20</td>
<td>25</td>
<td>30</td>
<td>32</td>
<td>39</td>
<td>39</td>
<td>25</td>
<td>28</td>
<td>19</td>
<td>33</td>
<td>25</td>
<td>33</td>
</tr>
<tr>
<td>Days worked</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>5</td>
<td>3</td>
<td>5</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Weekly pay (£)</td>
<td>162.4</td>
<td>203</td>
<td>243.60</td>
<td>259.84</td>
<td>316.68</td>
<td>316.68</td>
<td>203</td>
<td>227.36</td>
<td>154.28</td>
<td>267.96</td>
<td>203</td>
<td>267.96</td>
</tr>
</tbody>
</table>

1. $162.40 + 203 + 243.60 + 259.84 + 316.68 + 316.68 + 203 + 227.36 + 154.28 + 267.96 + 203 + 267.96 = 2,825.76$
2. $2,825.76 ÷ 12 = 235.48$ (average weekly pay)
3. $3+4+5+6+4+5+3+5+4+5 = 54$
4. $54 ÷ 12 = 4.5$ (average days worked per week)
5. $235.48 ÷ 4.5 = 52.328888$

The worker is entitled to £52.33 per day in holiday pay.

Are workers entitled to Agricultural Sick Pay (ASP) (Articles 19-22)

Under the 2016 Order an agricultural worker is entitled to receive sick pay from their employer. Sickness absence means absence from work due to:

- any illness suffered by the agricultural worker,
- illness or incapacity caused by pregnancy or maternity,
- an injury that occurs at the place of work,
- an injury that occurs travelling to or from the place of work,
- time spent recovering from an operation caused by an illness
- time spent recovering from an operation in consequence of an injury suffered at their place of work or an injury suffered whilst travelling to or from their place of work.

It does not include:

- any injury suffered when not at their place of work;
- any injury suffered when not travelling to or from their place of work.
The worker qualifies for sick pay if they have been working for the same employer for at least 52 weeks. The sick pay entitlement varies according to the length of time the worker has been employed by the same employer (please see table below).

<table>
<thead>
<tr>
<th>Number of months the worker has been continuously employed</th>
<th>Number of weeks agricultural sick pay is permitted</th>
</tr>
</thead>
<tbody>
<tr>
<td>at least 12 but not 24</td>
<td>13</td>
</tr>
<tr>
<td>at least 24 but not 36</td>
<td>16</td>
</tr>
<tr>
<td>at least 36 but not 48</td>
<td>19</td>
</tr>
<tr>
<td>at least 48 but not 59</td>
<td>22</td>
</tr>
<tr>
<td>59 or more</td>
<td>26</td>
</tr>
</tbody>
</table>

When a worker falls ill they must immediately inform their employer about their sickness.

If the illness lasts for eight days or more the worker must provide their employer with a medical certificate (doctor’s note).

Payment for absence from work due to sickness is generally made for all normal working days up to the maximum number of ASP days to which the worker is entitled under the Order.

ASP will not be payable for the first 3 days in situations where the duration of the sickness absence is less than 14 days.

An employer must pay sick pay weekly on the worker’s normal pay day during and immediately after the end of the period of absence. Each payment must be for at least the amount that the employer knows is due to the worker for any normal working days in respect of which the worker is entitled to be paid in that period.

Any 2 periods of sickness absence which are separated by a period of not more than 14 days must be treated as a single period of sickness.
9 How do we determine the amount of Agricultural Sick Pay (ASP) (Article 24)!

ASP is payable at a rate which is equivalent to the worker’s minimum hourly rate of pay at the applicable grade. Any payment of Statutory Sick Pay, will be deducted from the calculation of the ASP.

The amount is determined by calculating the number of daily contractual hours that would have been worked during a period of sickness absence. The worker is entitled to their basic pay for these hours.

**Worker with fixed number of weekly hours**

In circumstances where the agricultural worker works a fixed number of hours each week, the entitlement is established by:

1. Dividing the total number of hours worked during a week by the number of days worked in that week.

2. The amount payable is worked out by multiplying the minimum hourly rates applicable to the worker’s grade by the number of (working) days the worker has been off due to sickness.

