

Flexible Working Policy

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GROSVENOR

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Summary:

Introduction, Policy Principles and Grosvenor Aims

Grosvenor is committed to creating a supportive and inclusive work culture, which includes assisting employees to balance the demands of their jobs and personal lives. Grosvenor's employee centric approach to flexible working ensures that all applications received to work a non-traditional pattern will be accommodated by the business where possible. This policy has been designed with this in mind. This policy relates to a more formal change of working arrangements which includes, working time, working location and the pattern of working. Examples include (but are not limited to) part-time working, job sharing and home/mobile working.

Grosvenor appreciates that there may be occasions when you give increased effort and time to fulfil your role and there may also be occasions when you will need time out of your standard working week for personal commitments. These ad-hoc requests can be managed between you and your line manager on an informal basis.

Who does this policy apply to?

This policy applies to all UK based employees in GBI, GHC and GEurope who meet the eligibility criteria set out in the policy. This policy does not apply to contingent workers.

Line managers, with the support of HR, have responsibility to ensure that this policy is implemented correctly, and that matters arising within the scope of this policy are dealt with effectively.

Summary of UK Specifics

This policy provides details of your statutory right to request a flexible working arrangement under UK Employment Law, as well as Grosvenor's procedures for managing such requests in the UK. The policy forms part of Grosvenor's commitment to creating a supportive and agile working environment.

Information provided in this policy about any statutory right is not intended to be a complete or definitive statement of the law.

This policy is not part of your contract of employment and may be amended at any time.

If you have any questions or need further information, please speak to a member of the HR Department.

The Legal Part:

Your statutory right to apply for flexible working

If you meet the qualifying conditions (as outlined below) you have a statutory right to apply for a contractual change to your working pattern or place of work.

Can I apply for flexible working?

Every Grosvenor employee has the right to apply for working if they have been continuously employed by the Company for 26 weeks on the date the flexible working application is made, and you have not previously submitted a flexible working application in the 12 months prior to that date.

What type of changes can I apply for?

When we refer to making a “flexible working request”, we mean a formal request for a contractual change to your working pattern or place of work. Examples include (but are not limited to) part-time working, changing the days on which you work, job sharing, and home/mobile working. Details of the different types of flexible working, along with benefits and challenges of each arrangement, can be found in Appendix A

*You will need
to submit a
flexible
working
request to your
line manager*

How do I apply for flexible working?

You will need to submit a flexible working request to your line manager. Your application should:

- Be in writing, signed and dated;
- State that it is an application under the statutory right to request flexible working;
- Confirm that you are eligible to request flexible working (see above);
- Specify the change applied for and the date from which you want this change to be effective;
- Explain the impact, if any, you think making the change would have on the business and your department and how, in your opinion, the impact would be managed;
- State whether you have made a previous flexible working request and when you made that application.

It does not matter in what format your application is made, although a standard form is included in Appendix B of this policy as a guide.

Please ensure you include as much detail as possible about the proposed change, including any potential challenges you think may arise and how these might be overcome,

If you wish to apply for flexible working prior to returning from maternity leave, please submit your application at least 8 weeks prior to your return date to allow us enough time to consider your request.

It is also important that you do not make any commitments based on the changes you have asked for until you have received written confirmation from us that they have been agreed.

What happens after I've submitted my application?

Once received, your application will be acknowledged and a meeting will be held with you (usually within 28 days of receipt of your application). This meeting will normally be with your line manager and a member of the HR Department. If your line manager is off sick or on leave, we may have to delay the meeting or arrange for your manager's manager to join the meeting.

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At the meeting we will discuss the change you have applied for, consider how it might be accommodated, discuss any effects it might have, consider potential challenges and how they might be resolved. All applications will be viewed sympathetically and considered seriously, and will require sign-off by a functional Director.

After the meeting your line manager and a member of the HR Department will carefully consider the proposed flexible working arrangements, weighing up the potential benefits to the employee and to Grosvenor against any adverse impact of implementing the changes. Each request will be considered on a case-by-case basis: agreeing to one request will not set a precedent or create the right for another employee to be granted a similar change to his/her working pattern.

