



Policy

# People

Flexible Working Policy

1 April 2024

## Introduction

Landsec recognises that flexible working can increase staff motivation, promote work-life balance, reduce employee stress and improve performance and productivity. The organisation is committed to agreeing flexible working arrangements, provided that the needs and objectives of both you and the organisation can be met.

In line with Landsec's Diversity & Inclusion and Health & Wellbeing strategies, any individual regardless of length of service, can request to work flexibly.

### What is flexible working at Landsec?

You should make a request for flexible working if you want to make a permanent, contractual change to your working arrangements. This could be amongst other things;

- A change to the number of hours you work,
- A change to your working pattern,
- A request to job share,
- A change to your place of work, for example if you wanted to work from home or from a different location.

Landsec is committed to providing a range of appropriate working patterns. However, you and your manager need to be realistic and to recognise that not all flexible working options will be appropriate for all roles. We have a duty of care around ensuring a healthy and safe environment and with office-based work it is important that people take adequate breaks.

Homeworking on occasion can be arranged informally but is not covered within this policy, so would not become a change to terms and conditions. You should discuss with your line manager.

Where a flexible working arrangement is proposed, the organisation will need to take account of a number of criteria including (but not limited to) the following;

- the costs associated with the proposed arrangement,
- the effect of the proposed arrangement on other employees,
- the nature of the role and if it is customer facing,
- the need for, and effect on, supervision,
- the existing structure of the team,

- the availability of employee resources,
- details of the tasks specific to the role,
- the workload of the role,
- whether it is a request for a reasonable adjustment related to a disability,
- health and safety issues.

### Eligibility

Anyone at Landsec can make a flexible working request, there is no service requirement.

You are entitled to make two requests in any 12 months period, you can make additional requests if it relates to a matter under the Equality Act (e.g a request for a reasonable adjustment relating to a disability.)

### Making a Flexible Working application

To make a flexible working request you should apply in writing to your line manager using the [Flexible Working Request](#) on Workday.

For the application to be valid you need to ensure you include on the form the following information;

- The date of the application,
- The changes that you are seeking,
- The date from when you would like the change to be effective. Whilst we will try to accommodate the date you request, please provide us with as much advance notice as possible. It may not be possible to accommodate requests where enough notice is given, in which case a different start date may be agreed,
- What effect you anticipate this will have on this organisation,
- How, in your view any such effect could be dealt with, Whether you have made a previous application for flexible working
- The dates upon which you made any previous applications
- If you are making your request for a reasonable adjustment in relation to a disability, you should state this in your application.

If an application does not include all the required information, we may return the application to you and request that you make any necessary amendments before it is considered.

### **Responding to a Flexible Working Application and Timescales**

The law requires that all requests, including any appeal must be considered and decided on within 2 months of first receipt, (unless there is an agreement to extend this period). It is therefore, important that all requests are responded to as promptly as possible.

Upon receiving an application form, your line manager will usually arrange a meeting to discuss your request and find out more about your proposed working arrangement. Where a request can be approved without further discussion, a meeting may not be necessary. If a meeting is necessary, then it will be held in a confidential environment. If a meeting is arranged it will be held as soon as possible following receipt of your application.

You will be given advance notice of the time, date and place of the meeting. If the initial date is not suitable, then one further date will be proposed. If you fail to attend a flexible working meeting and then fail to attend a rearranged meeting, we will consider your request to be withdrawn.

At the meeting (or an appeal meeting) you may, if you wish, be accompanied by a fellow employee or trade union official of a trade union of our choice. You must notify the Company in advance of the identity of your chosen companion. If the Company objects to your choice of companion, then you may be required to select an alternative. It is your responsibility to notify the person you would like to bring of the date, time and venue of the meeting. Acting as a companion is voluntary and employees are under no obligation to do so.

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 their working pattern. You will be informed of the decision made in writing as soon as possible.

The request may be granted in full, in part or refused. The organisation may propose a modified version of the request, the request may be granted on a temporary basis, or the employee may be asked to try the flexible working arrangement for a trial period. If the request is agreed, then the employee will be sent a confirmation letter which will include details of the new arrangements.

### **Grounds for Refusal**

If your request has been rejected, your line manager must consult with you and during this consultation will provide you with the reasons why. The reasons for rejecting the application will need to fall within one of the following business reasons;

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

### **Trial Periods**

Where there is some uncertainty about whether the flexible working arrangement will work, a trial period may be proposed. Where a trial period has been arranged the organisation will provide the employee with a document that details their new working pattern and makes clear that it is only a temporary variation to the terms of the employee's contract. The employee will be informed in writing of the start and end dates of the trial period (although the organisation may reduce or lengthen the trial period where necessary with the agreement of the employee).

At the end of the set trial period, your line manager will review the arrangement with you and decide whether to accept your request, or if needed, to extend the trial period further. As it is a temporary arrangement, you may be required to revert to your previous working pattern at the end of your trial period if your manager decides it isn't working.

### **Variations to contracts of employment**

Where flexible working practices are agreed as a permanent change, a variation will be made to your contract of employment. A letter varying your contract of employment will be sent to you detailing the agreed change to your working pattern. You should consider that if you request a reduction in working hours, this will have a wider impact on your terms and conditions, for example your pay and annual leave entitlement will be reduced accordingly.

### **Right to Appeal Decision**

The employee has the right to appeal a decision if their request is refused or only agreed in part. Any appeal should be made to HR within 5 working days of receiving written notification of the decision. It should be made in writing and should clearly state the grounds on which you are appealing.

The law requires that all requests for flexible working, including any appeal must be considered and decided on within 3 months of first receipt of the flexible working application (unless there is an agreement to extend this period). It is therefore, important that all appeals are responded to as promptly as possible

You will then be advised of the outcome of the appeal as soon as possible in writing.