3. If the sickness absence is less than 14 days in total, take away the first 3 days of the sickness absence before calculating the entitlement.

**Example**

If a Grade 4 worker is contracted to work 30 hours each week spread over 5 days, the daily contractual hours worked is:

- \[30 \div 5 = 6 \text{ hours}\]

Therefore, if the worker was sick for 8 days then the ASP is calculated for 5 days (as ASP does not apply to the first 3 days of sickness absence).

- \[(6 \times 5) \times £8.72 \text{ (the workers’ basic hourly rate)} = £261.60\]

The worker is entitled to £261.60 in ASP.
Worker with varying number of weekly hours

In circumstances where a worker works a varying number of hours each week in accordance with their contract of service or apprenticeship, the following steps need to be followed to calculate the weekly and daily contractual hours:

1. Add up the weekly hours worked during an 8 week period.
2. Divide the figure (from 1) by 8. This will provide the average hours worked per week.
3. Divide the average hours worked (from 2) with the number of days worked each week by the agricultural worker during the period of 8 weeks immediately before the sickness absence.
4. If the sickness absence is less than 14 days in total, take away the first 3 days of the sickness absence before calculating the entitlement.

Example

A worker is employed at Grade 2 without fixed hours and is absent through illness for 14 days:

<table>
<thead>
<tr>
<th>Week</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
<th>12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours worked</td>
<td>20</td>
<td>25</td>
<td>30</td>
<td>32</td>
<td>39</td>
<td>39</td>
<td>25</td>
<td>28</td>
<td>19</td>
<td>33</td>
<td>25</td>
<td>33</td>
</tr>
</tbody>
</table>

1. \(33 + 29 + 30 + 28 + 34 + 33 + 36 + 37 = 260\)
2. \(260 \div 8 = 32.5\) (average weekly hours)
3. \(32.5 \div 5 = 6.5\)

6.5 is the average hours worked per day.

- \((6.5 \times 14) \times £7.39\) (the workers’ basic hourly rate) = £672.49

The worker is entitled to £672.49 in ASP.

Are agricultural workers entitled to bereavement leave (Articles 39-41)?

All workers are entitled to bereavement leave after the death of a member of their family who may be a parent, child, spouse or civil partner or a person with whom the agricultural worker lives as husband and wife without being legally married or someone with whom the agricultural worker lives as if they were in a civil partnership.

All Workers are also entitled to bereavement leave after the death of a brother or sister, a grandparent or a grandchild.

All workers have a minimum bereavement leave entitlement of one day and a maximum entitlement of four days.
Miscellaneous Conditions

11 Rest Breaks (Article 29)

All workers aged 18 and over are entitled to a rest break of at least 30 minutes where the worker’s daily working time is more than five and a half hours unless the worker and their employer agree otherwise to the extent permitted by or under the Working Time Regulations 1998.

Regulation 12(4) of the Working Time Regulations requires a worker aged 15-17 to be given a rest break of at least 30 minutes where the worker’s daily working time is more than four and a half hours. Under section 18 of the Children and Young Person’s Act 1933, as amended by the Children (Protection at Work) Regulations 1998, no child who is permitted to work, and who is of compulsory school age, shall be employed for more than four hours in any day without a rest break of one hour.

The Order allows compensatory rest for a worker who is required to work during a rest period or a rest break. In cases which it is not possible, for objective reasons, to grant such a period of rest, the agricultural worker’s employer must afford them such protection as may be appropriate in order to safeguard the agricultural worker’s health and safety. Possible examples would be a foreseeable surge of activity at harvest or lambing time. The flexibility provided for here is not something that could be used on a routine basis.

12 Training Costs (Article 18)

If an agricultural worker attends training with the prior agreement of their employer, the employer must pay any fees for the course and any travelling and accommodation expenses incurred by attending the training.

A Grade 1 worker who has completed a total of 30 weeks continuous employment with the same employer is deemed to have received the approval of their employer to undertake training with a view to attaining the necessary qualifications required of a Grade 2 worker.

13 Young workers of compulsory school age (Article 13 and Schedule 4)

The Order specifies pay for young workers of compulsory school age, meaning workers aged between 13 and 16, at £3.30 per hour. Children below the age of 13 are not allowed to be employed in agriculture.

