

## **AGE UK EXETER**

### **Controlled Document**

#### **Document Name: Hybrid Working Policy**

Document Version Number: 1

Agreed by Risk and Quality Committee: 20.05.25

Approved by Board of Trustees on: 24.06.25

Review Schedule: Every three years

Next review due: June 2028

Owner (Responsibility) CEO

Amendments to: Governance Officer

Revision History: See end of document

Document location: [www.ageuk.org.uk/exeter/about-us/policiesandguidelines](http://www.ageuk.org.uk/exeter/about-us/policiesandguidelines)

### **Document Description**

This policy aims to ensure that those working under a hybrid working arrangement are treated equally to workers based in the workplace and that hybrid working is carried out safely and in accordance with our policies and current legislation. It sets out the conditions on which hybrid working will be allowed and the rules that apply to all hybrid workers. If you are allowed to work under a hybrid working arrangement, you must comply with this policy.

### **Implementation and Quality Assurance**

Implementation is immediate and this policy shall stay in force until any alterations are formally agreed.

The policy will be reviewed every three years by the Board of Trustees, sooner if legislation, best practice, or other circumstances indicate this is necessary.

All aspects of this policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy, please contact the CEO on [info@ageukexeter.org.uk](mailto:info@ageukexeter.org.uk) or at Age UK Exeter, The Sycamores, Mount Pleasant Road, Exeter, EX4 7AE, 01392 202092.

# **Hybrid Working Policy**

## **1. Policy Statement**

As part of our commitment to flexible working, we support hybrid working arrangements.

Any reference to "workplace" in this policy is a reference to the place of work as specified in your contract of employment or, where not specified, your usual place of work when you attend our premises.

This policy does not form part of any contract of employment or contract to provide services, and we may amend it at any time.

## **2. Who does this policy apply to?**

This policy applies to all employees, officers, consultants, self-employed contractors, casual workers, agency workers, apprentices, volunteers and interns, who have successfully completed their probationary period.

## **3. Hybrid Working Arrangements**

A hybrid working arrangement is an informal flexible working arrangement which allows you to split your working time between the workplace and an agreed remote working location, such as your home.

Hybrid working arrangements will differ depending on the nature of your role, duties and responsibilities and so are discretionary and subject to agreement in writing with your line manager or the HR and Finance Manager.

Any hybrid working arrangement is subject to you spending a minimum of 50% of your working time each week working from your workplace. Your remaining working time may be worked from your workplace or your remote working location, as agreed in writing with your line manager or the HR and Finance Manager.

The days and times worked from your workplace and your remote working location are subject to agreement with your line manager or the HR and Finance Manager and may vary to accommodate the needs of our business.

All hybrid working arrangements will be subject to a trial period of 6 months. We may, at our discretion, extend this period for up to a further 3 months. During the trial period, we will monitor the hybrid working arrangements. At the end of the trial period, we will inform you if we consider it appropriate for the hybrid working arrangements to continue.

All hybrid working arrangements are subject to a requirement for you to attend the workplace on our reasonable request to accommodate the needs of our business, such as to attend training or meetings.

All hybrid working arrangements are subject to ongoing review and may be modified for reasons including a change in business needs or performance concerns.

If you have a flexible working arrangement that has been approved under a flexible working request, then it may not be possible for you to also work under a hybrid working arrangement.

Hybrid working arrangements agreed in accordance with this policy are discretionary and may be terminated in accordance with section 11. If you want to permanently vary your contractual working arrangements so that you work from a remote working location for all or part of your working week, you will need to make a flexible working request (if eligible) in accordance with our Flexible Working Policy.

#### **4. Conditions necessary for hybrid working**

Not all roles and not all jobs are suitable for hybrid working. A hybrid working arrangement is unlikely to be agreed if:

- you need to be present in the workplace to perform your job (for example, because it involves a high degree of personal interaction with colleagues or third parties or involves equipment that is only available in the workplace);
- your most recent appraisal identifies any aspect of your performance as unsatisfactory;
- your line manager has advised you that your current standard of work or work production is unsatisfactory;
- you have an unexpired warning, whether relating to conduct or performance; or
- you need training or supervision to deliver an acceptable quality or quantity of work.

