

## Hybrid Working Policy

<b>Version Number</b>	1
<b>Revision Date</b>	August 2022
<b>Department</b>	Business Support and Transformation
<b>Author</b>	People Partner
<b>Reason for Policy Creation/Revision</b>	New Policy
<b>Data Protection</b>	This policy complies with our Data Protection Policy & Procedures
<b>Equalities</b>	This policy ensures we have equal protections for all employees
<b>Sustainability</b>	N/A
<b>Proof Read By</b>	Head of HR and OD
<b>Date Approved</b>	September 2022
<b>Approved By</b>	ELT/SMT
<b>Next Review Due</b>	31 August 2026
<b>Audience – Training and Awareness Approach</b>	This sits together with the Team Charters and office protocols and can be read with People Partner’s providing support where required
<b>Effective Date</b>	1 September 2022
<b>Internal References – Policies &amp; Procedures (<i>Located on The Hub</i>)</b>	Flexible Working Policy  Maximising Attendance policy
<b>External References</b>	

### **1. Policy Purpose**

- 1.1 This policy sets out Hanover's approach to hybrid working, which allows you to split your time between attending the workplace and working remotely.
- 1.2 This model allows us to become more agile. Hanover will continue;-
  - To deliver the best possible service to our customers
  - To plan, adapt and thrive in a new working environment
  - Commitment to supporting a positive work life balance for our employees

### **2. Policy Scope, Explanations and Definition**

- 2.1 Hybrid working is defined as bringing people, processes and technology, time and place together to find the most appropriate and effective way of working to undertake your role.
  - 2.1.1 The Hybrid working Policy sits alongside the managers and employee's guidance documents and sets out the organisations expectation.
  - 2.1.2 The proportion of time, and particular days and hours, worked at each location will be set out in the team charter, which will be developed by each team.

### **3. Who is covered by Hybrid working?**

- 3.1 Hybrid working is not always appropriate for all roles in Hanover. Where this is the case post holders will be informed accordingly.

### **4. Does this policy form part of my contract?**

- 4.1 This policy does not form part of your contract of employment except to the extent that it imposes obligations on you. We may amend this policy at any time and may vary it as appropriate to a particular case.

### **5. Requests to work from home or at our premises**

- 5.1 Any requests to work from home or set days and hours from home will be referred to the flexible working policy and an application will need to be completed.

### **6. Communication**

- 6.1 The arrangements for making contact with your manager and colleagues will be set out in your team charter

### **7. Work from home – breach of covenant / agreement**

- 7.1 You must ensure that you are not in breach of any agreement by working from home. For example, before working from home, you should check the terms of any mortgage, lease or rental agreement and, if necessary, obtain any permissions required to work from home.

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### **8. Equipment**

- 8.1 We will provide all the equipment you reasonably require to work from home (the 'Homeworking Equipment').
- 8.2 You should inform us if you consider that you require any equipment to work from home as a result of a disability.
- 8.3 The Homeworking Equipment will be for business use only, and you should not use it for personal purposes. Only you and our authorised representatives will be permitted to use it, and you must not allow any other person to use it.
- 8.4 We will [install,] service and maintain the Homeworking Equipment, as necessary, at our expense.
- 8.5 The Homeworking Equipment will remain our property throughout your employment. You must return the Homeworking Equipment to us when your employment ends or (if earlier) if you cease working from home or at any other time requested by us.
- 8.6 You must take reasonable care of the Homeworking Equipment and will be responsible for any damage to it (other than by fair wear and tear).
- 8.7 You must report to us any damage or malfunction of the Homeworking Equipment as soon as you become aware of it.
- 8.8 We will not be liable for any loss, injury or damage caused by any equipment that is not provided by us but which you use whilst working from home.

### **9. Insurance**

- 9.1 Employees will be responsible for taking out and maintaining a valid policy of insurance covering the Homeworking Equipment against fire, theft, loss and damage throughout your employment
- 9.2 Working from home may affect your home and contents insurance policy. You must check these before carrying out any work for us from home and inform your insurance provider as required.

### **10. Security**

- 10.1 You will be responsible for ensuring the security of all equipment, documents and information associated with our business in your home and when travelling to and from our premises. In particular, you will be under a duty to:
- only store or process work-related data (including company data, any individual's personal data, and our confidential information) on equipment provided by us and ensure that you do not store or process such data on any personal device or computer.

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- use our designated VPN or multi-factor authentication
- comply with our instructions relating to password security, software security, maintaining confidentiality, the security of communications, and the sharing of data.
- ensure any wireless network used is secure and comply with our instructions relating to wireless network security.
- lock your computer terminal whenever it is left unattended.
- ensure no one else in your home has access to our confidential information or work-related papers.
- ensure that third parties cannot overhear work-related telephone and video calls.
- ensure that the screen of any device you are using for work purposes can only be seen by you.
- use only our designated systems, for example, to make work-related telephone and video calls.
- keep all work-related papers in locked filing cabinets when not in use.
- comply with our instructions on document retention and secure disposal.

10.2 If you discover or suspect that there has been an incident involving the security of information relating to us or any of our clients, customers, or anyone working for us, you must report it to your line manager immediately.

### 11. Health and Safety

11.1 You must take reasonable care of your own health and safety whilst working at home and should comply with our Health and Safety Policy and follow all health and safety guidelines and instructions issued by us from time to time.

11.2 You must complete and return to us without delay any health and safety questionnaires that we send you.

11.3 We may check all homeworking areas for health and safety purposes, including risk assessments to consider, for example, work equipment; display screen equipment; manual handling risks; and first aid access. Risk assessments may be carried out remotely or via a home visit.

11.4 You should ensure that you have adequate lighting at your home workspace.

11.5 You must report any accidents that occur in the course of your employment, including any that occur in your own home, immediately to [name] in terms of our Health and Safety Policy

11.6 You must ensure that your working patterns and levels of work when working from home are not detrimental to your health and wellbeing. If you have concerns about your health or wellbeing arising from home or hybrid working or your working pattern, you should inform your line manager without delay.

11.7 You should report any health and safety concerns to your manager.

### **12. Sickness Absence**

12.1 If, due to illness or injury, you cannot work on a day that you were due to work from home, you must follow the procedures in our Maximising Attendance Policy

### **13. Review**

13.1 This policy will be reviewed every 3 years or earlier if required by changes in legislation, national guidance or internal procedure.