



Flexible Working Policy

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Policy Statement

CAPITAL SHIELD SECURITY LTD is committed to providing equality of opportunity in employment for its staff and to developing work practices and policies that support work-life balance. CAPITAL SHIELD SECURITY LTD recognises that, in addition to helping employees balance their work and personal lives, flexible working can improve CAPITAL SHIELD SECURITY LTD's use and retention of staff, raise staff morale and reduce absenteeism.

Our flexible working policy gives all eligible employees an opportunity to request a change to their working pattern. Managers are encouraged to facilitate such requests unless they cannot be accommodated for business or operational reasons.

This policy observes the requirements of the statutory entitlement given to certain employees to request flexible working. CAPITAL SHIELD SECURITY LTD is committed to a programme of action to make this policy effective and to bring it to the attention of all staff. No employee who makes a request for flexible working will be subjected to any detriment or lose any career development opportunities as a result.

The following paragraphs explain how this policy works; who is responsible for implementing it; which of employees are eligible to apply and the procedure under which a request to work flexibly should be made. It also provides more specific guidance on the parameters of our policy and approach to flexible working.

This policy is for guidance only and does not form part of your contract of employment.

Personnel Responsible for Implementation of Policy

The Managing Director has overall responsibility for the effective operation of this policy and for ensuring compliance with the relevant statutory framework. The Managing Director has delegated day-to-day responsibility for operating the policy and ensuring its maintenance and review to the Managing Director.

Those working at management level have a specific responsibility to set an appropriate standard of behaviour, to lead by example and to ensure that those they manage adhere to the policy and promote the aims and objectives of CAPITAL SHIELD SECURITY LTD with regard to flexible working.

All members of staff are responsible for the success of this policy and must ensure that they familiarise themselves with the policy and act in accordance with its aims and objectives. If you are involved in management or recruitment, or if you have any questions about the content or application of this policy, you should contact the Managing Director.

Who Does this Policy Apply to?

Those employees who have caring responsibilities for certain children and adults (set out below) have a statutory right to request flexible working. That right is recognised by the formal procedure set out in this policy. Please note that a request accepted under the formal procedure may result in permanent changes to terms of employment.

Those employees who do not have caring responsibilities for certain children and adults (set out below) will not be able to make a request under the formal procedure. Those employees may, nevertheless, make a request for flexible working informally.

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The Formal Procedure

To be eligible to make a request under the formal procedure, you must:-

- Be an employee
- Have worked for this company continuously for 26 weeks at the date the request is made and
- Not have made a formal request to work flexibly during the last twelve months (each twelve-month period runs from the date when the most recent application was made)

Employees who want to work flexibly to care for a child must:-

- Be making the application in respect of a child who is under seventeen years of age i.e. the last date when such a request could be made would be the day before that child's 17th birthday, or, if the child is disabled, under the age of 18;
- Be responsible for bringing up the child and be making the application to enable them to care for the child; and
- Be either:-
 - The mother, father, adopter, guardian or foster parent of the child or
 - Married to, or the partner of, the child's mother, father, adopter, guardian or foster parent

Partner, in relation to a child's mother, father, adopter, guardian or foster parent, means a person (whether of different sex or the same sex) who lives with the child and the mother, father, adopter, guardian or foster parent in an enduring family relationship, but is not a relative.

Employees who want to work flexibly to care for an adult who is aged 18 or over, and who is in need of care, must be (or expect to be) the person who cares for that adult, and:-

- Married to, or the partner or civil partner of, the adult or
- A relative of that adult or
- Neither of the above, but living at the same address as the adult for whom they care

This policy does not apply to agency workers, consultants or self-employed contractors.

Scope and Purpose of Policy

Any member of staff interested in flexible working is advised to request an informal meeting with their Line Manager to discuss their eligibility, the different options and the effect of the proposed work pattern on colleagues and service delivery before submitting a formal or informal request.

Formal requests can only be made to enable employees who meet the criteria to carry out caring responsibilities. This may cover a range of circumstances. For example, they may need to spend more time with their child or they may need to be able drop their child off at or collect him or her from school.

