

FLEXIBLE WORKING POLICY

Policy Statement: McSence Group is dedicated to promoting a proper work-life balance for all employees and recognises that flexible working can provide benefits to employees. All eligible employees will be entitled to request a flexible working pattern, and managers are encouraged to accommodate such requests. Flexible working requests will be considered by weighing the benefits for the employee and McSence Group against any adverse effects. If a flexible working request is denied, the denial must be based on business grounds (as set out in the Employment Rights Act 1996 or other applicable legislation).

All Employees: This policy applies to all persons working for or on our behalf of the McSence Group of Companies which includes the subsidiary companies - *McSence Communication Ltd, McSence Ltd, McSence Services Ltd & McSence Workspace Ltd* in any capacity including but not limited to:

- All employees at all levels, prospective employees, agency workers, seconded workers, temporary workers, contractors/sub-contractors, clients, agents, external consultants, volunteers, members of the public, group's supply chain, third-party representatives and/or business partners who will be referred to in our Group policies as "all employees".

The Workplace: This policy applies to all persons working for or on our behalf of the McSence Group of Companies in any capacity at the workplace(s) as defined below which includes but not limited to:

- McSence Premises, Offices, Units, Business Park, Client's Premises, External Meeting Places, Customers' Homes, Gardens, Sheltered Housing, Whilst On-Call, On-Duty, Emergency Cover, Working from Home including On-Line Meetings, Whilst Driving in Company Time, Working Public Areas (café's, trains, coffee shops, buses etc) and will be referred to throughout this policy as "the workplace".

Purpose: The purpose of the Flexible Working Policy is to:

- Support work-life balance for all employees by improving the working conditions of all employees and enabling them to better balance their work and personal lives
- Reduce absenteeism and increase productivity, commitment, and loyalty
- Recruit and retain the highest-quality employees possible
- Create an equality of opportunity for all employees
- Match business needs with the way employees work

Responsibilities: In order for this policy to be successful, commitment to flexible working is required from everyone in our workforce where the Senior Management Team will:

- Require company-wide integration of this policy and provide full support as needed
- Adopt and implement this policy
- Maintain, update, and monitor the policy as required including an annual audit
- Create a plan of action if changes are needed
- Provide necessary training to managers, supervisors, and employees
- Implement the policy and organise flexible working meetings, appeals and hearings as dictated by the policy

Line Managers, supervisors, and those with managerial or supervisory responsibility will:

- Treat all flexible working requests fairly and equitably
- Address all flexible working requests in a timely fashion.
- Ensure that any denial of a flexible working request is based on valid business grounds as set out by legislation

All employees will:


- Comply with this policy
- Be aware of the procedures required for flexible working
- Cooperate with management fully

WORKING FLEXIBILITY

The following outlines the different options for working flexibly:

Job Share: Job-sharing is when two (or more) employees share the duties of one full-time position. Each sharer undertakes a proportion of the required duties and receives proportionate pay and benefits. Note that job-sharing will require a high level of cooperation and communication between sharers, and sharers are expected to fulfil all job responsibilities. Line Managers will seriously consider all job-share requests, and, if approved, McSence Group will conduct normal recruitment for a fellow job-sharer. If no suitable sharer can be found within the 4 weeks of the request, the job share will be denied. If a job-sharer leaves McSence Group, the remaining shares will be involved (as necessary) in the recruitment and selection process of a new sharer to help ensure compatibility. If no suitable replacement is found, McSence Group reserves the right to terminate the job-share arrangement, and the existing sharer will be offered the full-time position.

Homeworking: Depending on the employee's position, duties and the government's guidance, it may be possible for the employee to work from home or on a Hybrid basis. Requests for homeworking will be considered based on whether the job role can be carried out equally on-site or from a remote location. Once an arrangement is agreed upon, an initial trial period usually of 3 months will begin with the homeworking agreement reviewed at the minimum annually, or sooner in accordance to any government guideline. There are several different types of homeworking including but not limited to:

-  Occasional homeworking
-  Regularly scheduled homeworking (daily, weekly, or monthly)
-  Designated full-time homeworking

Part-time and/or Reduced Hours: Part-time and/or reduced hours means working less than full time. This can be used to help accommodate daily or weekly workload peaks. Managers need to make sure that employees working part-time understand the degree of flexibility needed. When considering requests to move to part-time working, line managers must consider any effects on operational requirements.

Flexitime: The employee chooses when to start and end work (with agreed limits) but works certain 'core hours'.

