FLEXIBLE WORKING
POLICY GUIDE

INTRODUCTION

Flexible working policies have become a central feature of post-COVID employment, offering significant advantages to both organisations and their employees. By allowing staff to adjust when, where, or how they work, businesses can improve productivity, reduce absenteeism, and create a more adaptable workforce. Many employees perform better when they have control over their schedules or work environments, and the resulting boost in satisfaction and well-being often translates into higher levels of motivation and performance.

For employers, flexibility has also become a powerful tool for attracting and retaining talent in an increasingly competitive labour market. It enables organisations to access a wider and more diverse talent pool, including individuals who may be unable to commit to traditional working patterns. At the same time, flexible working supports a more inclusive workplace, helping businesses accommodate different life circumstances while realising potential cost savings through reduced office space and resources.

As a result, flexible working is no longer seen as an optional benefit but as a strategic approach that enhances organisational resilience, employer branding, and long-term performance. This guide provides a practical overview of how businesses can design, implement, and manage flexible working policies that meet both operational needs and employee expectations.

WHAT SHOULD YOUR POLICY COVER?

A clear and well-structured Flexible Working Policy helps organisations set expectations, support managers, and ensure fairness across the workforce. Key areas to cover include:

1. Purpose and Scope
- Why the policy exists and its intended benefits.
- Who it applies to (e.g., all employees, specific roles).

2. Types of Flexible Working Offered
- Remote or hybrid working options.
- Flexible hours, compressed hours, or staggered shifts.
- Part-time work, job sharing, or phased retirement.
- Any role-specific limitations or requirements.

3. Eligibility Criteria
- Whether all employees can apply or if certain conditions must be met (e.g., tenure, role suitability).

4. Application and Approval Process
- How employees can request flexible working (forms, timelines, required information).
- How managers will assess requests (e.g., business needs, performance considerations).
- Expected response times and escalation routes if needed.

5. Working Arrangements and Expectations
- Core hours, availability windows, or communication expectations.
- Collaboration and team-working requirements.
- Equipment, workspace setup, and technology support.

6. Data Protection and Security
- Expectations around confidentiality, secure systems, and safe handling of information when working remotely.

7. Review, Renewal, and Adjustments
- How often arrangements will be reviewed.
- Whether flexible working agreements are permanent, temporary, or subject to change.
- How to revisit or modify arrangements if business needs change.

8. Legal and Compliance Considerations
- Reference to relevant employment legislation.
- Employee rights and responsibilities under the law.

RIGHT TO FLEXIBLE WORKING IN THE UK

In the UK, every employee (from their first day of employment) has a statutory right to request flexible working, meaning they can ask to change when, where, or how they work.

While this legal right does not guarantee that every request will be granted, the requirement for employers to assess requests fairly helps support workers' ability to balance work with personal responsibilities such as childcare, health, and caring duties.

NEED MORE HELP?

Contact the team! You can reach us at: info@future-plus.co.uk