

# Flexible Working Policy

We know that effective face to face collaboration in positive working environments supports wellbeing and inclusivity, as well as creative, thriving workplaces.

The purpose of this document is to set out a framework to support you to continue working flexibly whilst also looking at how our teams can engage better by working collaboratively.

We want you to feel connected; we know face to face interactions and collaboration establishes a sense of belonging. Not only does it help teams work well together, but it also encourages creative thinking and can make individuals feel more resilient and motivated.



## **A large majority of Amey employees work from client sites or depots with set working patterns and hours so, working flexibly won't work for everyone.**

It depends on the kind of role you do, the part of Amey you work in, the level of supervision you need in your role, any minimum levels of physical cover required as well as the technology and environment you have available to you.

If you are able to work flexibly in your role, we will support you in doing so, but we believe that we thrive when we come together to interact and connect.

When making choices to work flexibly, discuss arrangements with your manager and make decisions based on what is right for you, your team engagement and collaboration and for our clients.

## **Teams**

- Teams need to discuss and agree flexible working options at a local level. We encourage teams to spend some time in the office together each week, to support connection, collaboration and communication.

## **Managers**

- Supporting teams who work fluidly across different locations often requires more energy to be invested in proactive connectivity. Managers should consider which tasks are better suited for face-to-face connectivity and which tasks are better done remotely. If your team works from home, you and your team must follow Amey's [homeworking procedure](#).

## **Ways of Working Charter**

- People Managers may wish to complete and communicate a [Ways of Working Charter](#) to outline to their teams/account the agreed ways of working together.

## In person working



Attending team meetings and team building exercises

Mentoring junior colleagues or people returning to the workplace

### Project Kick-off's



Networking and rapport building

Collaborating with colleagues from different teams



**Brainstorming big ideas and being creative**

Full day training with a small group

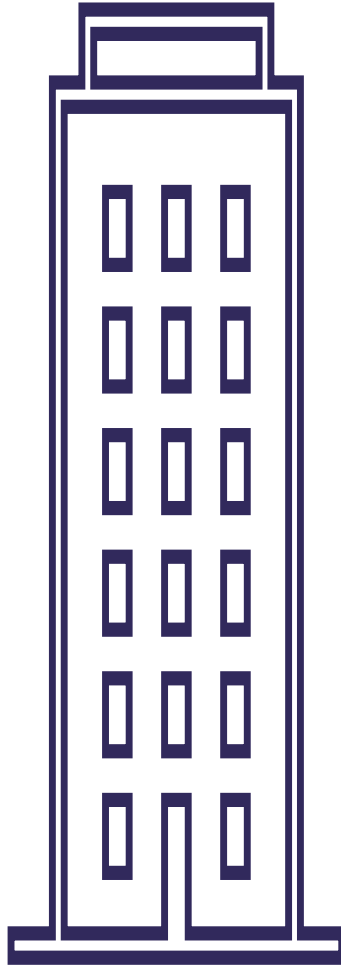
### 121 and CPM conversations



Discussing private matters that are more appropriate in person



On the job learning from more senior colleagues



## Remote working



Needing to focus on writing or data input

Attending online webinars that have a large number of attendees in different locations



You have a large volume of calls

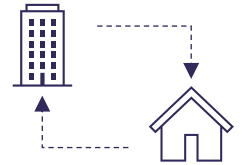
Working with someone that has a different shift pattern or location to you

Interacting with multiple colleagues from different geographical locations



Doing solo work that doesn't require collaboration

## Work best



Be in a place that suits the task, the customer, you and your team



Work at a time that suits the task, the customer, you and your team



Agree a working week that suits the task, the customer, you and your team

# Ways of Working Principles

**1**  
Do the right thing

Think about the importance of collaboration when making choices to work flexibly. Consider not only what is right for your lifestyle but also your team connectivity, collaboration, and importantly the right thing for our customers.

**2**  
Performance matters

Choices around flexible working should not be to the detriment of either individual or team performance or productivity. This may include contributing towards the professional development of colleagues within your team. Some forms of work will lend themselves better to being at home or being in the office. Consider where and when you are most effective and productive. Hybrid working should not result in extra work for other members of the team or compromise the objectives of your team.

**5**  
Make adjustments

Think about any reasonable adjustments you may need and the environment you will be working in at home or in the office. It's important that our people with disabilities are able to stay connected so that they don't feel isolated and can interact with colleagues both remotely and also in person. We will work with you to identify support measures to overcome any barriers.

