

We are committed to providing equality of opportunity in employment and to developing work practices and policies that support work-life balance. We recognise that, in addition to helping balance work and personal lives, flexible working can raise staff morale, reduce absenteeism and improve our use and retention of staff.

This flexible working policy gives eligible employees an opportunity to request a change to their working pattern.

We will deal with flexible working requests in a reasonable manner and within a reasonable time. In any event, the time between making a request and notifying you of a final decision (including the outcome of any appeal) will be less than two months unless we have agreed a longer period with you.

## 1. Eligibility

To be eligible to make a flexible working request, you must:

- (a) be an employee;
- (b) not have made two flexible working requests during the last 12 months (which includes requests that have been withdrawn); and
- (c) not make a request to work flexibly if a request you made previously has not been concluded.

## 2. What is a flexible working request?

A flexible working request under this policy means a request to do any or all of the following:

- (a) to reduce or vary your working hours;
- (b) to reduce or vary the days or times you work; or
- (c) to work from a different location (for example, from home).

## 3. Making a flexible working request

Your flexible working request should be submitted to the HR department in writing and dated. It should:

- (a) state that it is a flexible working request;
- (b) explain the change being requested and propose a start date; and
- (c) state whether you have made any previous flexible working requests.

## 4. Meeting

4.1 We will arrange a meeting at a convenient time and place to discuss your request. You may be accompanied at the meeting by a colleague of your choice. They will be entitled to speak and confer privately with you but may not answer questions on your behalf.

4.2 We may decide to grant your request in full without a meeting, in which case we will write to you with our decision.

### **5. Decision**

- 5.1 We will inform you in writing of our decision as soon as possible after the meeting.
- 5.2 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.
- 5.3 If we cannot immediately accept your request we may require you to undertake a trial period before reaching a final decision on your request.
- 5.4 Unless otherwise agreed, changes to your terms of employment will be permanent.
- 5.5 We may reject your request for one or more of the following business reasons:
- (a) the burden of additional costs;
  - (b) detrimental effect on ability to meet customer demand;
  - (c) inability to reorganise work among existing staff;
  - (d) inability to recruit additional staff;
  - (e) detrimental impact on quality;
  - (f) detrimental impact on performance;
  - (g) insufficiency of work during the periods that you propose to work; or
  - (h) planned structural changes.
- 5.6 If we are unable to agree to your request, we will write to tell you which of those reasons applies in your case. We will also set out the appeal procedure.

### **6. Appeal**

- 6.1 You may appeal the decision by writing to the HR Department, or the person notified to you at the time, within 14 days of the date on which you received the written rejection of your request.
- 6.2 Your appeal must be dated and must set out the grounds on which you are appealing.
- 6.3 We will hold a meeting with you to discuss your appeal. You may bring a colleague to the meeting.
- 6.4 We will tell you in writing of our final decision as soon as possible after the appeal meeting, including reasons. There is no further right of appeal.

### **7. Making an Informal Flexible Working Request**

- 7.1 If you are not eligible to make a formal request for flexible working; you may make an informal request to your Line Manager who will consider it according to our business and operational requirements.
- 7.2 It will help your Line Manager to consider your request if you:

- (a) make your request in writing and confirm whether you wish any change to your current working pattern to be temporary or permanent;
- (b) provide as much information as possible about your current and desired working pattern, (including working days, hours of work): and
- (c) state the date you want your desired working pattern to commence.

7.3 Your Line Manager will advise you what steps will be taken to consider your request, which may include inviting you to attend a meeting, before advising you of the outcome of your request

Signed:

Position: Managing Director



Name: Neil Jones

Date: 30/07/2025