



Flexi-Time Procedure

1. Introduction

- 1.1 Hanover supports the principle that employees should be empowered to do their best work while enjoying a healthy work-life balance and actively contributing to our vision: “homes and services that make life better”.
- 1.2 The Scheme applies to all employees based at the Edinburgh, Elgin, and Glasgow Offices, except where an exclusion applies. Exclusion from the scheme will apply to employees where cover is required during specified hours of work. In addition, exclusions may be voluntary.
- 1.3 Flexitime is designed to empower our people to continue to develop ways of working as set out in the Hanover Team Charter: “continuing to place our customers’ needs at the heart of everything we do while challenging the boundaries of how we deliver our services and supporting the wellbeing needs of our people.”
- 1.4 It is the responsibility of all employees to work collaboratively to ensure appropriate staffing levels are maintained to deliver a consistently high level of service to internal and external customers.
- 1.5 Working within the framework of normal contracted hours, the flexi-time scheme enables employees to organise their working hours by mutual agreement with their manager to facilitate great team performance; always with our customers’ needs at the forefront of our plans.

2. Making it right for our employees and customers

- 2.1 The success of this scheme depends upon effective communication and collaboration between managers and employees.
- 2.2 Managers will closely monitor and review flexi-time records to ensure the system is being administered effectively and continues to meet the wellbeing needs of employees, while providing consistently high standards of service and support to internal and external customers.
- 2.3 Employees who participate in flexi-time arrangements are trusted to enter accurately the precise times of arrival and departure.

3. Overview of the scheme

- 3.1 In view of the increased flexibility which will be offered by the scheme and to ensure that operational needs are always met, it is important that Managers work closely with their teams to ensure the effective administration of the scheme and that their team charter is reviewed regularly to meet the needs of the business.

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- 3.2 In practice, this means that employees should agree any non-standard working patterns with their manager in principle (supported by the relevant “Team Charter”) and agree on a specific basis any deviations from their normal working pattern in advance, other than in exceptional circumstances.
- 3.3 Requests for flexi-leave will be carefully considered by Managers to ensure they do not adversely impact on the operational effectiveness of their team(s).
- 3.4 In the event where service delivery may be compromised, Managers may refuse applications for flexi-time adjustments or flexi leave and alternative options may be explored.
- 3.5 Flexitime should be monitored by Managers and employees to ensure that they are not working excessive hours on a regular basis and any workload or wellbeing concerns are addressed in a timely manner.
- 3.6 Flexitime primarily exists to help employees to have more control over their workload. Flexitime should not be used as a routine way of accruing extra leave.

4. Scope and Eligibility

- 4.1 Eligibility and the degree to which an employee may participate will be dependent on their Agile Work Style (i.e., Hybrid, Fixed, Mobile) and operational requirements.
- 4.2 Managers will collaborate with employees to agree clear working practices to enable greater flexibility for individuals and teams.
- 4.3 In the event that working practices are having a negative impact on either the individual employee, team or customer, managers will meet with employees to discuss and agree desired improvement or changes.
- 4.4 Where necessary, and subject the approval of senior management, the scheme may be temporarily suspended until such time a suitable arrangement is agreed.

5. Agile Working Hours

- 5.1 Agile Working Hours set out the earliest and latest times each Agile Work Style (i.e., Hybrid, Fixed, Mobile) will typically work to support Hanover’s hours of operation
- 5.2 All hours recorded via the system over and above the employee’s normal contracted hours will automatically contribute to the flexi time balance.

Agile Working Hours	Hybrid Worker
Earliest Start	07:00 hours
Latest Finish	22:00 hours
Half Day Finish – Full Time Employees *	13:00 hours
Half Day Finish – Part Time Employees *	½ of normal daily working hours
Credit hours – maximum per monthly accounting period	7 (or a full day equivalent for compressed hours)

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Debit hours – can only be carried for 2 accounting periods	7 hours (or a full day equivalent for compressed hours)
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* Example of Half day finish for part time employees:

If normal working hours are 10:00 to 14:00, a half day finish would be 12:00. We have removed the minimum number of hours required to allow more flexibility in the working day.

5.3 At departmental level, *'Team Charters' set out the specific agile working parameters in place to help each team meet its objectives while providing a consistent level of service to internal and external customers.

5.4 The Hybrid Work Style

5.4.1 Managers will work collaboratively with their teams to ensure adequate cover is in place to deliver a consistently high level of service to internal and external customers between the following hours of operation: 0900 hours to 1700 hours, Monday to Friday.

5.5 Breaks

5.5.1 For health, safety and wellbeing purposes, employees are required to take a minimum of 30 minutes lunch break each day. All employees requiring a lunch break more than 1 hour will require the advance agreement of their manager, subject to operational requirements. If employees do not record a lunch break, 30 minutes will be automatically deducted from accrued hours for that day.

5.6 Accounting Period

5.6.1 The flexi-time scheme is based on a monthly period from the 1st working day to the last working day of the month.

5.6.2 Accumulation of flexitime will be determined by available workload and not by the design of employees.

5.6.3 Credit hours more than these amounts will be lost except in exceptional circumstances which must be agreed by the manager.

5.7 Debit Hours

5.7.1 In general, employees are not encouraged to accumulate debit time, however, there may be occasions where it is appropriate to carry forward debit hours.

5.7.2 As above, the maximum number of debit hours that may be carried forward from one accounting period to the next is 1/5 of an employee's working week.

5.7.3 Debits can only be carried for a maximum of two accounting periods.

5.7.4 Any employee who is at the maximum debit limit after two accounting periods should meet with their manager to agree a work pattern to make good the time within the next period.

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6. Flexi-leave

- 6.1 It is expected in normal circumstances that the amount of flexi-leave taken will not exceed **1 day per month**.
- 6.2 Employees should give as much notice as possible of proposed flexi leave. Other than in exceptional circumstances, as a minimum, at least one days' notice should be given to managers for each day or half day flexi leave.

7. Overtime

- 7.1 Overtime will be an exceptional and pre-arranged occurrence and flexitime will be the primary method for covering any additional work.
- 7.2 It should be noted that:
- hours credited to the flexi-time total do not attract payment for overtime as an alternative to credit leave;
 - extra attendance which is authorised as overtime may not be added to the flexi-time total;
 - employees may work overtime and still accumulate debit hours up to the normal limit in the flexi-time record;
 - excess hours above the flexi-time credit limit will not automatically become overtime. In exceptional circumstances managers may authorise excess credit to be carried over e.g., in case where the needs of the business prevented the individual taking flexi-leave.
- 7.3 The recording of overtime is the responsibility of the employee and their manager.

8. Authorised absences

- 8.1 It is recognised that on occasions employees may need time off to deal with emergencies relating to dependants. The Time Off Policy should be referred to in such circumstances if required.
- 8.2 All other appointments should ideally be arranged out with normal working hours, particularly routine dentist/doctor appointments. Where this is not possible, Flexitime could be granted.
- 8.3 Managers are encouraged to be flexible with their team members where they can be to allow attendance at appointments or collecting children from school or care responsibilities if this is recorded on the system.

9. Business travel

- 9.1 Employees who are required to travel direct from home to a place other than their normal office base, for example to conferences, seminars, meetings, and such like can claim travelling time subject to the following criteria:
- The difference in time from home to the normal place and home to the location for the purpose described above, subject to prior agreement with the Manager.

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- Employees attending day or block release training will be credited with the relevant hours taking into account the actual training time and reasonable travelling time.

Department	Business Support and Transformation
Author	Head of HR and OD
First Approved	23 June 2023
Approved By	ELT
Next Review Due	September 2026