

1 Introduction

Hybrid Working is where an individual employee works their contractual hours between their normal work location and home.

Hybrid Working was a health and safety necessity aimed at reducing social interaction during Covid. As the safety threat subsided the requirement for hybrid working evolved into an individual preference for flexibility on work location.

We recognise that Hybrid Working has benefits for both the business and individuals, and where roles and business needs allow, employees may be permitted the opportunity to work a hybrid pattern.

This policy is designed to outline how Hybrid Working will be agreed, managed and to help support eligible employees to work from home safely and effectively.

Applications for any other working pattern should be actioned through the Flexible Working policy.

GRAHAM are committed to being an inclusive workplace where all employees, customers and stakeholders can fully participate and contribute. We strive to ensure accessibility across all facets of our operations, including physical spaces, digital platforms, communication channels and services.

Our People policies are regularly audited against rigorous accessibility standards to ensure compliance and to support every employee.

Anyone who requires additional support or has any questions regarding accessibility can contact the HR team at HR-JGC@graham.co.uk

2 Scope

This procedure applies to all employees in the company. It includes all employees transferring into the business through TUPE terms and conditions, unless expressly stated otherwise in their contract with GRAHAM

3 Hybrid Working Patterns

The business may permit a Hybrid working pattern for certain office-based roles, dependent on business needs.

Each Business Division or Department will establish a standard Hybrid Working schedule for all employees.

Flexibility on Divisional or Departmental work schedules may be available based on individual circumstances, whether on a temporary or permanent basis. Any deviation from the Divisional or Departmental schedule must be discussed and agreed with the Line Manager.

4 Hybrid Working – general rules

- 4.1 We reserve the right to terminate or alter any hybrid arrangements, for example when Government restrictions dictate or business needs dictate, subject to reasonable notice.
- 4.2 Employees will be subject to the same performance measures, processes and objectives that would apply if they worked full-time in the office.
- 4.3 Line Managers will remain responsible for supervising employees, will regularly review hybrid working arrangements and take steps to address any perceived problems. They will ensure that employees are kept up to date with circulars and information relevant to their work.
- 4.4 Employees agree to attend the office or other reasonable location for meetings, training courses or other events that cannot be run virtually on days where they would normally work at home.
- 4.5 Employees understand that when they do attend the office, they may not be able to sit at their normal desk.
- 4.6 Employees working at home are covered by GRAHAM Employer's Liability Insurance and Public Liability Insurance providing the rules of this policy have been followed.
- 4.7 It is the employee's responsibility to assess the personal implications of home-based work with respect to household insurance.
- 4.8 Homeworking cannot be in a public place eg a library or café.
- 4.9 Where an employee who otherwise would be able to work from home as part of a hybrid pattern is not able to do so because of a disability or other health condition, they should discuss with their Line Manager as to whether reasonable adjustments may be made.
- 4.10 Whilst home working, employees must take responsibility for their work. The system is reliant on there being trust between managers and employees. This is so fundamental that any breach of trust will be treated very seriously and may be regarded as misconduct up to and including gross misconduct. Appropriate action may follow under the Disciplinary Policy.

5 Attendance at and Availability for work

- 5.1 Employees must be available and able to work on their contracted days and hours whether they are in the office or working from home, unless absence is for an authorised form of leave or sickness. Any temporary variation to this arrangement can only be made by prior agreement with the Line Manager.
- 5.2 Employees should log in to the IT system to clearly indicate their availability status throughout their working day.
- 5.3 As a rule, employees are expected to work in the same way, whether they are in the office or working from home. For example, if an employee would usually be available to answer the telephone, respond to emails etc. during the normal hours they will be expected to do this when working from home.

6 Patterns of Work

- 6.1 Working a hybrid work pattern does not mean that employees are able to choose when and where they work. The days that an employee works in the office or works from home will be organised, planned and agreed in advance.
- 6.2 Employees will work the standard Divisional or Departmental schedule unless a different pattern is agreed with the Line Manager, either on a temporary or permanent basis.
- 6.3 Some Divisions or Departments may require the scheduling of office/home working rotas to facilitate desk usage, which will vary to suit operational needs. Rotas will also need to be reviewed to take into account new starters and leavers.
- 6.4 Ultimately the manager will have the responsibility for ensuring that business needs take priority, that employees are treated fairly and are trusted to take responsibility for themselves and their work when working from home.
- 6.5 Employees must understand that these patterns are subject to change; there is no entitlement to work from home on specific days of the week. Consequently, employees must be ready to alter their working pattern if required and should be wary of making any commitments on homeworking days as these may need to change.
- 6.6 Working from home is not a substitute for caring for dependants. Employees are expected to have made alternative arrangements for the care of dependants during the working day. Where there is an issue with caring responsibilities an employee should speak with their manager in the first instance.