We will give you a written decision on your application within a reasonable time period, usually within 14 days of the meeting. We may accept a request, propose a compromise (including a temporary trial agreement) or refuse the request. If your request is refused, an explanation will be provided. We may refuse your request on one or more of the following business grounds:

- The burden of additional costs;
- An inability to reorganise work among existing staff;
- An inability to recruit additional staff;
- A detrimental impact on quality of service;
- A detrimental impact on performance;
- A detrimental effect on ability to meet customer demand;
- Insufficient work for the periods the employee proposes to work; and
- A planned structural change to the business.

A request that is made and accepted under the statutory right will normally constitute a permanent change to your contractual terms and conditions. You will have no right to revert back to the previous working pattern (unless otherwise agreed).

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Clearly, making a permanent change to your contract of employment is a big step and is not to be entered into lightly. It may therefore be appropriate to have a trial period or a limited period of working flexibly to give both parties the chance to find out whether the revised arrangement is appropriate.

The right of appeal

If your formal flexible working request is refused, you have the right of appeal within 14 days of the date of the written outcome letter. We will arrange for an appeal meeting to take place as soon as possible, usually within 14 days. You have a right to be accompanied by a colleague or trade union representative at the appeal meeting.

All requests will be dealt with within a period of three months from the first receipt of notification

We will advise you of the outcome of your appeal in writing within 14 days. If we do not uphold your appeal, we will explain the grounds for that decision.

Extensions of time

All requests will be dealt with within a period of three months from the first receipt of notification to the decision of appeal (if an appeal is requested).

Any extension of time within this procedure must be agreed between you and the Company and confirmed in writing, unless the extension is due to your line manager being off sick or on leave when you make your application (see above).

Further applications

Whatever the outcome of your application (whether it is agreed, refused or withdrawn), you are not entitled to make a further application under the statutory right for 12 months (and, if making a further application, you should confirm when any previous application was made). This does not necessarily mean that we will refuse to consider any further flexible working requests. It will depend on the circumstances at the time and should be discussed with a member of the HR Department.

Can I withdraw my application?

You can withdraw your application at any time. We will treat your application as withdrawn if you fail to attend two meetings without reasonable cause, or unreasonably refusing to provide the Company with information that is required.

Can I request a temporary change to my working pattern, outside of the formal process?

In some circumstances, a permanent change to a working pattern may not be the best solution. If, for example, you consider that a temporary period of flexible working is more appropriate for your situation an informal agreement outside the formal procedure might be a more appropriate method. Alternatively we might agree to a time-limited change after which you would revert back to the original pattern. If you require any further information on this, please speak to a member of the HR Department.

Appendix: A – Types of Flexible Working

Flexible place: working from home or another off-site location rather than the office for either a one-off day or more regularly.

Benefits	Challenges
<ul style="list-style-type: none"> ■ Increased flexibility ■ Increased convenience ■ Reduced transport times and costs ■ Increased productivity due to space and quiet of home environment. 	<ul style="list-style-type: none"> ■ Social isolation and less opportunity to network with colleagues ■ Loss of touch with the working environment ■ Managing boundaries around personal time versus working time.

Questions to consider:

- Do you have the self-discipline to get on with your work and meet deadlines?
- Do you have good time management skills?
- Are you good at communicating by email, messenger and phone instead of face to face?
- How do you feel about being on your own for large parts of the day?
- Will you miss the social aspects of not being in the office?

Job share: a single full-time role is split between two employees, usually working on different days, each bearing joint responsibility for the successful delivery of the required output.

