

Flexible Working Policy

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1. PURPOSE

To detail the eligibility requirements and associated procedures relating to your right to request flexible working. Additionally, it ensures that the company complies with the requirements of current legislation.

2. SCOPE & ELIGIBILITY

All UK members (excluding agency and contract workers) who meet the eligibility requirements detailed within this policy have the right to make a request for flexible working.

In all areas and levels of the company you will be considered for flexible working regardless of your gender, sexual orientation, race, religion or belief, or whether you have a disability, your level of seniority, your current working pattern or whether you are employed on a permanent or fixed-term basis.

The company will seek to reasonably consider requests from all members to work flexibly to meet individual needs where there is no business impediment to doing so and provided the necessary application process has been followed.

This policy is non-contractual and does not form part of your contract of employment. This policy may be amended or withdrawn at any time.

3. GUIDELINES

CGI will consider applications for flexible working from all members as long as they have met the statutory requirements and recognise that there are numerous reasons that members may wish to work flexibly, for example to care for children or family members, facilitate a return to work after long term sickness, to make time for study, voluntary/charity work, leisure activities and other interests. In all cases the application process should be followed.

CGI recognises the importance of helping you balance your work and home life by offering flexible working arrangements that enable you to balance working life with other priorities, including parental and other caring responsibilities. In turn it recognises that staffing levels must at all times remain in line with the demands of the business.

Although we are committed to providing the widest possible range of working patterns for our workforce, both management and members need to be realistic and to recognise that the full range of flexible working options will not be appropriate for all jobs across all areas of the business. While the Company will ensure that every request for flexible working is given proper consideration it is also necessary to balance its legal responsibilities and operational requirements.

3.1 The Law: Right to Request Flexible Working

In line with law, you must meet the following criteria to be eligible to make a request under this right:

- Be a member of CGI;
- Have worked for the Company continuously for 26 weeks at the date the application is made;
- Have not made another application to work flexibly under the right during the past 12 months.

3.2 Flexible Working Options

There are a wide variety of ways the Company can support flexible working. Please bear in mind that not all options will be suitable solutions for all requests and as part of the application process discussions will enable us to find the best solution for both parties:

- **Job Sharing** – typically involves two people employed on a part-time basis, but working together to cover a full-time post. Both receive pay for the hours they work.
- **Part Time working** – allows you to work fewer than the standard number of contractual hours per year.
- **Annualised Hours** – expresses your contractual working hours as the total number of hours to be working over the year, allowing flexible working patterns to be worked throughout this period.
- **Voluntary Reduced working time** – allows you to work reduced hours for a certain period of time, with a return to full-time hours at the end of this period.
- **Unpaid Leave** – allows you an extended period of time away from paid work. Please see separate Leave and Unpaid Leave policy.

3.3 Working Time Regulations

All flexible working arrangements must comply and be considered within the working time regulations. Under the working time regulations your working time for **any** reference period must not exceed 48 hours for a seven day period. However some members may have chosen to opt out of these regulations.

You are entitled to a rest break of:

- not less than 20 minutes where your daily working time is more than six hours;
- a rest period of not less than 11 consecutive hours between the end of one working day or shift and the beginning of the next;
- a rest period of 24 hours in each seven day period (or 48 hours in each fortnight);
- night workers are subject to a working time limit of an average of 8 hours in each 24 hour period.
- Service Desk workers are required to take more regular breaks therefore arrangements will be confirmed locally.

3.4 Making an Application

You must submit a request for flexible working in writing directly to your manager, using the 'Flexible Working Application Form'. You should provide as much information as you can about your desired working pattern. The request must include:

- The change applied for, i.e. the pattern of working you want;
- The date on which you want the change to take effect;
- Whether a previous application has been made and if so, when;

3.5 Consideration of the Request

The Company is not required by law to agree all requests for flexible working. We will, however, fulfil our legal obligations to give requests full consideration. Whether a particular request is agreed will depend on the nature of change requested balanced against operational requirements and the impact on the business.

3.6 Meeting to Discuss your Application (where appropriate)

The Company will take all reasonable steps to accommodate your request for flexible working. Where necessary, a meeting may be arranged between you and your manager no more than 28 days after receipt of your written request. The purpose of the meeting will be to discuss the changes you have proposed, the impact of the proposed changes on the business and any possible alternative arrangements that might suit both parties.

The meeting date may be extended beyond the 28 days provided this is agreed between both parties and confirmed in writing by your manager. The confirmation will state:

- The reason for the extension; and
- The date the extension will expire.

