

# **People Policies and Procedures**

## **FLEXIBLE WORKING**

**Our goal is to have engaged and helpful colleagues who will deliver ever improving customer service.**



# Manchester Airports Group

## 1 INTRODUCTION

The Company wishes to support all of us in managing our own home / work balance. The following approach supports this through providing some flexibility and personal choice to more easily self-manage personal demands.

We recognise that flexible working arrangements offer benefits to the Company including:

- more flexibility in allocating responsibilities within the team;
- improved customer service through allocating resource to peak hours;
- motivated and productive colleagues who consider that they are valued by the Company;
- reduced absence as colleagues are better able to meet their personal commitments;
- a more productive environment as colleagues are able to personally structure their work.
- Assisting colleagues in achieving a work life balance

Flexible working arrangements offer benefits to colleagues including:

- greater choice over days and hours worked;
- a more balanced lifestyle with greater personal control over time and, hopefully, reduced stress;
- greater personal ownership of meeting work and non-work demands;
- opportunity to find solutions to potential time conflicts;
- opportunity to input to the way that outputs are achieved.

The opportunities for flexible working will depend on the needs of the business, and not all work patterns will be appropriate for all jobs across all areas of the business. Nonetheless, your manager will make every effort to accommodate requests for flexible working, provided that your role can still be effectively carried out on such a basis.

We will not reject any requests for flexible working without first considering whether arrangements can be made to accommodate them.

This guide applies to all employees within Manchester Airports Group.

## 2 PROCESS

### 2.1 *Eligibility*

The right to request flexible working (based on statutory provisions) apply to:

- colleagues with 26 weeks' service who are parents of children under 16 (18 if the child is disabled); (and)
- carers of adult dependants aged 18 or over who are the spouse, partner or civil partner, a relative, or someone who lives at the same address.

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## **2.2 Possible Changes**

You're able to request:

- a change to the hours you work;
- a change to the times when you are required to work;
- to work from home.
- A change to the number of days worked

Some examples of flexible working are part time hours, job share, flexitime, compressed hours, trust time, seasonal working, flexible location working etc., however anything is possible in principle and you may request hours which are unique to you.

Applications for a change in working pattern will not always require a significant alteration. For example, you may simply wish to start work half an hour later and make up the time later in the day.

## **2.3 Procedure**

The procedure you need to adopt is as follows:

You must make an initial application in writing stating:

- whether a previous application has been made and, if so, when;
- an explanation of your relationship to the dependant;
- the change applied for and the date it's proposed the change should become effective;
- the effect you think the change will have on HUY and how any such effect might be dealt with.

On receipt of the application, your manager will meet with you within 28 days to discuss the request. This will provide you both with the opportunity to explore the desired work pattern in depth, and to discuss how best it might be accommodated. It will also provide an opportunity to consider alternative working patterns should there be problems in accommodating the desired work pattern outlined in your application.

You must both take account of your obligations under the Working Time Regulations and other Health & Safety regulations, to ensure that your proposal is a safe and healthy way of working.

If we can agree your request some changes, for example a reduction or increase in working hours, will be confirmed in an appropriately adjusted contract of employment containing your new terms and conditions. Your continuity of employment and all related rights will be preserved.

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If we can't agree the request, we'll explain why in writing to you, which will probably be one or more of the following reasons:

- the burden of additional costs;
- a detrimental effect on our ability to meet customer demand;
- inability to reorganise work among existing colleagues ;
- inability to recruit additional staff ;
- a detrimental effect on quality;
- a detrimental effect on performance;
- insufficiency of work during the periods you propose to work;
- planned structural changes.

You'll receive a response within 14 days of the meeting. Should more time be required to make a decision, then we'll give a timescale which we think is reasonable.

If your request is granted, the new arrangement will be worked on a trial basis of up to 3 months, at the end of which, if satisfactory to all parties, it will be confirmed as your new working pattern.

### 3 REVISION HISTORY

<b>Date</b>	<b>Revision Description</b>	<b>Revised By</b>
21/04/08	MAG issue for Manchester	Nikki Wollerton
01/06/09	MAG issue for Bournemouth	Nikki Wollerton
03/08/09	MAG issue for East Midlands	Nikki Wollerton
01/03/10	MAG issue for Humberside	Vickie Blackhurst

This guide is approved by:  
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