Employees who meet the eligibility criteria, and whose requests for flexible working are accepted, will have permanent changes made to their contracts of employment to reflect their new working arrangements.

Employees who meet the eligibility criteria, but who do not want to make permanent changes to their terms of employment, should consider making an informal request to their Line Manager, who will consider such a request according to business and operational requirements.

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Employees who do not meet the eligibility criteria, and who want to make either permanent or temporary changes to their working arrangements, may make an informal request to their Line Manager, who will consider such a request according to business and operational requirements.

Forms of Flexible Working

Flexible working can incorporate a number of changes to working arrangements:-

- Reduction or variation of working hours
- Reduction of the number of days worked each week and/or
- Working from a different location (for example, from home)

Such changes may involve starting a job share; working a set number of hours a year, rather than a week (annualised hours); working from home (whether for all or part of the week); working only during term-time (part-year working); working compressed hours; working flexi-time. We may consider that certain office hours are “core” hours depending upon business need.

What to do if you wish to request a Flexible Working Pattern:-

Informal Procedure

Employees who wish to make an informal request for flexible working may make a request to their Line Manager, who will consider such a request according to business and operational requirements.

It will help your Line Manager to consider your request if you:-

- Make your request in writing and confirm whether you wish any change to your current working pattern to be temporary or permanent
- Provide as much information as you can about your current and desired working pattern, including working days, hours and start and finish times
- Think about what effect the changes to your working pattern will have on the work that you do and on your colleagues, as well as on other departments and upon service delivery

If you have any suggestions as to how any potentially negative effects can be dealt with, please include these in your written application. Your line manager can consider whether they are workable; and

- Give details of the demands of your caring responsibilities. If your proposal cannot be accommodated, discussion between you and your line manager may result in an alternative working pattern that can assist you

Your line manager will advise you what steps will be taken to consider your request, which may include inviting you to attend a meeting, before advising you of the outcome of your request.

What to do if you wish to request a Flexible Working Pattern:-

Formal Procedure

You will need to submit a written application if you would like your request to be considered under the formal procedure.

Your written application should be submitted to Managing Director and should:-

- State the reason for your request, whether to care for a child or adult
- Provide information to confirm that you meet the eligibility criteria set out in this policy and

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- Ideally be submitted at least two months before you wish the changes you are requesting to take effect

It will help your line manager to consider your request if you:-

- Provide as much information as you can about your current and desired working pattern, including working days, hours and start and finish times
- Think about what effect the changes to your working pattern will have on the work that you do, on your colleagues as well as on CAPITAL SHIELD SECURITY LTD and on other departments and service delivery. If you have any suggestions as to how any potentially negative effects can be dealt with, please include these in your written application. CAPITAL SHIELD SECURITY LTD can consider whether they are workable
- Give details of the demands of your caring responsibilities. If your proposal cannot be accommodated, discussion between you and CAPITAL SHIELD SECURITY LTD may result in an alternative working pattern that can assist you.

CAPITAL SHIELD SECURITY LTD might be able to agree your proposal without the need for a meeting (which is the next stage of the formal procedure). If that is the case, CAPITAL SHIELD SECURITY LTD will write to you, confirming their decision and explaining the changes that will be made to your contract of employment.

Formal Procedure: Meeting

CAPITAL SHIELD SECURITY LTD will arrange to meet with you within 28 days of your request being submitted. The meeting will also be attended by another senior employee from another department. You may bring a workplace colleague or a trade union representative to the meeting if you wish.

CAPITAL SHIELD SECURITY LTD will ensure that the meeting is held at a time and place that is convenient to you. In most cases, the meeting will be held at your usual place of work.

The meeting will be used to consider the working arrangements you have requested. You will be able to explain how the arrangements accommodate your caring responsibilities. You will be able to discuss what impact your proposed working arrangements will have on your work and the work of the rest of your team. If the arrangements you have requested cannot be accommodated, discussion at the meeting also provides an opportunity to explore possible alternative working arrangements.

If new working arrangements are agreed, CAPITAL SHIELD SECURITY LTD may suggest starting them under an initial trial period, to ensure that they meet your needs and those of your department.

