

Flexible Working Policy

Introduction

LV= GI recognises the importance of helping employees balance their work and home life. We offer flexible arrangements that let our people balance work with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

To reflect this, anyone can request to work flexibly for any reason. Our policy applies to all employees regardless of band, whether they work full-time, part-time, or on a fixed-term basis and whether they have caring responsibilities for children or adults.

Flexible Working requests

A request could be for any change to someone's terms and conditions. Among other things, it could be a request for one, or a combination of the following:

- Job-sharing
- Part-time working
- Annualised hours
- Compressed hours
- Flexitime
- Term-time working
- Swapping hours
- Working from home
- Flexible shift working



Eligibility

Any LV= GI employee can request flexible working after 26 weeks of continuous employment. Requests from all areas and levels

of the organisation will be considered for flexible working regardless of age, gender, sexual orientation, race, religion or belief, level of seniority, current working pattern, whether they're a permanent or fixed-term employee, or whether they have a disability.

Making a request

Requests can be raised on our HR system and should include:

- The date you'd like your flexible working pattern to start
- Details of the requested pattern
- An explanation of how you think the change will affect your team and business area
- Suggestions on how the change can be accommodated

Within 28 days of receiving your request, your line manager will arrange a meeting with you to go over your proposal and, if the process can't be completed within three months, they'll discuss an extension of this timescale with you.

Your HR Advisor may join your meeting, and you may bring along a work colleague or trade union representative if you wish.

Requests that are granted

The outcome will be confirmed to you in writing and if this results in a change to your contract you will be given a letter outlining your new terms. The letter will also include details of any trial period as well as any review dates or additional criteria. Flexible working arrangements can be set up on a trial basis of usually 3 months. In the event the trial period doesn't work due to genuine business reasons and needs to stop or



change, a minimum of 2 months' notice will be given to you before this takes effect.

If you decide you want to increase or decrease your hours in the future, even to return to your original hours, you'll need to make a new flexible working request.

Reasons for turning down a flexible working request

If, after careful consideration, a request to work flexibly can't be granted, your line manager will give their reasons in writing. Requests will only be declined for one (or more) of the following reasons:

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

Your line manager will provide sufficient explanation as to why the reasons apply. You'll also be advised of your right to appeal.

The appeals procedure

If your request for flexible working is declined, you have the right to appeal. Details of who to make the request to will be outlined in your outcome letter. Your appeal request must be made in writing and within 14 days of the date of your outcome letter.

In your appeal, you should explain why you feel your request should have been granted.

Within 14 days of receiving your appeal request, the senior manager will invite you to a meeting to discuss the appeal. A final decision will be made at this meeting.

If your appeal is successful, you'll be issued a new outcome letter setting out the agreed terms. If your appeal is unsuccessful, the outcome letter will outline the reason(s) for this final decision.

Making a request due to ill health or disability

If you're looking to reduce your hours due to poor health or a disability, it's advised you have a conversation with your line manager before applying for flexible working. If, in discussion with your line manager and with support from your doctor and/or an occupational health specialist, it's agreed there's an obligation to consider reducing your hours as a reasonable adjustment, you may not need to follow the process above.

As an employer we're obliged to make reasonable adjustments to support employees with serious long-term conditions; occasionally such an adjustment may be to grant a temporary or permanent reduction in hours.

Your line manager and our Employee Relations team will be happy to share more information about the support we can offer you to manage your employment while living with a long-term condition.

