



Policy

Hybrid Working

Issue Control Sheet

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Purpose

At Speedy, we want to support our colleagues in performing well as well as having a great work-life balance by providing flexibility in working times and location, dependant on the role that they do. No matter where you work, we want to ensure all colleagues remain connected and have a sense of belonging to their Speedy Family.

We understand that the 2020 pandemic changed working practises in terms of how, where and when people worked, and we received feedback that colleagues appreciated and enjoyed the flexibility that this new way of working brought to their lives.

This policy applies to anybody directly employed by Speedy and explains our framework for hybrid working. We appreciate the opportunity for hybrid working may not appropriate for everyone as it will depend entirely on the role that you do, the area you work in, and the level of supervision required.

Understanding Hybrid Working

Hybrid working gives you more choice in deciding how, when and where you work in a way that balances the needs of Speedy, your team and yourself. It offers a mix of working remotely at home as well as working within an office environment. How you choose to work may depend on the task that you are doing and the kind of role that you have.

If you are looking to permanently change your work location, your working pattern, or the hours that you work, please refer to our Flexible Working Policy.

Key Principles

- Hybrid working is based on trust. We expect you to choose the best times, places and technology required to match the work that you do. Your personal preferences must balance against the needs of the team, the business and more importantly, our customers.
- If you work in a role that can accommodate hybrid working, you will be eligible to follow this policy regardless of your length of service – this also applies to certain contractors and/or temporary agencies who are working for us.
- We understand that physical presence is not a measure of great performance – this will be evaluated on the impact that you have to the business, against your objectives and the output you deliver.
- We are committed to making sure that you have the right technology and equipment available to support this new way of working.

- Hybrid working should never impact the levels of quality of service to our customer or other colleagues within the business.
- We love the fact that Speedy feels like a community and that interaction at work is important for the wellbeing of everyone working for us. We will always continue to provide a safe office environment for you to collaborate and connect with each other. That being said, we will also still have a duty of care towards you when you are working from home and ask that if you ever require support, you speak to your manager at the earliest opportunity.
- We know that there may be times when being present in the office is important, especially if you are new to a role, department or are working with colleagues you may not have worked with before. In these circumstances, we encourage you to attend the workplace to familiarise yourself with the facilities and onsite support that we have available.

Things to Remember

- Whilst we want everyone to benefit from the flexibility Speedy has to offer, unfortunately hybrid working won't be available for those who need to physically be in their place of work to complete their roles (for example, if you are customer facing in a store or working within our logistics operation).
- Hybrid working is an informal agreement between colleagues and their managers and is entirely at Speedy's discretion. It does not change your contractual terms and conditions of employment in respect of working hours or location of work, and we may need to change your ability to hybrid work from time to time without notice, depending on business needs.
- The expenses you can claim will not be affected. In addition, we will ensure you have a workstation and the equipment required to complete your job. If you purchase any additional equipment to support hybrid working, we will reimburse a one-off payment of up to £150. Please gain prior approval from your manager before making any purchases as we may have equipment readily available for you already.
- You should check your rent, lease or mortgage agreement to ensure there are no restrictions regarding working from home. You should get confirmation from your home insurance, should any equipment damage your property.
- Hybrid working may be considered as a reasonable adjustment in the case of any Occupational Health requirements – in these instances, you should discuss this directly with your manager or the People Team.

- Your manager will support exploring how hybrid working may work for you and the rest of your team based on personal preferences, the needs of your role and the needs of the business.
- We will always attempt to support this way of working if it is suitable for your role. However, please remember that this type of arrangement is subject to ongoing review and is only available if your manager agrees. The ability to hybrid work can be withdrawn at any time without notice if business needs or individual performance is negatively impacted.
- As hybrid working is non-contractual and can be reviewed at any stage, we ask that colleagues remember the requirement to travel to the office when making changes to their personal situations (for example, arranging childcare or moving house). We will always endeavour to be as flexible as we can, and you should always speak to your manager if your situation is changing outside of work. For more permanent changes, please refer to our Flexible Working Policy.

Working Hours & Keeping in Touch

We want to empower you to flex the times that you work so you can balance your home life around the needs of your role. We trust that you'll manage your own time and ensure that you work the hours you are contracted to. However, there are some important things we need you to be aware of:

- You should always make yourself available to others during reasonable working hours when you may be needed by your team or colleagues.
- There may be occasions where we ask that you're available at certain times to meet specific needs of the business, whether this be online or physically in the office to collaborate with others or to attend training.
- Flexing your working times should not result in additional work for other members of your team or compromise the objectives of Speedy or your department.
- If you choose to work late during unsociable hours, please be courteous and respectful to your colleagues who will not be expected to respond to you outside of their usual working hours. You may decide to delay sending emails until the next working day.
- You should avoid communication channels that may disturb others outside of normal working hours, such as telephone calls or text messages.
- You will not be entitled to any additional payments or overtime if you choose to work unsociable hours or more hours than you are contracted to do (unless your role specifically accommodates it). If this becomes a regular occurrence, we ask

that you speak to your manager to discuss your workload and any challenges you may have.

Health & Safety

Managers should ensure there is always appropriate cover on site regarding fire marshals and first aiders. If there will be instances of lone working, alternative arrangements may be required, and you should consult the Health & Safety Team.

Display Screen Equipment

If you are setting up a workstation to work remotely or at home, you should complete the display screen equipment eLearning module. This will take you through a workstation self-assessment to ensure your workstation is safe, supportive and free from any risk. You should also always ensure any confidential information and/or data is treated with care.

Colleagues who work remotely or at home must ensure they have a secure, private and appropriately lit and heated space to work in, with a reliable and secure internet connection.

If you are ever working from a public space, you should remain mindful of any potential confidentiality breaches (who can overhear you?) or any IT security risks. If any equipment is lost, damaged or stolen, you should report this as soon as you become aware of the problem.

If you need any reasonable adjustments to be made to your workstation, office or other location due to a disability or any other appropriate reason, please speak to your manager as soon as possible.

When working on site, please ensure you are aware of how to evacuate the building in the event of an emergency and that you have completed all fire safety training that has been assigned to you.

Your Wellbeing

We know that for many of you, hybrid working can boost your wellbeing, however:

- It can be really easy to lose track of time and work more hours than you usually would when working remotely, this is because you do not have the travel time. It is important that you take regular breaks, at least 20 minutes if working for 6 hours or more to make sure you reenergise and move away from any computer screens. Hybrid working should not significantly change how many hours that you'd usually work.

- Hybrid working should not be used as a way of avoiding taking sickness leave if you are unwell. If you are too unwell to work, you should take time away from the business until you have recovered. Please refer to our Sickness Absence Policy for more information.
- We always encourage colleagues to actively connect with each other, even if they are not in the same location. To find out what support Speedy has available, please visit our Wellbeing Area on the HUB or our EAP website.

Further Support

We offer an Employee Assistance Programme (EAP) through Vita Health Group who are completely impartial to Speedy. They offer free, confidential advice over the telephone, 24 hours a day.

Call free on: UK 0800 111 6387 / ROI 1800 551 556

Go online: www.my-eap.com (Access code: Speedy)