

Hybrid Working Policy

Version Number	2
Revision Date	Jan 2025
Department	Business Support and Transformation
Author	People Partner
Reason for Policy Creation/Revision	Review of hybrid policy and procedures as part of People & Engagement Strategy
Data Protection	This policy complies with our Data Protection Policy & Procedures
Equalities	This policy ensures we have equal protections for all employees
Sustainability	N/A
Proof Read By	Head of HR and OD
Date Approved	30.1.2025
Approved By	ELT/SMT
Next Review Due	January 2028
Audience – Training and Awareness Approach	This sits together with the Team Charters and office protocols and can be read with People Partner's providing support where required
Effective Date	30.1.2025
Internal References – Policies & Procedures (Located on The Hub)	Code of Conduct for Employees Disciplinary Policy Flexible Working Policy Hybrid Working Procedure Maximising Attendance Policy
External References	

1. Policy Purpose

- 1.1 This policy sets out Hanover's approach to hybrid working, which allows employees to split their time between attending the workplace and working remotely.
- 1.2 This model allows us to become more agile and flexible. To support our approach to hybrid working Hanover will continue:
- To deliver the best possible service to our customers.
 - To plan, adapt and thrive in a new working environment.
 - To commit to supporting a positive work life balance for our employees.
 - To treat working from the office as our default position with hybrid arrangements supported by our team charter model.

2. Policy Scope

- 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 allow employees to undertake their role.
- 2.2 The Hybrid Working Policy sits alongside the Hybrid Working Procedure and manager and employee guidance documents which sets out the organisation's expectations and standards.
- 2.3 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.
- 2.4 Further guidance on the team charter is detailed within the Hybrid Working Procedure and Manager's Guide.

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, managers will inform employees as appropriate.
- 3.2 Employees who work in a hybrid way are responsible for adhering to the hybrid arrangements as agreed within their team charter as this supports relationship building, personal development, wellbeing and collaboration. Where hybrid teams have agreed on a nominated day or days of the week to work from the office, any flexibility of these arrangements is at the discretion of the manager, for example, if there is travel disruption or adverse weather is forecast.
- 3.3 Where an employee anticipates having issues coming into the office on an agreed day or days of the week, employees should first have a conversation with their manager to discuss this further.
- 3.4 Managers reserve the right to request that an employee work from the office, provided the request is reasonable. Hanover's Hybrid Working Procedure provides examples of occasions where managers may require their employees to work from the office on a more frequent basis although the examples given are not exhaustive.

3.5 Where the manager's request is reasonable and the employee's refusal to comply is seen as unreasonable then the matter may be considered in breach of Hanover's behaviours and values framework and Code of Conduct for Employees.

3.6 In such circumstances, managers are encouraged to refer to the Hybrid Working Procedure and establish the grounds for the employee's refusal. Managers should also speak with their People Partner for further guidance should such situations arise.

4. Contractual Implications

4.1 This policy does not form part of our employee contract of employment except to the extent that it imposes obligations on employees. 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 permanently or to work set days and hours from home will be handled under Hanover's Flexible Working Policy and an application completed for further consideration in accordance with our statutory duties.

6. Communication

6.1 The arrangements for employees contacting their manager and other employees will be set out in the team charter. However, it is expected that employees who work in a hybrid way are contactable for employees and customers with service level agreements and customer service standards being maintained whilst working remotely.

6.2 Teams who work in a hybrid way are expected to live the values of Hanover and comply with both email and Teams etiquette whilst working remotely. This includes strong collaboration with other teams and using communication tools appropriately to support partnership working.

6.3 Employees and managers are encouraged to adopt a conversation-first approach and utilise communication channels such as Teams calls to support positive working relationships.

7. Work from home – breach of covenant / agreement

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

8. Equipment

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- 8.1 We will provide all the equipment employees reasonably require to work from home (the 'homeworking equipment').
- 8.2 Employees should inform us if they consider that they require any additional equipment to work from home as a result of a disability. This would normally be captured by the Display Screen Equipment Assessment.
- 8.3 The homeworking equipment will be for business use only, and it should not be used it for personal purposes. Only employees and authorised persons will be permitted to use it, and employees must not allow any other person to use it.
- 8.4 Hanover will install, service and maintain the homeworking equipment, as necessary.
- 8.5 Employees must return the homeworking equipment to Hanover when their employment ends.
- 8.6 Employees must take reasonable care of the homeworking equipment and will be responsible for any damage to it (other than by fair wear and tear). Employees must report to us any damage or malfunction of the homeworking equipment as soon as they become aware of it.
- 8.7 Hanover will not be liable for any loss, injury or damage caused by any equipment that is not provided by us but which an employee uses 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 their employment.
- 9.2 Working from home may affect an employee's home and contents insurance policy. Employees must check their policies before carrying out any work for Hanover from home and inform their insurance provider as required.

10. Security

- 10.1 Employees will be responsible for ensuring the security of all equipment, documents and information associated with Hanover in their home and when travelling to and from Hanover premises. In particular, employees must:
- only store or process work-related data (including company data, any individual's personal data, and our confidential information) on equipment provided by Hanover.
 - ensure that they do not store or process such data on any personal device or computer.
 - use the designated VPN or multi-factor authentication.
 - comply with 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 instructions relating to wireless network security.
- lock devices provisioned by Hanover such as desktops, laptops, and tablet devices whenever left unattended.
- ensure no one else within the employee's home has access to Hanover data, confidential information or work-related papers.
- ensure that third parties cannot overhear work-related telephone and video calls.
- only use Hanover's designated and core 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 instructions on document retention and secure disposal.
- not take Hanover-provided equipment, including laptops or phones, out of the country without prior authorisation from their manager.

10.2 If any employee discovers or suspects that there has been an incident involving the security of information relating to Hanover or any of our clients, customers, or anyone else working for Hanover, they must report it to their manager immediately.

11. Health and Safety

11.1 Employees must take reasonable care of their own health and safety whilst working remotely and should comply with Hanover's Health and Safety Policy as well as follow all health and safety guidelines and instructions.

11.2 Employees must complete and return any health and safety questionnaires as requested without delay. This includes the Hybrid Working DSE assessment which will involve completion of the home-working questionnaire.

11.3 Hanover 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 Employees should ensure that they have adequate lighting within their home workspace.

11.5 Employees must report any accidents that occur in the course of their employment, including any that occur in their home, immediately as stated within Hanover's Health and Safety Policy.

11.6 Employees must ensure when working remotely that their working patterns and levels of work are not detrimental to health and wellbeing. If an employee has concerns about their health and/or wellbeing arising from remote or hybrid working or your working pattern, they should inform their manager without delay.

11.7 Employees should report any health and safety concerns to their manager.

12. Sickness Absence

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12.1 If, due to illness or injury, an employee cannot work on a day that they were due to work from home, they must follow Hanover's Maximising Attendance Policy and Procedure.

13. Review

13.1 This policy will be reviewed every 3 years or earlier as required.