



# Flexible Working Policy

## Introduction

1. The Michael Lonsdale Group inclusive of (Michael Lonsdale Ltd, Michael J Lonsdale Limited, Michael J Lonsdale (Electrical) Limited and E7 Building Services Limited), are committed to enabling our staff to have a balance with their work and home life by offering flexible working arrangements and that such arrangements can reduce staff stress and improve performance and productivity.
2. All employees can ask for flexible working, but no-one has an automatic right to flexible working. We must ensure that an efficient and effective service is always provided and may not be able to accommodate all requests. However, we do consider all requests very carefully and try to meet requests wherever we can. If we can't agree the working pattern you've asked for, we will explore your request fully to see if an alternative can be agreed.
3. If you want the changes you are requesting to be a permanent arrangement and form part of your terms and conditions of employment, you should submit a flexible working request using the procedure below. If you want to make some changes in the short term or only want to vary your working hours slightly, you can manage this more informally with your manager.

## Changing your contractual working arrangements

4. This policy is non-contractual and may be amended from time to time. You should make your request in writing to your Director. Your request should cover the following areas:
  - Whether you have made a flexible working request before and, if so, when.
  - Why you are making the request, for example whether you are making the request so you can care for an adult or child.
  - What the relationship is between you and the adult or child (where applicable).
  - What changes you are requesting, including the days and hours you wish to work.
  - When you would like the changes to start from.
  - What effect these changes will have to the work you do and the team you work with, and how the effects could be dealt with.





5. It is important that you include all these areas in your request, so that full consideration can be given, and the process is not delayed. If you need any advice and guidance when you are completing your request, you should speak to your line manager.
6. While you can normally only make one flexible working request in a 12-month period, we do recognise that there may be changes to your personal circumstances which mean you wish to make additional requests. For example, we may agree temporary changes to your work patterns or your place of work if you are caring for an adult who is terminally ill or whose condition and care fluctuates or where you need to make temporary childcare arrangements.
7. If we agree to your request this means that you will have made a permanent change to your terms and conditions and you cannot automatically go back to working your previous work pattern. If you would like to return to your previous hours of work, you will need to submit another flexible working request.

## Request Outcome

8. We consider all requests carefully and try to meet requests wherever we can. We will always try to resolve your request as quickly as we can and where a meeting is required, we will look to arrange this within 21 days of receiving your request. This will be with your Director. If you want to be accompanied at the meeting, then a colleague who is employed by the Michael Lonsdale Group or a trade union representative can attend with you.
9. Each request is considered individually we will need to consider any effects the changes will have on the organisation and the work of the division and any impact there may be on your colleagues. They may also need to explore with you other things like the level of supervision your role requires, the work you undertake, your workload and the costs involved in the changes you are looking to be made.
10. The Director considers each request individually and any agreed changes are at our discretion and don't set a precedent or right for another colleague to change their working pattern. We will advise you of the decision from the meeting within 10 days of the date of the meeting.
11. There may be times when we can agree your request without needing to hold a meeting. If this is the case, we will write to you to set out the changes to your terms and conditions and the date





these changes will be effective. We would also look to do this within 21 days of receiving your request.

12. There may also be times when your Director may want to trial your request before agreeing to it permanently. If this is the case, then we will write to you setting this out and letting you know any review periods.
13. If we can't accommodate your request, then we will write to you to confirm this within 10 days of the meeting. In the letter your Director will give you their reasons for not being able to accommodate your request and they will also tell you what you need to do if you want to appeal their decision.

### Grounds for Refusal

14. We will try to accommodate all requests wherever we can but if we can't then the legislation sets out several grounds on which we can refuse a request. These grounds are:
  - the burden of any additional costs related to the request
  - that agreeing to the request would mean you could not meet the demands of your role/customers
  - that the work you were undertaking cannot be reorganised amongst the current team
  - that we cannot recruit any additional staff to cover the time you will be out of the office
  - that the quality of work or performance of the team would be negatively impacted by your request
  - that there is not enough work for you to do during the hours you want to work
  - any planned structural changes.

### Appeal

15. If you want to appeal the decision made regarding your request then you should submit an appeal in writing to the Managing Director or another Director set out in your letter. Once you receive your outcome letter you have 10 days to do this.
16. You can appeal the decision on any grounds. Once the nominated person receives your appeal, they may find that they can allow this without holding a meeting. If this happens, we will write to you within 10 days to let you know and we'll also send you written confirmation of the changes to your terms and conditions and the dates these changes will take effect.





17. If we do need to hold a meeting to discuss your appeal, we will do this within 10 days of your appeal being received. You need to take all the steps you can to attend the meeting. If you want to be accompanied at the meeting, then a colleague who is employed by the Company or a trade union representative can attend with you.
18. The person hearing your appeal will not have been involved in the previous flexible working request meeting and decision. They will meet with you to discuss your appeal. Following the meeting they will:
- confirm the original decision
  - allow the original flexible working request or
  - propose an alternative working pattern.
19. Following the meeting we'll write to you within 10 days to confirm the outcome of your appeal. If your appeal has been upheld, we'll write to you to confirm the changes to your terms and conditions and the dates these changes will be made effective. If your appeal is not upheld, we'll write to you to explain why this is the case. The decision at this stage will be final.

Name: **Gary Herbert**

Signature:

A handwritten signature in blue ink that reads "Gary Herbert".

For and on behalf of the  
Michael J Lonsdale Group Board of Directors  
(Michael J Lonsdale Limited/ Michael J  
Lonsdale (Electrical) Limited  
E7 Building Services Limited

Position: Managing Director

Date: 1<sup>st</sup> October 2020

