

## Flexible Working Policy

### 1 Introduction

- 1.1 As part of our family friendly provisions, intu aims to support employee work/life balance, by providing a source of information and advice on flexible working options, and accommodating employee requests to vary their employment contracts wherever possible.
- 1.2 Since 6 April 2003, there has been a right for parents to apply to work flexibly. Originally this right applied to parents of children aged under six years, or disabled children aged under 18 years. In April 2009, this was amended to apply to parents of children aged up to 16, or disabled children aged under 18.
- 1.3 From 1 April 2007, the right was extended to carers. The definition of a carer in this context is an intu employee who is or expects to be caring for an adult who is either married to or the partner of the employee; a near relative of the employee; or an individual who lives at the same address as the employee.
- 1.4 From 30 June 2014 the flexible working policy has changed again, new legislation now enabling every employee to have the right to request flexible working once they have completed 26 weeks service.
- 1.5 The right to flexible working enables all employees to make a formal request to change their working arrangements, enabling them to work more flexibly. ***As an employer, intu has a duty to consider these requests seriously, but is not obliged to accept them.*** There will always be circumstances when intu is unable to accommodate a desired working pattern.
- 1.6 The right is designed to meet the needs of both employees and employers, and aims to facilitate discussion and encourage both the employer and employee to consider flexible working patterns and to find a solution that suits them both.

### 2 Eligibility

- 2.1 In order to make a request for flexible working, an individual must meet certain criteria.
- 2.2 They must have at least 26 weeks continuous service with intu at the date the application is made
- 2.3 They must not have made another application to work flexibly under the right during the past 12 months

### 3 Types of Change

- 3.1 An eligible employee will be able to request any of the following contractual alterations:
  - A change in the number of hours they work
  - A change to the times that they are required to work

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- A change in shift pattern

- 3.2 The request will be for a permanent change to the individual's contract
- 3.3 Applications for a change in working pattern will not always require a significant alteration. For example, a parent may simply wish to start work half an hour later to enable them to take their child to school, and then make up the time later in the day.

### **4 Responsibilities**

- 4.1 The employee has a responsibility to think carefully about their desired working pattern when making an application, and should provide as much information as possible on how the proposed pattern will meet the requirements of the business.
- 4.2 intu has a responsibility to follow a specific procedure to ensure requests are considered seriously.

### **5 The Procedure**

- 5.1 The onus is on the employee to make a considered application in writing. A Flexible Working Application Form is available to help an individual structure their request. A copy of this form is available in the Working Here section of mint or from your manager or the HR department.
- 5.2 Each employee is only able to make one application per year, and an accepted application will mean a permanent change to the individual's terms and conditions of employment unless otherwise agreed by both parties.
- 5.3 It is important that before making an application, an employee gives careful consideration to: -
- Which working pattern will best help
  - Any financial implications there may be where the desired working pattern will involve a drop in salary
  - Any effects the change will have on intu and your colleagues, and how these might be accommodated.
- 5.4 Upon receiving the request the employee's Manager or Senior Team Leader must arrange a meeting with the individual. This meeting gives both parties the opportunity to explore the proposed work pattern in depth, and to discuss how best it might be accommodated. It also provides the opportunity to explore other alternative working patterns should there be any problem in accommodating the individual's desired working pattern. The individual can bring a employee if they wish.
- 5.5 If the request is heard by a Senior Team Leader or equivalent then all information discussed and recorded in the meeting must be passed to the relevant manager with recommendations for a decision to be made. The manager should liaise with the HR department to provide a response.

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- 5.6 The company must write to the individual to either agree to the new working pattern and a start date, or to provide clear business grounds as to why the application cannot be accepted and explain the appeal procedure.
- 5.7 If a meeting is arranged to discuss the application and the employee fails to attend both this and a rearranged meeting without good reason then intu will consider the request withdrawn and we will inform the employee of this in writing.
- 5.8 From receiving the initial flexible working application the company will conclude the request within 3 months unless an extension is agreed by both parties.

### **6 Appeal procedure**

- 6.1 The appeal procedure gives an individual the right to appeal against their Managers' decision regarding their flexible working application. Appeals should be made in writing to Human Resources within 14 days of being notified of the decision. The appeal process is designed to be in keeping with the overall aim of encouraging both employer and employee to reach a satisfactory outcome in the workplace.

### **7 General**

- 7.1 General information and advice on flexible working can be obtained from the HR Department