There are restrictions on the number of hours children are allowed to work. During term time, this is set at a maximum of 12 hours a week. During school holidays 13 to 14-year-olds are only allowed to work a maximum of 25 hours a week and 15 to 16-year-olds can only work a maximum of 35 hours a week.

For more information on child employment, please visit the UK Government website at https://www.gov.uk/child-employment/minimum-ages-children-can-work.
14 **Output work (Piece work) (Article 15)**
The workers’ hourly wage for output work (previously referred to as piece work) cannot be below the hourly pay applicable to their grade under the 2016 Order.

15 **On-call allowance**
On call means an arrangement between the worker and their employer which means that when the worker is not at work that they will be contactable by an agreed method and able to reach the place where they may be required to work within an agreed time. The on-call allowance is the equivalent of two times the hourly overtime rate of pay applicable to the worker.

16 **Travelling Time**
Agricultural workers are considered to be working when they are travelling for the purpose of carrying out their duties, for example travelling from one field to another. They should be paid at the appropriate minimum rate for that time. Agricultural workers are not considered to be working when commuting to and from work.

17 **Housing allowance (Article 16)**
The 2016 Order ensures that where a worker is provided with a house by the employer, the employer may deduct no more than £1.50 per week. Where the employer provides other accommodation, the employer may not deduct more than £4.82 per day, as long as the worker has worked for a minimum of 15 hours for their employer in that week.

18 **Night Work Supplement (Article 17)**
Night work rates apply between 7 pm one evening and 6 am the next morning, excluding the first two hours of work during this period. The night work supplement is £1.44 per hour.

19 **Dog Allowance (Article 17)**
If it is necessary for a worker to keep a dog (or dogs) to enable them to do their job, then they should be paid a sum of not less than £7.63 per week for each dog.

20 **Complaints/enquiries**
Please contact the helpline for information or to raise complaints under the 2016 Order: 0300 062 5004

Or send your comments by email to: SLMEnquiries@wales.gsi.gov.uk
Useful contacts

Rural Payments Wales
0300 062 5004

The opening hours are:
Monday to Thursday 8:30am until 5pm
Friday 8:30am until 4:30pm.

Alternatively, you can contact us via our postal address:
Rural Payments Wales
P.O. Box 1081
Cardiff
CF11 1SU
E-mail: rpwonline@wales.gsi.gov.uk

NFU Cymru
Agriculture House
Royal Welsh Showground
Llanelwedd
Builth Wells
LD2 3TU
Tel: 01982 554200
Email: nfu.cymru@nfu.org.uk

FUW
Farmers’ Union of Wales
Llys Amaeth
Plas Gogerddan
Aberystwyth
Ceredigion
SY23 3BT
Tel: 01970 820820
Fax: 01970 820821
Email: head.office@fuw.org.uk

CLA
Country Landowners Association – Wales Office
Tŷ Cymru
Presteigne Enterprise Park
Presteigne
Powys
LD8 2UF
Tel: 01547 317085
Email: wales@cla.org.uk
UNITE, Wales regional office
Unite the union
1 Cathedral Road,
Cardiff
CF11 9SD
Tel: 02920 394 521
Fax: 02920 390 684

LANTRA
Royal Welsh Showground
Llanelwedd
Builth Wells
Powys
LD2 3WY
Tel: 01982 552646
Email: wales@lantra.co.uk
www.lantra.co.uk

YFC
Royal Welsh Showground
Llanelwedd
Builth Wells
Powys
LD2 3NU
Tel: 01982 553502
www.yfc-wales.org.uk

TFA Cymru
Tenant Farmers Association
5 Brewery Court
Theale
Reading
Berkshire
RG7 5AJ
Tel: 0118 930 6130
Fax: 0118 930 3424
Email: tfa@tfa.org.uk
www.tfa.org.uk

Citizens Advice Bureau
www.citizensadvice.org.uk/wales
Citizens Advice consumer helpline: 03454 04 05 06
Textphone: 18001 03454 04 05 06
Monday to Friday, 9am to 5pm
To contact a Welsh-speaking adviser: 03454 04 05 05
Textphone to contact a Welsh-speaking adviser: 18001 03454 04 05 05
Closed on bank holidays