Each request will be dealt with individually, taking in to account:

- The work of the department in which the you are employed; and
- The impact to your colleagues and team.
- The likely effects that the proposed changes to working hours or place of work are likely to have on the Company

You have the right to be accompanied to the meeting by a colleague of your choice. You must confirm prior to the meeting that you will be accompanied. Your companion is allowed to address the meeting or confer with you but is not allowed to answer questions on your behalf.

During the meeting you should:

- Be prepared to expand on any points within your application;
- Prepare to be flexible. You may be asked if there are any other working patterns you would be willing to consider and if you would consider another start date; and
- Ensure your companion is fully briefed on the request and application beforehand.

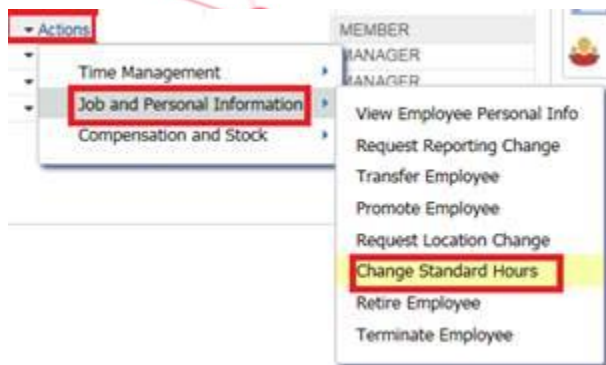
In some situations, your manager may immediately be able to agree to your requested changes without having a meeting to discuss your application; you will then be informed in writing within 28 days. The letter will specify the contract variation and the effective date of the changes.

Agreeing to one request will not set a precedent or create a right for another member to be granted a similar change to their working pattern.

Any request that is not in writing or that does not contain the required information will not be dealt with under the statutory flexible working procedure.

Your completed application should be sent to your manager via email for approval. If approved the request should then be submitted via [HR Service Centre tool](#) by the manager under 'manager dashboard'. The manager should locate the member in question and follow instructions below;

Click on Actions > Job and Personal Information > Change Standard Hours:



The system will route for managers manager approval as per OMF.

Please note, you can only submit one application per 12 month period. Each 12 month period runs from the date the application was made. However if the request is being made for the duration of a specific project, then it may be appropriate to consider further applications within a 12 month period should they relate to different project or work situation.

Each application will be considered on the basis of the particular work involved and any detrimental effect the change could have on individual, team or business performance. There is no automatic right for you to change to any of the flexible working patterns.

3.7 Extending the Time Limit of the Process

In certain situations it may be necessary for the time limit on any one of the processes above to be extended. If this situation occurs the Company will notify you and seek your request to an extension to the time frame.

3.8 Consideration and Confirmation of the Decision

The Company will provide a written response to you to and will either:

- Accept your request, providing a description of the new agreed working pattern and establishing a start date;
- Confirm any compromise arrangement agreed with you at the meeting; or
- Reject your request, providing a business reason and an explanation as to why it is relevant to your application, and details of the appeal process.

Where your request is accepted your confirmation letter will include details of the new working pattern, the date on which it will commence, any changes to your salary and the impact on any benefits you receive i.e. car allowance, holiday and bank holiday, insurances etc.

3.9 Trial Period

In some circumstances your manager may wish to agree to an initial trail period (e.g. 3 or 6 months) to assess the impact of the arrangements before coming to a final decision. In this case the exact duration of the trial period will be confirmed in writing.

Before the end of the trial period, the Company will write to the manager to remind them that your trial period is coming to an end. Your manager must then hold a meeting with you member to review how the revised working pattern has worked out and whether or not to make the arrangement permanent.

If a trial period has been agreed with your manager, GHRMS will provide you with a letter stipulating the temporary working arrangements and the end date of the trial period.

Upon successful completion of a trial period or in a situation where no trial periods were in place, you will be issued with a contract of employment confirming the permanent change to your working hours.

3.10 Terms and Conditions of Employment

You should note that unless and until there is a provision to the contrary or a further agreement, what is agreed will represent a permanent change to your terms and conditions of employment. The variation, however, may be subject to conditions agreed in advance. For example, it may be agreed that the flexible working variation will be subject to an initial trial period or for a pre-determined limited period e.g. length of current assignment/project or that it will only last until your child is of a certain age. Any such conditions should be agreed and stated in writing at the time of confirming the variation agreed.

If there is a change in the number of working hours agreed, either temporarily for a trial period or permanently, this will impact certain benefits in that they will be pro-rated in line with the change in working hours; details of which will be confirmed at the time of the agreement.

Once this change has been implemented you have no right to revert to your previous pattern of working at a future date unless this is mutually agreed between you and the Company. Similarly the Company cannot require you to revert to your previous working pattern without your agreement.