If you are working under a hybrid working arrangement you agree to:

- have a suitable working environment at your remote working location that enables you to carry out your role effectively;
- continue to work the hours required by your contract of employment;
- work independently, motivate yourself and use your own initiative;
- manage your workload effectively and complete work to set deadlines;
- identify and resolve any new pressures created by working from a remote working location;
- adapt to new working practices, including maintaining contact with your line manager and colleagues at work;
- exercise flexibility to make changes on our reasonable request to the hybrid working arrangement, including to the days, times and location from which

you work (as between your workplace and your agreed remote working location), to meet the needs of our business;

- determine any resulting tax implications for yourself;
- make arrangements for the care of any children or other dependants who rely on you for support or care when you are working from your remote working location; and
- finance any travel and/or related expenses incurred when travelling to and from your remote working location and your workplace.

## **5. Location**

Your primary remote working location should be agreed with your line manager or the HR and Finance Manager in advance and is subject to their written approval.

Your primary remote working location must be within commuting distance of and within the same country as your workplace unless written approval has been provided by the HR and Finance Manager.

If you wish to work from a different remote working location at any time during your hybrid working arrangement, this will need to be agreed with your line manager or the HR and Finance Manager in advance and is subject to their written approval.

If you wish to work from a remote working location abroad at any time during your hybrid working arrangement, this will require separate approval from the HR and Finance Manager and there is no guarantee that this will be possible. Working remotely from a location abroad is not subject to this policy due to different compliance and legislative requirements.

If we agree to you working from a different remote working location at any time during your hybrid working arrangement, this will be subject to our right to require you to return to your primary remote working location on 4 weeks' notice.

## **6. Management, training and workplace attendance**

Your line manager will:

- remain responsible for supervising and assessing you in the same way as staff based in the workplace and will agree the best way to appraise your performance and provide ongoing supervision in a remote way.
- regularly review your hybrid working arrangements and take steps to address any perceived problems; and
- ensure that you are kept up to date with any changes to the workplace or information relevant to your work.

You will be subject to the same performance measures, processes and objectives that would apply if you worked permanently in the workplace.

If you receive an unsatisfactory appraisal or informal review or are subject to a (verbal or written) warning for any reason, your hybrid working arrangements may be terminated immediately, in which case you will be expected to return to work in the workplace.

You will be provided with the same opportunities for training, development and promotion as staff based permanently in the workplace. If your hybrid working arrangement will impact on your ability to apply for certain roles, your line manager will discuss this with you to ensure that you are not denied any opportunity unfairly.

You agree to attend the workplace or other reasonable location for meetings, training courses or other events which we require you to attend.

You understand that when you do attend the workplace, you may have to hot desk or share a desk with someone else.

## **7. Health and Safety**

When working from your remote working location you have the same health and safety duties as other staff. You must take reasonable care of your own health and safety and that of anyone else who might be affected by your actions and omissions. You must attend our usual health and safety courses, read the Health and Safety policy, which is on the Age UK Exeter website and in your Staff Handbook and undertake to use equipment safely.

To identify any potential health and safety hazards at your remote working location and take appropriate steps to minimise risk, we retain the right to carry out a health and safety risk assessment (either remotely or by arranging a visit) before or shortly after you begin hybrid working. We will contact you to arrange completion of the risk assessment. The need for these inspections will depend on the circumstances, including the nature of the work you undertake.

You must not have in-person meetings in your remote working location with clients and must not give clients the address or telephone number of your remote working location.

You must ensure that your working patterns and levels of work when working from your remote working location are not detrimental to your health and wellbeing. If you have concerns about your health or wellbeing arising as a result of your workload or working pattern, you should inform your line manager without delay so that we can discuss measures to deal with this.

You must use your knowledge, experience and training to identify and report any health and safety concerns to your line manager.

## **8. Equipment and suitable workspace**

We will provide a laptop to enable you to work from your remote working location. We will make all necessary arrangements for and bear the cost of maintaining, repairing or replacing (where necessary) the laptop, and removing it from your remote working location. Where any equipment is provided, it remains our property and you must:

- ensure it is only used by you and only for the purposes for which we have provided it;
- take reasonable care of it and use it only in accordance with any operating instructions and our policies and procedures;
- make it available for collection by us or on our behalf when requested to do so; and
- not use any personal device or computer for work.

It is your responsibility to ensure that you have all other sufficient and appropriate equipment for working from your remote working location. We are not responsible for the provision, maintenance, replacement or repair of any personal equipment used by you when working for us.

When travelling between your remote working location and your workplace you agree to keep equipment provided by us secure at all times.

