

FLEXIBLE WORKING POLICY

Serply Recruitment Ltd

1. Policy Statement

Serply Recruitment Ltd recognises the importance of flexible working arrangements in supporting work-life balance, improving employee wellbeing, and enhancing productivity.

We are committed to considering flexible working requests fairly, consistently, and in accordance with applicable legislation and best practice.

Serply Recruitment Ltd acknowledges that, under current UK legislation, employees have the right to request flexible working from the first day of employment. We will comply with statutory requirements and follow the principles set out in the Acas Code of Practice on flexible working.

2. Scope

This policy applies to:

- Employees of Serply Recruitment Ltd
- Internal staff engaged under contracts of employment

Where Serply Recruitment Ltd supplies temporary workers or agency workers to clients, this policy will inform internal handling of requests; however, statutory rights and obligations will depend on the individual's employment status and contractual arrangements.

3. Purpose

The purpose of this policy is to:

- Provide a clear and consistent framework for handling flexible working requests
- Ensure compliance with legal obligations
- Promote fair and transparent decision-making
- Support employee wellbeing and retention
- Balance individual needs with business and operational requirements

4. Definition of Flexible Working

Flexible working refers to any arrangement that alters the standard working pattern.

This may include:

- Changes to start and finish times
- Compressed working hours
- Part-time working or reduced hours
- Changes to working days
- Remote or hybrid working arrangements

- Job sharing arrangements
- Flexible shift patterns

Flexible working arrangements may be permanent or temporary.

5. Eligibility

Employees have the statutory right to request flexible working from day one of employment.

Employees may make up to two statutory requests within a 12-month period, subject to applicable legislation.

6. Making a Request

Requests must be submitted in writing and should include:

- The date of the request
- The specific change requested
- The proposed start date
- Whether a previous request has been made and when
- Any information the employee considers relevant to support the request

Requests should be submitted to the appropriate manager or designated contact within Serply Recruitment Ltd.

7. Acknowledgement of Request

Serply Recruitment Ltd will:

- Acknowledge receipt of the request
- Record the request for compliance and audit purposes
- Arrange a discussion where appropriate

8. Consideration Process

Serply Recruitment Ltd will:

- Consider each request **in a reasonable manner and on its individual merits**
- Assess the impact on business operations, clients, and service delivery
- Engage in consultation with the employee before making a decision
- Consider whether alternative arrangements are viable where the original request cannot be accommodated

Employees may be accompanied at any formal meeting by a colleague or representative where appropriate.

9. Decision Timeframe

A decision, including any appeal, will be made within the statutory decision period (currently two months), unless an extension is agreed between both parties.

10. Grounds for Refusal

A request may only be refused for legitimate business reasons permitted by law.

These may include:

- Burden of additional costs
- Detrimental impact on performance or quality
- Inability to meet client demand
- Insufficient work during proposed working times
- Inability to reorganise work among existing staff
- Planned structural changes

Where a request is refused, Serply Recruitment Ltd will:

- Provide a clear explanation of the reason
- Confirm the decision in writing

11. Trial Periods

Where appropriate, Serply Recruitment Ltd may agree to a trial period to assess the feasibility of the requested arrangement.

Trial periods will:

- Be clearly defined in duration
- Include agreed review points
- Be subject to reassessment

12. Appeals

Employees have the right to appeal a decision.

Appeals must:

- Be submitted in writing
- State the grounds for appeal

Serply Recruitment Ltd will:

- Review the appeal fairly
- Provide a final decision within the required timeframe

13. Implementation of Approved Requests

Where a request is approved:

- Changes to working arrangements will be confirmed in writing
- Contracts or terms may be updated where necessary
- Any agreed conditions or review periods will be documented

14. Withdrawal of Requests

Employees may withdraw a request at any time by notifying Serply Recruitment Ltd in writing.

15. Record Keeping

Serply Recruitment Ltd will maintain records of:

- Requests received
- Decisions made
- Reasons for refusal where applicable
- Appeals and outcomes

Records will be stored securely in line with data protection requirements.

16. Non-Retaliation

No employee will be subjected to detriment, disadvantage, or unfavourable treatment for making a genuine flexible working request.

17. Responsibilities

Serply Recruitment Ltd will:

- Ensure fair and consistent handling of requests
- Maintain appropriate records
- Comply with legal requirements

Employees must:

- Submit requests honestly and in good faith
- Participate in discussions where required
- Cooperate with agreed arrangements

18. Relationship with Other Policies

This policy should be read alongside:

- Equality Policy
- Data Protection Policy
- Employment Contracts and Terms

19. Monitoring & Review

This policy will be reviewed regularly to ensure ongoing compliance with legislation and best practice.

20. Contact

For further information regarding this policy, please contact:

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01244 646 892