3.11 Refusal of the Application for Flexible Working

The Company will ensure a request is given proper consideration but there may be circumstances where it is not possible to agree to the flexible arrangement and any refusal will be confirmed in writing. Some of the reasons for refusing the request may be as follows:

- Burden of additional costs;
- Detrimental effect on ability to meet customer demand;
- Detrimental impact on quality;
- Detrimental impact on performance;
- Inability to reorganise work amongst existing members;
- Inability to recruit additional members;
- Inability to maintain the required level or standard of customer care;
- Insufficiency of work during the periods the member wishes to work;
- Planned structural changes;
- Previously agreed requests from other members of the team.

This is not an exhaustive list, but any given reason must fall within one or more of the categories above, or an operational reason similar in nature.

3.12 Withdrawal of an Application for Flexible Working

If you submit an application and subsequently wish to withdraw that application you must do so in writing.

The application for flexible working will be deemed to be withdrawn if you:

- Fail to attend the meeting set up to discuss the application on more than one occasion without reasonable cause;

- Fail to attend the meeting to discuss an appeal where the application has been refused on more than one occasion without reasonable cause;
- Fail to provide information necessary in order for the company to assist whether it should agree to the contract variation without reasonable cause.

The Company will confirm the withdrawal in writing in all of the above circumstances.

3.13 The Appeal Process

It is not always possible for the Company to agree to a new working pattern in every circumstance due to the business needs of the organisation. You have the right to appeal against the decision.

You should submit your appeal in writing to your manager or the manager who conducted the meeting within 14 days from the date of notification of the decision.

An appeal meeting will be arranged within 14 days from receiving the notice of appeal. You have a right to be accompanied, again by colleague or a fellow worker from CGI.

You will be informed of the outcome of the appeal in writing within 14 days after the date of the meeting. The Company's decision is final and represents the end of the appeal procedure.

3.14 Flexible Working Community

The Flexible Working Community is a diverse community made up of UK members from different practices that typically work less than 35 hours a week and do not necessarily follow 'standard' working patterns of 9-5.30, Monday-Friday. Their key initiatives are to:

- Establish a 'Buddy' system for those new to Flexible working;
- Facilitate local networking and skills matching;
- Increase awareness of how flexible working can benefit projects.

The Flexible Working Community workspace is available at:

<https://ensembleapp.ent.cgi.com/EditSiteProfileApp/EditProfile/ViewProfile/?siteUrl=https://ensemble.ent.cgi.com/sites/60901&language=1033>

You will need to request access initially.

The purpose of the workspace is to:

- Be the primary source of information on the community and current activities;
- Support the Flexible Working Community network;
- Enable discussions and collaboration on issues.

4. ROLES & RESPONSIBILITIES

Member – It is your responsibility to ensure that you fully complete the application form providing sufficient clarification around your requested working pattern and how you feel any changes will be dealt with by the company, your colleagues and your team. You should also ensure that you complete and submit the

application form in sufficient time to allow any such changes to be discussed and considered prior to the date you wish to commence any change in days or hours.

Manager – It is your responsibility to ensure that you follow this procedure, in a timely manner as outlined and that you carefully consider each request in line with business needs. You should arrange any meeting, where appropriate, within the timeframes indicated and ensure you have all of the information with you to discuss the request and enable you to make an informed decision. If you are not able to meet the outlined timeframes, you must agree this with the member. If you have any queries around whether a rejection of a request is appropriate, you should contact HR Member Services via the [HR Service Centre tool](#) to discuss this with a HR specialist.

The HR department has the responsibility for ensuring the maintenance, regular review and updating of this policy. Revisions, amendments or alterations to the policy can only be implemented following consideration and approval by the Vice President, Human Resources.

5. POLICY AND PRIVACY STATEMENT

This policy is non-contractual and does not form part of your contract of employment. This policy may be amended or withdrawn at any time.

6. VERSION HISTORY

Version Number	Author	Sections	Date	Notes
1	Human Resources, Karen Scarborough	All	August 2013	Harmonised CGI/Logica Flexible Working Policy - UK
2	Human Resources, Lucy Simpson	3.3 Working Time Regulations	July 2014	Additional wording to confirm rest break arrangement for Service Desk workers
3	Human Resources, Marcia Lynall	3.15 - Removal 3.4 – Making an application 4.0 – Roles and responsibilities	November 2015	Update of references and links to reflect the new HR Service Centre tool
4	Human Resources, Rachael Gauntlett	3.4	March 2016	Update to direct members to the Flex Working Procedure to locate the application form
5	Human Resources, Gabrielle Corria, Laura Te Will Lemkes	3 – Guidelines 3.1 -The Law: Right to Request Flexible Working 3.4 – Making an application	July 2018	Updated to reflect statutory rights to request Flexible Working Update of HRSC instructions.