7 Employee Performance

- 7.1 Working from home relies on outcome-based management. This means that employees are managed based upon their results. To achieve this employees are expected to deliver outcomes within their contractual hours.
- 7.2 This approach requires a strong commitment by managers and employees to plan and ensure that regular 1-2-1 meetings take place and relevant targets are used to represent the outcomes required.
- 7.3 Hybrid Working requires some changes in the relationship between employees and their managers. As a result, there are different responsibilities for all employees and managers.

8 Manager Responsibilities

Managers will:

- 8.1 Ensure that safe working practices are understood by employees and that they have sufficient tools to do their job effectively
- 8.2 Ensure employees have access to sufficient technology to work effectively both in the office environment and from home
- 8.3 Ensure employees have access to appropriate training and support to work effectively

- 8.4 Ensure employees take responsibility for creating a safe working environment when working from home
- 8.5 Ensure employees have access to appropriate support equipment to assist in the creation of a safe working environment when working from home.
- 8.6 Ensure employees have their individual circumstances and requirements (particularly where an employee has a disability) taken into account.
- 8.7 Ensure employees have access to a regular performance review process which includes regular 1:1 conversations and/or supervision
- 8.8 Ensure that information governance (in accordance with GRAHAM IT Acceptable Use Policy) and health and safety requirements are adhered to at all times

9 Working at Home – Equipment and Expenses

- 9.1 We will provide any equipment that we consider an employee reasonably requires to work from home which will remain the property of GRAHAM.
- 9.2 It is the employee's responsibility to ensure that they have sufficient and appropriate equipment for working from home. We are not responsible for the provision, maintenance, replacement, or repair in the event of loss or damage to any personal equipment used by an employee when working for us.
- 9.3 We are not responsible for associated costs of an employee working from home including the costs of heating, lighting, electricity or telephone calls.

10 Working at Home – Data security and confidentiality is subject to the Terms & Conditions of IT Acceptable Use Policy (reference section 4.10)

11 Working at Home- Health and Safety

- 11.1 Home working is a form of lone working. This means that there may be a risk of employees not having immediate access to another person for assistance or supervision if circumstances require, i.e. in an emergency situation. To mitigate against this risk, employees that are working from home are required to:
- Keep their work diary up-to-date.
 - Agree a schedule or protocol for keeping in touch with their Manager.
 - Be contactable via email and/or by voice as agreed with the Line Manager, either through home phone/mobile phone or via Teams.
- 11.2 When working at home employees have the same health and safety duties as other employees. They must take reasonable care of their own health and safety and that of anyone else who might be affected by their actions and omissions. They

must also attend the usual office health and safety courses and undertake to use equipment safely.

- 11.3 We retain the right to check home working areas for health and safety purposes. The need for such inspections will depend on the circumstances including the nature of the work undertaken.
- 11.4 Employees must not have meetings in their home with clients or employees and must not give clients/employees their home address or telephone number.
- 11.5 Employees must ensure that any electrical devices you use are plugged into recognised power sockets and they must not overload any socket or use extension leads in a way that would cause electrical overload.
- 11.6 It is the employee's responsibility to ensure their workstation at home is set-up correctly without hazards (such as trailing cables, etc) that could cause harm to yourself or others.
- 11.7 Employees must ensure that working patterns and levels of work both over time and during shorter periods are not detrimental to their health and wellbeing. If an employee feels their health is or could be affected, they must raise this with their Line Manger and HR as soon as possible
- 11.8 Employees must use their knowledge, experience and training to identify and report any health and safety concerns to their Line Manager.
- 11.9 When an employee is working at or from home they are covered by our accident insurance policy. Any accidents must be reported immediately in accordance with our Health and Safety Policy.

12 Terms and Conditions

- 12.1 An employee who is working from home is still governed by the same terms and conditions of their standard contract of employment.
- 12.2 This policy does not form part of any contract of employment and may be amended at any time.
- 12.3 An employee's contractual work location is not changed by this arrangement.
- 12.4 The Code of Conduct and all other GRAHAM policies, procedures and associated guidance remain in place and should be adhered to during any period of working from home.