## FLEXIBLE WORKING POLICY

### Under this policy, an employee will be permitted to request a change to their working pattern. This may be to vary or reduce your working hours/days or to work in a different location such as from home.

### Employees are permitted to make two flexible working applications every 12-months, however it will not be possible to make a second application until the process to consider the first application has concluded.

##### How do I make a flexible working request?

### Your flexible working request should be submitted to your manager in writing and should be dated. It should:

#### state that it is a flexible working request;

#### explain the change being requested;

#### state the proposed start date when you would like this to take effect; and

#### state whether you have made any previous flexible working requests.

### We may require you to complete a formal flexible working request form and if so, this will be provided to you.

##### Decision

### We may decide to grant your request in full without a meeting, in which case we will write to you with our decision and to confirm the agreed changes to your working pattern.

### Alternatively, it may be considered necessary to schedule a meeting to discuss your request in more detail, in which case we will arrange a meeting at a convenient time and place to discuss your request.

### We will inform you in writing of our decision as soon as possible after the meeting, but in any event within two months from the date of your flexible working request.

### If your request is accepted, we will write to you with details of the new working arrangements and the date on which they will commence. You will be asked to sign and return a copy of the letter.

### If we cannot immediately accept your request, we may require you to undertake a trial period to determine whether the request can be accommodated, before reaching a final decision on your request.

### Unless otherwise agreed, changes to your terms of employment will be permanent.

### If we feel your request cannot be accommodated, we may reject your request for one or more of the following business reasons:

#### the burden of additional costs;

#### detrimental effect on ability to meet customer demand;

#### inability to reorganise work among existing staff;

#### inability to recruit additional staff;

#### detrimental impact on quality;

#### detrimental impact on performance;

#### insufficiency of work during the periods that you propose to work; or

#### planned changes.

### If we are unable to agree to your request, we will write to tell you which of those reasons applies in your case. If you are unhappy with the decision, you will have the right to appeal this. You should make your appeal in writing within the time period, and to the name stated in your outcome letter. Your appeal should be dated and state on what grounds you are appealing. A further meeting will then be scheduled to discuss your appeal where you will have the right to be accompanied.

### After the conclusion of the appeal process, you will be provided with a written appeal outcome, the decision of which is final, meaning there would be no further course of action which can be taken under this policy.

### In the event an employee fails to attend the scheduled meeting and any subsequent rescheduled meeting, without good reason, whether that be to discuss the initial request, or any appeal, then the Company reserves the right to consider this request as withdrawn.

### **Your right to be accompanied**

### An employee invited to any formal meeting under this policy will have the right to be accompanied.

### For clarity, there is no right to be accompanied at an investigation meeting, unless the Company exercises discretion in extenuating circumstances.

### Under your right to be accompanied, your companion may be either a trade union representative or a colleague. You must tell the person holding the meeting who your chosen companion is, in good time before the meeting.

### At the meeting, your companion may make representations and ask questions on your behalf, however, would not be permitted to answer questions on your behalf. You may talk privately with them at any time during the meeting.

### Acting as a companion is voluntary and your colleagues are under no obligation to do so. If they agree to do so they will be allowed reasonable time off from duties without loss of pay to act as a companion.

### You and your companion (if any) should make every effort to attend meetings. If you or your companion cannot attend at the time specified, you should inform the person holding the meeting immediately and we will try, within reason, to agree an alternative time. If your chosen companion is unavailable at the time a meeting is scheduled and will not be available for more than five working days afterwards, we may ask you to choose someone else.

### We may, at our discretion, allow you to bring a companion who is not a colleague or union representative (for example, a member of your family) if this will help overcome a disability, or if you have difficulty understanding English.