Flexible Working

Policy Statement
The Company recognises the importance of supporting employees in achieving a healthy work-life balance and is committed to considering requests for flexible working in a fair, consistent, and timely manner. This policy outlines the rights, procedures, and expectations surrounding requests for contractual flexibility.

Statutory Right to Request Flexible Working
Employees have the statutory right to request flexible working from the first day of employment. A formal request can relate to:

- The number of hours worked
- The times you are required to work
- The place you are required to work (e.g., at home or at a Company site)

Making a Formal Request
To make a formal request for flexible working, you must submit it in writing and include:

- A clear statement that the request is for a variation to your employment contract
- Details of the change(s) you are requesting
- The proposed date you wish the variation to begin

Company Response and Process
Upon receipt of your request, the Company will:

- Arrange a meeting with you to discuss the proposal
- Consider your request in light of business needs
- Provide a written decision as quickly as possible
- Where the Company is considering refusing a statutory request, it will consult with the employee before making a final decision.

The Company aims to complete the process within two months, although a longer timeframe may be agreed if necessary.

Employees may submit up to two flexible working requests per 12-month period. If approved, the change will become a permanent variation to the employment contract unless otherwise agreed.

Informal Requests for Flexible Working
If you:

- Do not meet statutory eligibility requirements, or
- Wish to request a temporary change to your working arrangements,

You may still make an informal request, which will be considered outside the statutory process.

Informal requests must also be made in writing and should include:

- A description of the alternate working arrangement being requested
- An explanation of the effect the change may have on the Company and how it could be managed
  The Company will arrange a meeting to discuss the request and consider it reasonably.

General Principles

- Each request will be assessed on a case-by-case basis.
- Approval is not guaranteed and will depend on business needs, team impact, and operational feasibility.

- If a request is granted, the agreed changes will be confirmed in writing and will form part of the employee's contractual terms.
- Statutory grounds for refusal include but are not limited to:
  - Burden of additional costs
  - Detrimental effect on customer demand
  - Inability to reorganise work among existing staff
  - Inability to recruit additional staff
  - Detrimental impact on quality or performance
  - Insufficient work during proposed working times
  - Planned structural changes

Monitoring and Review

This policy will be reviewed annually or sooner in response to legal or operational changes.

Document Control and Accountability

- Review Date: 26/08/2027
- Approved by: Lisa Ridley
- Contact for queries:
  Lisa Ridley
  📞 0116 482 6500
  📧 lisa.ridley@berecruit.co.uk