

# Flexible Working Policy

## Purpose and Scope

This policy establishes guidelines for flexible working arrangements to support work-life balance, enhance productivity, and attract and retain talent while maintaining operational effectiveness and team collaboration. This policy applies to all employees and requires mutual agreement between employees and management.

## Types of Flexible Working Arrangements

**Remote Work:** Employees may work from home or other approved locations for agreed-upon days per week or month, subject to role requirements and business needs.

**Hybrid Working:** Combination of office-based and remote work, typically requiring a minimum number of office days for collaboration and team meetings.

**Flexible Hours:** Adjustment of standard working hours within agreed core hours, allowing earlier start times or later finish times to accommodate personal needs.

**Compressed Hours:** Working full-time hours over fewer days, such as a four-day work week with longer daily hours.

**Job Sharing:** Two employees sharing the responsibilities of one full-time position with coordinated schedules and clear accountability.

## Eligibility and Approval Process

Employees may request flexible working arrangements after completing their probationary period. Requests should be submitted in writing to their direct manager at least four weeks in advance, including proposed arrangement details, duration, and how work responsibilities will be maintained. Management will respond within two weeks, considering business needs, role requirements, team dynamics, and employee performance history.

## Requirements and Expectations

All flexible working arrangements must ensure adequate coverage during core business hours and maintain service levels to customers and colleagues. Employees remain accountable for achieving agreed performance objectives and deliverables regardless of working location or schedule. Regular communication with managers and team members is essential, with clear protocols for availability and response times.

For remote work, employees must have access to reliable internet, appropriate workspace, and necessary technology. The company will provide reasonable support for essential equipment and may contribute to home office setup costs as per expense policy guidelines.

## Performance and Review

Flexible working arrangements will be reviewed regularly through standard performance management processes. Both employees and managers can request modifications or termination of arrangements with appropriate notice. Performance will be measured by output and results rather than hours worked or physical presence.

## Health, Safety, and Confidentiality

Employees working remotely must maintain appropriate health and safety standards in their

workspace and report any incidents according to company procedures. All confidentiality, data protection, and information security policies apply regardless of working location. Personal data and company information must be handled with the same level of security as in the office environment.

## **Implementation and Support**

Line managers are responsible for supporting flexible working arrangements and ensuring team cohesion. HR will provide guidance on policy interpretation and help resolve any conflicts. The company will regularly review this policy to ensure it meets evolving business needs and employee expectations.

This policy reflects our commitment to creating a modern, inclusive workplace that recognizes the diverse needs of our workforce while maintaining high standards of performance and customer service.