



# Policy

## Flexible Working

# Issue Control Sheet

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## Purpose

At Speedy, we recognise that the balance between work and home life is important and that during your career, there may be times when you'd like to adjust the hours, days or location that you work to suit personal situations.

We will always do our best to support you in balancing your role at work as well as any other responsibilities that you have. Our aim is to have a more flexible workforce whilst also balancing the needs of the business.

This policy applies to everyone employed by Speedy and explains how we will manage any application for flexible working.

Further information can be found within the Support Pack that sits alongside this policy and you can also contact the People Team for additional advice and support.

## Who Can Apply?

You can apply for flexible working from the moment you join our business and you are able to make two requests in any 12-month rolling period, regardless of the outcome of any previous submissions.

## Applications

If you know your personal circumstances are going to change in the future, we recommend you submit any flexible working request as soon as possible so we can review this against any business plans, even if this means submitting a request a couple of months in advance.

To make a formal request for flexible working, you should complete a Flexible Working Application Form in full and send this to your manager. This should detail the reason you are making the request and the working pattern that you are proposing.

## The Formal Meeting

There may be occasions where we can accept your flexible working request without having to discuss this any further with you – if this is the case, we will send you a letter confirming acceptance and if appropriate, issue a new contract of employment.

However, most of the time your manager will want to meet with you to discuss your request in more detail to hopefully find an appropriate resolution. During the meeting, your manager will consider your request and any impact it may have on the business.

## Possible Outcomes

There are four potential outcomes to a flexible working request:

- 1) Your request is accepted and there is a permanent change made to your contract of employment.
- 2) Your request is accepted on a temporary trial basis.
- 3) An alternative solution is discussed and agreed with you that slightly differs to your original request.
- 4) Your request is unfortunately rejected.

For more information on each outcome, please refer to Flexible Working Support Pack.

## Appealing the Decision

Hopefully, you will be satisfied with the outcome of your flexible working request, however if for any reason you aren't, you have the right to appeal.

Any appeal should be made in writing to the relevant appeal manager, within 7 calendar days of receiving your outcome letter. The appeal manager will be completely impartial and will review your request in detail. Their decision will normally be confirmed in writing within 10 days from the meeting date.

Once an appeal outcome has been issued, there is no further right to appeal.