**3**  
Be contactable

You must always be logged into Teams and contactable when working from home. Communication of your working pattern to colleagues and customers is key.

**4**  
It's a two-way process

When everyone is working flexibly all sides need to make it work. It's everyone's responsibility to ensure we meet the needs of the individual, the business and importantly the customer. We will support you with flexible working but in return you need to consider the task being completed and when a face-to-face meeting might be more appropriate. Should your people manager require you to attend the office for any reason, it is important that you ensure you are able to do so.

# People managers are critical in establishing and driving ways of working and ensuring that they work in practice. However, it is the responsibility of us all to maintain effective communication and collaborative team working.

## Employee responsibilities:



Think carefully about tasks which are best suited to office and home working. Consider and discuss the impact on your colleagues, the service you provide and how any issues may be overcome



Share where / when you will be working so your team know how to get hold of you.



Remain flexible in your approach so that your ways of working meets business and customer needs as well as your individual needs



Take responsibility for your own wellbeing using self-care approaches e.g. taking regular breaks



Have a dedicated space if working from home, complete a DSE assessment and consider lighting, heating, noise, confidentiality etc.



Ensure you always comply with Amey policies and procedures

## Manager responsibilities:



Hold regular in person team meetings to allow for effective collaboration as well as individual 1:1 meetings



Complete Amey's Way of Working Charter to optimise performance by agreeing what type of work is better suited to the office or home environment



Be clear on objectives and how you will assess an individual's performance with a focus on desired results and outcomes. It is always good practice to have well written objectives and provide regular feedback



Discuss individual responsibilities with your team with regards to data security, policy compliance, confidentiality and health and safety



Make sure thought is given to the most effective way to hold an event or meeting so that everyone can contribute equally



During onboarding ensure new employees are able to learn and form bonds with colleagues