On termination of your hybrid working arrangement or on termination of your employment you will return all equipment provided by us. Where necessary, we may need to arrange a visit to your remote working location to reclaim equipment.

It is your responsibility to ensure that you have a suitable workspace at your remote working location with adequate lighting for working.

If you have a disability, you should inform us of any equipment you require to work from your remote working location comfortably. We will bear the reasonable cost (or reimburse you for the reasonable cost) of providing the equipment.

We are not responsible for the associated costs of you working from your remote working location, including the costs of heating, lighting, electricity, broadband internet access, mobile or telephone line rental or calls.

## **9. Insurance requirements**

We shall be responsible for taking out and maintaining a valid policy of insurance covering any equipment we provide against fire, theft, loss and damage throughout your employment. You must not do, cause or permit any act or omission which would invalidate the insurance policy.

We are not liable for any loss, injury or damage that may be caused from any equipment that is not provided by us but required by you to work from your remote working location.

If your remote working location is your home address, you are responsible for ensuring that working from home will not invalidate the terms of your home insurance. Before commencing hybrid working, you should ensure that you check your home insurance policy and inform your home and contents insurance provider of your working arrangements as required.

If your remote working location is your home address, before commencing working from home, you should check the terms of your mortgage, lease or rental agreement to ensure this does not breach any of the terms. It is your responsibility to inform your mortgage provider or landlord that you are working from your home address and seek any necessary approval before commencing hybrid working.

When you are working from your remote working location you are covered by our employers' liability insurance policy. Any accidents must be reported immediately to your line manager in accordance with our Health and Safety Policy.

## **10. Data Security and Confidentiality**

Your line manager must be satisfied that all reasonable precautions are being taken to maintain confidentiality in accordance with our requirements.

You are responsible for ensuring the security of confidential information in your remote working location and when travelling to and from your workplace. You must not use your personal computer equipment for storing any confidential information.

When working from your remote working location you undertake to:

- change your main password every two months as required by our system and comply with our instructions relating to password security;
- use your given passwords for the client relationships management system and follow multifactorial authentication when required;
- comply with our instructions relating to software security and to implement all updates to equipment as soon as you are requested to do so;
- Use Teams or your work mobile for work related calls where possible.
- maintain a private space for confidential work calls and meetings;
- ensure that any display screen equipment is positioned so that only you can see it or a privacy screen is used;
- lock your computer terminal whenever it is left unattended;
- ensure no one else in your remote working location has access to confidential information stored on our equipment;
- ensure any wireless network used is secure;

- change your wireless network passwords periodically and ensure that your wireless network router has software security updates applied;
- keep all papers containing confidential information in filing cabinets that are locked when not in use, and ensure that no one else in your remote working location has access to them; and
- shred or otherwise dispose securely of confidential information when it is no longer required and at all times comply with our instructions on document retention.

To comply with data protection obligations, you will only store or process company data or personal data on equipment that has been provided by or authorised by us.

To comply with data protection legislation, we retain the right to conduct a data protection impact assessment (DPIA) to assess the risks involved with data processing in your remote working location. Where this is necessary, we will contact you to arrange the DPIA.

You confirm that you:

- have read and understood our Data Protection Policy, and IT and Communications Policy and other policies or documents from time to time in force regarding the retention of personal data, electronic communications and data security;
- will regularly keep yourself informed of the most current version of these policies; and
- will attend any training on data protection and confidentiality whether online or in person when requested to do so.

If you discover or suspect that there has been a data breach or an incident involving the security of information relating to us, our clients, or anyone working with or for us, you must report it immediately to your line manager or the Governance Officer.

## **11. Termination of hybrid working arrangement**

We reserve the right to terminate the hybrid working arrangement, for example, due to a change in business needs, performance concerns or if your role changes so that hybrid working is no longer suitable, subject to 4 weeks' notice.

If you want to terminate your hybrid working arrangement, you must give your line manager or the HR and Finance Manager 4 weeks' notice to allow us to arrange a desk space for you in the workplace and collect any equipment that is no longer required.

## **12. Misconduct**

Breach of the rules set out in this policy is treated as a disciplinary matter in accordance with our Disciplinary Procedure. It may result in disciplinary action being taken against you. A serious breach of this policy may amount to gross misconduct resulting in dismissal.



**Revision history**

<b>Revision date</b>	<b>Summary of Changes</b>	<b>Other Comments</b>
21.03.25	New document using HR Express template.	Approved 24.06.25