Formal Procedure: Decision

Following the meeting, CAPITAL SHIELD SECURITY LTD will notify you of their decision in writing within 14 days.

If CAPITAL SHIELD SECURITY LTD needs more time to make a decision, they will ask for your agreement to delay the decision for up to a further 14 days. A request for an extension is likely to benefit you. For example, we may need more time to investigate how your request can be accommodated or to consult several members of staff.

There will be circumstances where, due to business and operational requirements, CAPITAL SHIELD SECURITY LTD is unable to agree to a request. In these circumstances, CAPITAL SHIELD SECURITY LTD will write to you:-

- Stating the business ground(s) why the request cannot be agreed
- Providing an explanation of why the business reasons apply in the circumstances and
- Setting out the appeal procedure

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The eight business grounds on which CAPITAL SHIELD SECURITY LTD may reject your request are:-

- The burden of additional costs
- Detrimental effect on ability to meet customer demand
- Inability to reorganise work among existing staff
- Inability to recruit additional staff
- Detrimental impact on quality
- Detrimental impact on performance
- Insufficiency of work during the periods the employee proposes to work and
- Planned changes

If your request is accepted, or where CAPITAL SHIELD SECURITY LTD proposes an alternative to the arrangements you requested, we will write to you with details of the new working arrangements, details of any trial period, an explanation of changes to your contract of employment and the date on which they will commence. You will be asked to sign and return a copy of the letter. This will be placed on your personnel file to confirm the variation to your terms of employment. There may also be some additional practical matters, such as arrangements for handing over work, which we will discuss with you.

Please note that, under the formal procedure, changes to your terms of employment will be permanent and you will not be able to make another formal request until twelve months after the date of your original application.

Formal Procedure: Appeal

If your request is rejected, you have the right to appeal.

Your appeal must:-

- Be in writing and dated
- Set out the grounds for your appeal and
- Be sent to the Managing Director within 14 days of the date on which you received the written rejection of your request

CAPITAL SHIELD SECURITY LTD will arrange for your appeal meeting to take place within 14 days of receipt of your request. The appeal meeting will be held at a convenient time for all those attending and, as at the meeting that considered your request, you may be accompanied by a workplace colleague or a trade union representative.

An Appeal Panel will be selected, specifically for the appeal, from CAPITAL SHIELD SECURITY LTD's senior management team.

You will be informed in writing of the Appeal Panel's decision within 14 days of the date of the appeal meeting.

If your appeal is upheld, you will be advised of your new working arrangements, details of any trial period, an explanation of changes to your contract of employment and the date on which they will commence. You will be asked to sign and return a copy of the letter. This will be placed on your personnel file to confirm the variation to your terms of employment. There may also be some additional practical matters, such as arrangements for handing over work, which we will discuss with you.

You should be aware that changes to your terms of employment will be permanent, and you will not be able to make another formal request until twelve months after the date of your original application.

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If your appeal is rejected, the written decision will state the grounds for the decision and provide an explanation as to why the grounds for refusal apply in the circumstances. You will not be able to make another formal request until twelve months after the date of your original application.

Breaches of Policy

There will be exceptional occasions when it is not possible to complete a particular part of the procedure within the expected time limits. Where an extension of time is agreed, CAPITAL SHIELD SECURITY LTD will write to you confirming the extension that has been agreed and the date on which the extension will end.

In certain circumstances, an application made under the formal procedure set out in this policy will be treated as withdrawn. This will occur if:-

- You decide to withdraw a request. If a request made under the formal procedure is withdrawn, an employee will not be eligible to make another request for twelve months from the date of their original request. Where you decide to withdraw a request, you should notify CAPITAL SHIELD SECURITY LTD as soon as possible or
- You fail to attend two meetings without reasonable cause or
- You unreasonably refuse to provide information we require.

In such circumstances, we will write to you confirming that the request has been treated as withdrawn.

Monitoring and Review of Policy

This policy is reviewed regularly. We may also monitor the effectiveness of this policy to ensure it is achieving the stated objectives.

Approved

Managing Director



CAPITAL SHIELD SECURITY LTD

This policy is reviewed on 01 01 2026