Benefits	Challenges
<ul style="list-style-type: none"> ■ Opportunity to tap into the skills and knowledge of two people ■ Retention of employees who otherwise would leave the organisation because of work- life balance choices ■ Better productivity – twice their energy, creative ideas ■ Decrease absenteeism through improving employees' engagement ■ Attract external talent (access to a different pool of candidates) ■ Better job coverage. 	<ul style="list-style-type: none"> ■ The arrangement may not work successfully if both job share partners are not committed to its success ■ The productivity might be lower if coordination between job-share partners is poor ■ If managed by unclear KPIs it can lead to employees' disengagement ■ If hand-over decision making processes are not clear it can lead to more mistakes and deterioration in performance.

Questions to consider:

- How will the work be split from a time perspective?
- How will the handover be managed – is there any overlap, calls, emails, notes?
- How will the job be covered when one is on leave (sickness and annual leave)?
- Are you willing to be flexible on exceptional basis (e.g. come in on days off in urgent situations or to attend a meeting)?
- How will decisions be taken?
- Does the role have line management responsibilities, if so how can this be effectively managed?
- How will continuous contact with internal and external stakeholders be provided?

A reduction or change in total number of hours: arrangement to work less than the standard hours in the working week.

Benefits	Challenges
<ul style="list-style-type: none"> ■ Cost savings to the business ■ Increase flexibility ■ Increase flexibility for employee ■ Retention of employees who otherwise would leave the organisation because of work- life balance choices. 	<ul style="list-style-type: none"> ■ Less opportunity to interact with team ■ Reduced output due to working reduced hours. ■ A reduction in salary to reflect part time hours.

Questions to consider:

- How will your work be covered at times when you are not due to be working?
- What happens if you have a deadline on your non-working day?
- Do you have managerial responsibility – how will they be impacted?

Changing start or finish times: maintaining standard weekly hours but starting and finishing at a different time to the standard 9.30 – 5.30.

Benefits	Challenges
<ul style="list-style-type: none"> ■ Greater flexibility for employees with commitments ■ Can help meet business need (for example early morning or evening meetings with customers). 	<ul style="list-style-type: none"> ■ Limited cover in mornings and evenings ■ Scheduling meetings and group events can be a challenge ■ Teams may feel disjointed.

Questions to consider:

What times are key meetings?

What hours do my key stakeholders work?

How will the proposed hour's impact interactions with internal and external stakeholders?

Unpaid leave/ sabbatical: allowing employees to take a period of time off (could be to go travelling or have a career break). Usually employees would need to have been employed for a minimum time period.

Benefits	Challenges
<ul style="list-style-type: none"> ■ Allows employees to relax and re-charge ■ Employees could learn and develop new skills and broaden their experiences. ■ Cost savings (if temporary cover not used) ■ Could enhance retention. 	<ul style="list-style-type: none"> ■ Could lead to disruption and resourcing challenges ■ Increase in short term cover.

Appendix: B – Flexible Working Application Form

Personal Details

Name: _____
Manager: _____
NI number: _____

To the employer:

I would like to apply to work a flexible working pattern that is different to my current working pattern. I confirm I meet each of the eligibility criteria as follows (please tick relevant box if you meet criteria):

- I have worked continuously as an employee of the company for the last 26 weeks.
 I have not made a request to work flexibly under this right during the past 12 months.
 Date of any previous request to work flexibly under this right:

If you are not sure whether you meet any of the criteria, further eligibility information can be found within the Flexible Working Policy.

If you are unable to tick all of the relevant boxes then you do not qualify to make a request to work flexibly under the statutory procedure. This does not mean that your request may not be considered, but you will have to explore this separately with your manager.

2a. Describe your current working pattern (days/hours/times worked):

2b. Describe the working pattern you would like to work in future (days/hours/times worked):

2c. I would like this working pattern to commence from:

Date:

3. Impact of the new working pattern

This change in my working pattern will affect my employer and colleagues as follows:

4. Accommodating the new working pattern

The effect on my employer and colleagues will be dealt with as follows:

Name:

Date:

Once you have submitted a valid application for Flexible Working we will contact you to arrange a meeting, which will take place within 28 days of the application being submitted, to discuss how the pattern of working you have requested might be made to work.

THIS APPLICATION SHOULD BE SUBMITTED TO YOUR MANAGER