Compressed Hours: Employees may request to 'compress' or work their total number of hours over fewer days. Examples of this include working 10 hours a day over four days instead of eight hours a day over five days. Once a compressed hour arrangement is agreed upon, an initial trial period of 3 months begin, and at the end of a successful trial period, the compressed hours agreement will be reviewed annually.




Annualised Hours: Annual hour contracts specify the number of hours to be worked during the course of the year but have some flexibility regarding when employees have to work them. There may be 'core hours' that the employee regularly works each week, but the rest of the hours may be worked flexibly or when there is extra demand. This flexible method of employment ensures that the employee works at the times most suited to the workload requirements.

Term-Time: Term-time contacts specify that employees do not work during school term time where McSence Group's operational needs take precedence over personal preferences. For instance, if there is a monthly meeting, employee will be expected to attend the meeting. Once a term-time arrangement is agreed upon, an initial trial period of 3 months begin, and at the end of a successful trial period, the term-time hours agreement will be reviewed annually.

Phased retirement: Default retirement age has been phased out and older workers can choose when they want to retire. This means they can reduce their hours and work part time.

HOW TO APPLY FOR FLEXIBLE WORKING

Line Manager's will consider the following points when considering flexible working request:

-  Whether the output and quality of work can be clearly monitored and reviewed
-  Whether communication can be effectively carried out
-  Whether absence of the employee from the workplace could inhibit the work of colleagues

Eligibility and Application: All employees, from day one of employment, are entitled to submit a flexible working application to their managers. All employees are able to make two requests in any 12-month period. The application must be submitted in writing and include:

- ✚ A statement that it is a statutory request for flexible working
- ✚ The type of flexible working change applied for and the date on which the proposed change should become effective
- ✚ Whether the employee has previously made any such request before, and, if so, when

Time Frame: Within 15 working days from receipt of the request, the manager must schedule a meeting with the employee to discuss the application. If necessary, after the meeting with the employee, the manager will meet with the flexible working coordinator or human resources to reach a decision regarding the application. The employer is required to make a decision on the request within two months of receiving it including the appeal process. The employee will receive a letter which either:

- ✚ Confirms the request has been accepted and details the appropriate arrangements and start date
- ✚ Confirms details of any compromise arrangements that have been agreed to and when they start
- ✚ Denies the request with a short explanation of reasons
- ✚ Also included in the letter will be the appeals procedure and time frame

Trial Period: Once an arrangement is agreed upon, an initial trial period of 3 months will begin, and at the end of a successful trial period. For homeworking agreement will be reviewed annually.

Decision Criteria: If the flexible working request is rejected, it must be based on one of the following grounds (as set out in the Employment Relations (Flexible Working) Act 2023):

- ✚ Extra costs that will damage the business
- ✚ The business will not be able to meet customer demand
- ✚ The work cannot be reorganised among other existing staff
- ✚ There is a lack of work to do during the proposed working times
- ✚ Inability to recruit additional staff
- ✚ The business is planning changes to the workforce
- ✚ Flexible working will affect quality and performance

All requests will be considered in accordance with McSence Group's Equality and Diversity policy

Appeals Procedure: Where a request is denied and the employee would like to appeal, the employee has 10 working days to file an appeal. This process will also be outlined in the denial letter. To formally make an appeal, the employee must make an appeal request in writing, stating reasons for the appeal, and submit it to the senior management team. Within 10 working days of receipt of the appeal notification, an appeal hearing will be arranged with a panel consisting of the line manager and a member of the senior management team. The previous decision-making manager must also be in attendance. The employee has the right to attend the hearing and be accompanied by a colleague, trade union representative or other representative. Within 5 working days of the hearing, McSence Group will write a letter to inform the employee about the outcome of the appeal. The letter will also set out responses to any points that were raised in the appeal. This decision is final.

Company Intranet – Staff Zone: All the McSence Groups policies, procedures, handbooks are available on-line to all employees on the McSence Group's Staff Zone Intranet via our website [Login | McSence](#)

Compliance: Failure to comply with the provisions of this Policy may result in Disciplinary proceedings.



McSence Group Signatory:

David Maxwell | Chief Executive

McSence Group - McSence Communication Ltd, McSence Ltd, McSence Services Ltd & McSence Workspace Ltd

Policy Amendments & Revisions: *This policy will be reviewed annually and, if necessary, revised in the light of legislative or organisational changes. Improvements will be made by learning from experience and the use of an established annual review. Should any amendments, revisions, or updates be made to this policy it is the responsibility of the Company Senior Management Team (SMT) to see that all relevant employees receive notice and training if necessary.*

POLICY