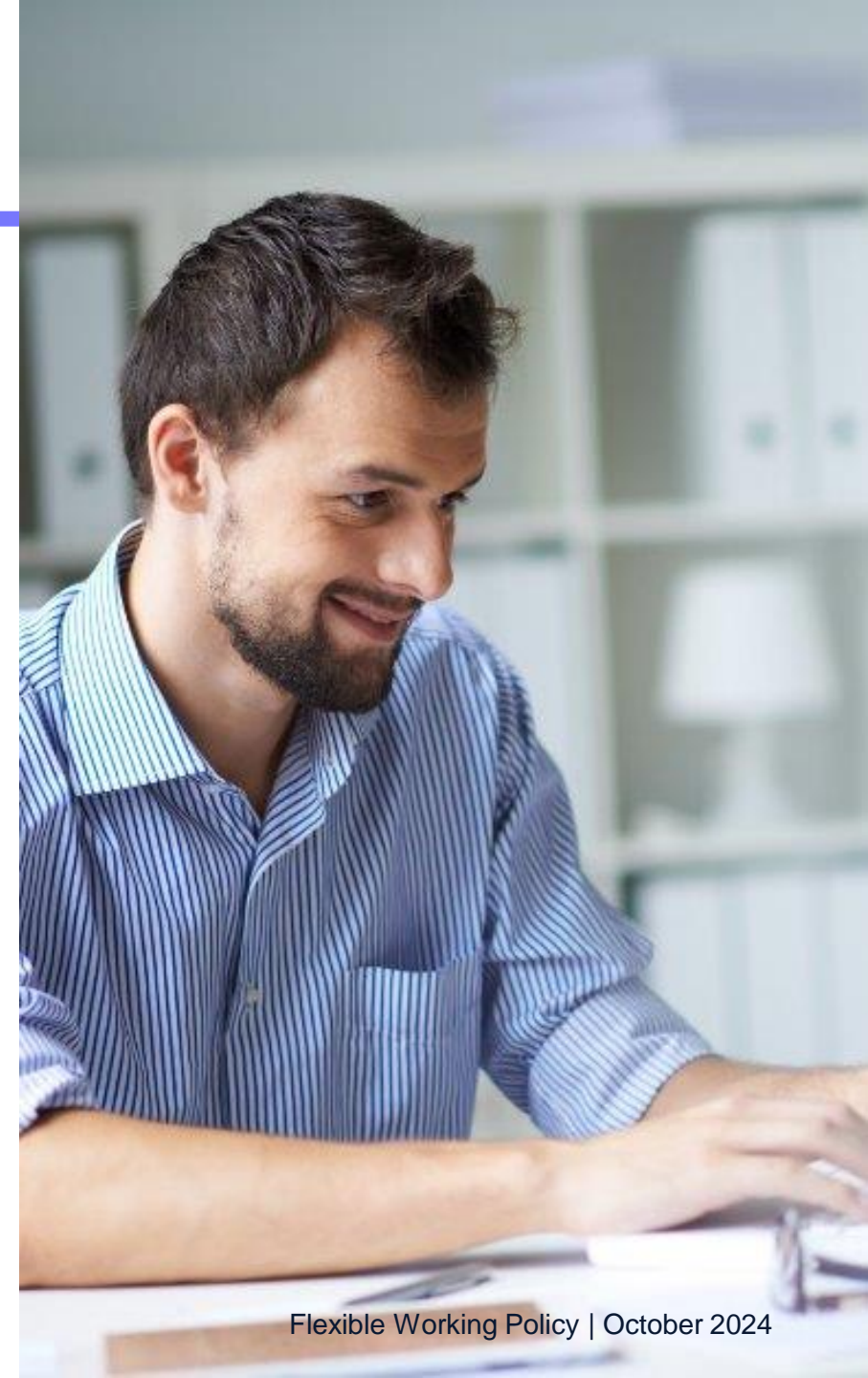
# Requesting a formal change

For small changes to your working pattern, such as starting and finishing a bit earlier, or where you just want the change for a short period, we might be able to agree something informally, in which case you won't need to make a formal flexible working request.

It's important to recognise that working flexibly is not the same as a flexible working agreement. If you want to make a more permanent change to your hours, location, place of work and/or hours of work/working pattern, you will need to request this formally.

Formalised flexible working is a contractual arrangement that is specifically agreed and written down. If you wish to make a formal request for permanent changes to your hours or working pattern please complete a [Flexible Working Form](#) and submit it to your People Manager.

Anyone can make a formal flexible working request. It doesn't matter how long you've worked here. People Managers will then need to contact Croner Advice Service on 0800 521 660, option 2 who will provide guidance on the process.



A woman with curly hair, wearing a brown blazer over a white shirt, is sitting at a table in a meeting room. She is smiling and looking towards another person whose back is to the camera. There are papers and a laptop on the table.

# Formal Flexible Working – the process

**We offer a wide choice of flexible working options. How you work and the options available will depend on the role you're in.**

It's important to note that we do not recommend compressed working patterns from a wellbeing point of view unless for exceptional circumstances. Working longer hours, often without available support outside of traditional working hours is difficult to sustain and could have a detrimental impact to your overall health and wellbeing. In addition to this we believe it is likely to have a detrimental effect on our ability to meet customer and client demands as well as impacting on the quality of service we provide to both our internal and external customers.

**Managers must escalate any requests for compressed working hours to their HR People Partner who will then discuss the request with Amey's Chief People Officer, (Michael Burgess) before a final decision is made.**

# Requesting a formal change - what next?



Once your proposal has been reviewed with your manager, there are three possible outcomes:

1. Your arrangement as proposed will be agreed
2. An alternative will be suggested where your proposed arrangement isn't considered practical
3. Your proposal will be rejected

If you don't feel that the outcome is fair or has been properly considered, you can raise an appeal.

## Trying it out

Flexible working arrangements can be agreed on an initial trial basis – usually three months, but a shorter or longer period may be agreed.

Once the trial period has been completed, any ongoing arrangement will be reviewed from time to time to ensure that it is working effectively for you, your colleagues and clients.



We will deal with all requests fairly and given them full consideration. We will only reject a request, where we have given it full consideration and only for one of more of these genuine business reasons:

- the burden of additional costs
- an inability to reorganise work amongst 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 work available for the periods the employee proposes to work.
- planned structural changes to the employer's business.

If we are unable to accommodate your original request, your people manager will explain the reasons why and will consult with you to see if there are alternative options or other ways in which we can support you. Sometimes your people manager may agree to a trial period to allow both parties to determine if the arrangement works for both parties.

The process to be followed including relevant timescales can be viewed in our **Flexible Working Process Flowchart**

Further information is also available in our **Flexible Working FAQs**

# Associated documents

[Flexible Working Form](#)

[Ways of Working Charter](#)

[Flexible Working Process Flowchart](#)

[Flexible Working FAQs](#)

[Display Screen Equipment](#)

[Homeworking Procedure](#)

[Homeworking Checklist](#)

[Personal Day](#)

[Reasonable Adjustment Passport](#)