

Flexible Working Policy

Our approach

Life changes. Children grow up, parents age, health shifts, interests develop. We think your working pattern should be able to change too - where we can make it work for you and for the business.

Flexible working is not a perk for a select few. It is something we actively support across all roles and levels. Not every request will be possible, but every request will be taken seriously.

You have the statutory right to request flexible working from your first day with us. You can make up to two requests in any 12-month period.

What flexible working can look like

Flexible working takes many forms. Some examples:

- Part-time hours
- Compressed hours (e.g. working your full hours over fewer days)
- Annualised hours
- Hybrid working (splitting time between office/site and home)
- Flexible start and finish times
- Career breaks
- Job sharing

This list is not exhaustive. If you have an idea that is not listed here, raise it anyway - we are happy to consider creative solutions.

How to make a request

Put your request in writing using the flexible working application form. Your request should include:

- A statement that it is a statutory flexible working request
- Whether you have made a previous request, and when
- The change you are asking for and when you would like it to start
- The date of your request

If you are making the request as a reasonable adjustment under the Equality Act 2010, please let us know - this may affect how we handle it.

You do not need to give a reason for your request, but it can help us understand your situation if you choose to.

What happens next

We will talk it through with you

Unless we can approve your request straight away, we will arrange a meeting to discuss how it could work. We will look at things like the impact on your team, service delivery, costs, and whether alternatives might work if the original request is difficult.

You can bring a colleague with you to this meeting if you would like to.

We will let you know the outcome

We will give you the answer in writing. If we approve the request, we will confirm the new arrangement and when it starts. If we cannot approve it, we will explain why and tell you how to appeal.

We will aim to complete the whole process within two months of receiving your request.

If you disagree with the decision

You can appeal by putting your reasons in writing. We will discuss the appeal with you- unless we decide to overturn the original decision without needing a meeting. The appeal outcome will be confirmed in writing and is final.

Things to be aware of

Contractual position

If your request is approved, the outcome will be confirmed in writing, including whether the arrangement is:

- (a) A permanent contractual change to terms and conditions; or
- (b) A non-contractual arrangement, which is subject to review and may be varied or withdrawn where business needs require.

Where a change is agreed on a permanent basis there is no automatic right to go back to your previous arrangement. If you want to explore a temporary or trial arrangement instead, raise this at the discussion stage.

What if several people make requests at the same time?

If we cannot accommodate everyone, we will look for compromises first. If that is not possible, we will use a fair selection process. We will always be transparent about how decisions are made.

Withdrawing a request

If you change your mind, just let us know. We may treat a request as withdrawn if you confirm this, or if you do not attend arranged meetings without a reasonable explanation. We will confirm any withdrawal in writing.

A note on reasonable adjustments

If you have a disability or long-term health condition, flexible working may form part of a reasonable adjustment under the Equality Act 2010. If this applies to you, please let us know when you make your request so we can consider it in line with our legal duties.

Questions

If you want to explore flexible working informally before making a formal request, speak to your manager. We are happy to have an informal conversation first - there is no obligation to put in a formal request until you are ready.

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V1	15/01/2026	Milbank Group	Creation & Approved