

Hybrid Working Policy

PHX111

Contents

Purpose.....	2
The Benefits Of Hybrid Working.....	2
Working From Home (WFH)	2
Office Working.....	2
Eligibility.....	2
What Is Expected	2
Dress Code In The Office	3
Working Hours	3
Office Working.....	3
WFH	3
Hot Desking System.....	3
Working From Alternative Locations.....	4
Working Conditions/Security from WFH.....	4
New Starters.....	4
Compliance With Hybrid Working Policy.....	5
Related Documents	5
Version Control	6
Document Approval.....	6

Purpose

Hybrid Working is a form of flexible working that allows employees to split their time between attending the workplace and working remotely, typically from home, to fulfil their job role.

Hybrid working must be productive at both an individual and a business level to ensure there is no increase in workload or loss of effectiveness for colleagues.

The Benefits Of Hybrid Working

Working From Home (WFH)

- Helping the workforce to become more agile within a new working environment
- Enhancing Phoenix commitment to supporting a positive work-life balance

Office Working

- The ability to observe, network and socialise
- Collaboration and innovation

Both aspects of hybrid working have beneficial effects on employee's welfare and mental health.

Eligibility

Hybrid Working is eligible to the majority of Phoenix staff with the exception of certain roles that can only be fulfilled from the office e.g. Building and Maintenance Manager, Receptionist and Service Desk. We believe that all staff/departments benefit from interaction and collaboration that takes place within the office environment and therefore some office working is expected.

Phoenix reserves the right to withdraw the ability to work from home with immediate effect if hybrid working becomes unsuitable due to employee conduct or performance.

What Is Expected

The minimum expected employee attendance in the workplace will be 2 to 3 days per week (pro rata for part-time staff). Exceptions to this rule are:

1. Systems Development Team where high levels of interaction is not intrinsic to the successful fulfilment of their roles.
2. IT Consultancy where work is focused on delivery at customer sites.

Business requirements may occasionally dictate that higher office attendance may be required e.g. training, meetings, audits, and team collaboration.

Certain members of staff are contracted to be employed as home-based workers and will only visit the office on an ad hoc basis, typically where their home is outside of the Yorkshire region, and this was already agreed on commencement of employment.

Dress Code In The Office

We have previously adopted a more casual dress code for Monday to Thursday; Friday remains a dress down day. Please continue to observe these existing rules.

Working Hours

Office Working

When working in the office normal hours should be observed and only with prior approval from your manager is there occasional flexibility around start and finish times. It is important however that a full day is spent in the office in order for your colleagues to have confidence of your whereabouts for the duration of the day should they wish to collaborate with you face to face at some point.

WFH

Employees are responsible for ensuring they complete their working hours as defined in their contract of employment whilst working from home and adhering to the core hours. Employees whilst working from home must ensure that they take the appropriate rest breaks.

Hot Desking System

Large office areas of multiple occupancy such as Sales Hub, IT Service/Service Desk, Systems Development, SAM plus Fleming, and Wright will have a hot desking system governed by the HotDesk portal. Staff based in these areas will be required to book their workspace before attending the office. It is highly likely that you will be able to book the desk that has been historically yours. The HotDesk system gives visibility of capacity of the office on given days. For the avoidance of doubt, no one will now have a dedicated desk in these areas and hence prebooking is required to avoid disappointment

Working From Alternative Locations

There may be occasions when the ability to work from a location other than the office/home is requested by an employee. This request must be communicated to the business for security reasons via your Manager and will require approval by a Director.

If you are working within the UK all security measures and working conditions must be observed to enable you to fulfil your role.

If you require to work within the EU, Director approval must be sought and arrangements for security clearance must be agreed with the Service Desk prior to any travel so all devices are operational. Laptops must be encrypted, and secure private VPN is used. Laptops are not to be used in public spaces and ideally have a privacy screen – for further clarification please contact Service Desk.

If you require to work outside of the EU, the above applies but data is to be kept to a minimum.

Working Conditions/Security from WFH

Working hours should mirror the working pattern from the office. Office protocol governing sickness, absence, holiday etc remains the same.

Your working environment must be set up to an acceptable Health & Safety (H&S) level including ergonomic set up, desk, office type chair, good lighting etc. The business has a duty of care ensuring your health and wellbeing whilst working from home and therefore may require evidence that your home set up is adequate. Please contact HR to discuss any queries.

All security/data protection and H&S measures must be observed in the home working environment to the same level as that of the office – see Data Protection Policy – available on SPOL. More details can be found in the Acceptable Use Policy.

All Teams calls either internal or external should take place utilising the camera facility.

Training is available regarding the ergonomic positioning of IT equipment on an annual basis.

New Starters

All new starters must attend the office on their first day of employment to meet their Manager, collect equipment and undergo induction processes. It is beneficial for new starters to attend the office regularly in their initial weeks of employment along with other team members. New starters must complete a Working from Home Set-up Questionnaire to ensure they have the correct home set-up and all the equipment required to fulfil their job role.

Compliance With Hybrid Working Policy

It is imperative that this policy is adhered to. If you do not understand any of the content or have questions to raise, then please contact the following people for explanation on what is meant:

- Sales – Keith Martin / HR
- Other Departments – Clare Metcalfe / HR

As a business we expect conformity to these guidelines from everyone in order that all staff are treated consistently. We reserve the right to amend the policy in the event that it is not being adhered to and you may risk being disciplined if you routinely ignore the policy.

Related Documents

Please also read:

- Data Protection Policy
- Acceptable Use Policy

Version Control

<u>Author</u>	<u>Version</u>	<u>Date</u>	<u>Description</u>
Jane Singleton	1.0	01/08/2021	Original Document
Jane Singleton	1.0	01/11/2021	Annual review – no changes
Jane Singleton	1.0	01/11/2022	Annual review – no changes

Document Approval

<u>Name</u>	<u>Version</u>	<u>Date</u>	<u>Position</u>
Sam Mudd	1.0	01/08/2021	Managing Director
Sam Mudd	1.0	01/11/2021	Managing Director
Clare Metcalfe	1.0	01/11/2022	Operations Director

Signed: *Clare Metcalfe* Clare Metcalfe, Operations Director

Dated: 01/11/2022