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| **CAL-HR-PSHR-0030** |
| **Flexible Working** |
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| Revision History | | | | | |
| This document should be reviewed at least every 12 months to maintain its effectiveness.  Record the details of any changes made as a result of these reviews in the table below: | | | | | |
| Rev: | Date: | Reason for Review: | Nature of Changes: | Prepared by: | Checked by: |
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# INTRODUCTION

1. The Company recognises the importance of ensuring that our employees enjoy a healthy work life balance and supports the use of flexible working as one way of delivering this whilst still being able to meet the needs of the Company.
2. The Company acknowledges that the use of flexible working on return from maternity, adoption or shared parental leave may be particularly helpful to strike the balance of work and family demands.

# OBJECTIVES

1. The objectives of this procedure are to:

* Make employees aware of their right to request flexible working;
* Inform employees of their rights and responsibilities in relation to requesting flexible working;
* Provide managers with an understanding of their role in the flexible working application process and their responsibilities towards employees.

# ENTITLEMENTS & ELIGIBILITY

1. All eligible employees have a statutory right to request flexible working.
2. Flexible working describes any work pattern adapted to suit individual needs. Some of the more common types of flexible working are listed in Table 1 below:

A list of work hours

Description automatically generated

1. All individuals with at least 26 weeks continuous service have a statutory right to request flexible working.
2. Although individuals with less than 26 weeks service do not have a statutory right to make this request, the Company appreciates that flexible working can have a positive impact on employee engagement, wellbeing and motivation. As such, there is no minimum service required to apply for flexible working.

# PROCEDURE

## Application Procedure

1. Individuals who are considering making a flexible working request are encouraged to discuss this with their line manager as soon as possible.
2. The application process, inclusive of appeal, will normally be completed within 3 months of the flexible working request being made.
3. The procedure is as follows:

## Stage 1 – Request for Flexible Working

1. Individuals must complete a form/ send an email and return this to their line manager.
2. In this form/ email, the individual must set out the nature of the flexibility they are requesting. They do not have to state how it will impact the business.
3. Individuals can make 2 statutory flexible working request in a twelve month period.

## Stage 2 – Consideration of Flexible Working Request

1. Each request for flexible working will be dealt with on a case-by-case basis. The individual’s line manager will carefully consider the proposed flexible working arrangements, looking at the potential benefits, and challenges, to the employee and the Company in implementing the proposed changes.
2. Upon receipt of a flexible working request, the individual’s line manager will normally arrange to meet with them within 28 days to discuss the request.
3. The purpose of this meeting will be to explore the proposed working pattern in detail and to discuss options for possible accommodation of the request.
4. The meeting will also provide an opportunity to consider alternative working arrangements should there be difficulties in accommodating the initial request.

## Stage 3 – Communication of Decision

1. A flexible working request may be granted in full, in part or refused if after careful consideration it is decided that the Company cannot accommodate it.
2. The outcome of the individual’s flexible working request will be communicated to them in writing within 14 days of the meeting with their line manager. If a request is turned down the employee must be met in advance to discuss the reasons and if any changes can be made.
3. If a flexible working request cannot be granted, clear business reasons for this will be provided – however as stated a meeting will be held before this with the employee in person.
4. If a request is granted, this letter will also confirm the date on which the new working pattern will become effective and whether it will be subject to a trial period.

## Appeals Procedure

1. Individuals have the right to appeal their line manager’s decision by submitting a letter within 14 days of receiving the written decision.
2. An appeal meeting will normally be held within 14 days of the appeal being received. The appeal will be heard by a senior manager/ director, supported by an HR Representative. Individuals have the right to trade union representation during this meeting.
3. The outcome of the appeal will be communicated to the individual in writing within 14 days of this meeting. This outcome will be final and there is no provision for further appeal.

# TEAM FLEXIBLE WORKING

1. Line managers can consider flexible working arrangements across their team as well as responding to individual requests.
2. Any proposed flexible working arrangement will be discussed with all members of the team and individuals will have the right to remain on their normal working pattern if they wish.
3. Where flexible working is initiated by a manager and agreed by individuals, a trial period will take place to assess the suitability of the altered working patterns.
4. Any agreed changes will then result in permanent changes to the individuals’ terms and conditions.
5. Where a team approach is agreed, individuals are not required to apply.

# IMPACT ON TERMS AND CONDITIONS OF EMPLOYMENT

1. Any agreed formal flexible working request will result in a permanent change to the individual’s terms and conditions of employment.

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