

FLEXIBLE WORKING STANDARDS

INTRODUCTION

At Allianz, we recognise the importance of work life balance and are committed to supporting flexible working requests wherever possible. There is no requirement for your request to be made in order to care for a child or dependant, and the reason for your request will not form part of the decision making process.

FLEXIBLE WORKING REQUESTS

If you would like to make a formal request for flexible working, you will need to complete the flexible working application form and submit it to your line manager.

- You can make a request after completing 26 weeks continuous employment and;
- You can make one request per year

Your request letter should include:

- The date you would like your flexible working pattern to commence
- Details of the requested pattern
- An explanation of how you think the change will affect your team and business area
- Suggestions on how the change can be accommodated

The flexible working request form can be found on the HR intranet in the forms section.

THE PROCEDURE

Your manager will arrange to meet with you to discuss your request as soon as practicable, and within 28 days. We aim to deal with all requests in a timely manner, and need to fully complete the process within three months of first receiving your request. If for some reason the request cannot be dealt with within these timescales your line manager will discuss this with you and seek your agreement to extend the timescales. Your HR Advisor may join your meeting, and you may bring along a work colleague or trade union representative if you wish.

During the meeting, you will discuss:

- How the request can be met
- The feasibility of the request
- The potential personal and business impact
- Your suggestions for accommodating the request

The template for this discussion can be found in the "Life Style and Family" section of the HR Intranet.

Your line manager will aim to give you an outcome within 14 calendar days of your meeting. The outcome will be confirmed to you in writing and if this results in a change to your contract you will be given a letter outlining your new terms. The letter will also include the details of any trial period together with any review dates or additional criteria.

It may also be important to inform colleagues and customers of any changes and we will agree with you how this will be communicated.

Should you wish to increase or decrease your hours in the future, even if this is to return to your original contractual hours, you will need to make a new flexible working request which will be considered as detailed above. There is no automatic right to revert to your previous hours.

WHEN IT MAY NOT BE PRACTICAL TO OFFER FLEXIBLE WORKING

If your line manager is unable to accept your request for any reason, they will confirm the grounds for this decision in your outcome letter.

Flexible working requests will only be declined for one or more of the following reasons:

- The request would be too expensive to implement. For example, additional equipment or security costs at a location to enable an employee to work different hours or when opening an office that would otherwise be shut
- The request does not fit with customer requirements. For example, the hours being requested do not reflect peak customer activity
- It is not possible to reorganise work among other employees. For example, other members of staff may be unable to alter their work arrangements to accommodate the request
- Additional resource cannot be recruited. For example, the hours you are requesting to drop may be very difficult or impossible to recruit for
- Agreeing to the request will impact quality. For example, the loss of your skills at a critical meeting
- Agreeing to the request will reduce performance. For example, you no longer being available at peak activity periods
- There is not sufficient work during the periods that are proposed, such as early morning or late evenings

- There are proposed changes within the organisation. For example, the business or a relevant section undergoing a reorganisation

Each request will be carefully considered and documented.

THE APPEALS PROCEDURE

If your request is declined you have the right to appeal. Details of who to make the request to will be in your outcome letter. Your appeal request must be made in writing and within 14 days of the date of the outcome letter. In your appeal you should explain why you feel that your request should have been granted.

Within 14 days of receiving your appeal request, the senior manager will invite you to a meeting to discuss the appeal. At this meeting a final decision will be made.

If your appeal is successful your outcome letter will set out your amended terms. If the appeal is unsuccessful, it will set out the reasons for the decision.

MAKING A REQUEST DUE TO ILL HEALTH OR DISABILITY

If you are looking to reduce your hours due to poor health or a disability, it is advised that you have a conversation with your line manager prior to submitting an application for flexible working. If, in discussion with your line manager and with support from your doctor and/or an occupation health specialist, it is agreed that there is an obligation to consider reducing your hours as a reasonable adjustment, you may not need to follow the process above.

As an employer we are obliged to make reasonable adjustments to support employees with serious long term conditions; occasionally such an adjustment may be to grant a temporary or permanent reduction in hours.

For further information regarding the support we can offer you to manage your employment whilst living with a long term condition, please speak to your line manager or your HR Advisor.