



Big Yellow Group
Flexible Working Policy

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Area code	Covers	Area code	Covers
SUS	Sustainability and ESG	HS	Health and safety
PTD	People, Talent and Development	CON	Construction
GOV	Governance, Company Secretary	IT	IT and data
FIN	Finance		

General information

Purpose of document
Sets out how employees can ask to work flexibly, how the Company considers and responds to requests, and how to appeal, in line with the statutory right to request flexible working.
Review frequency
Once a year
Definition and interpretation
Please explain any acronyms and terms here that feature in the document

Revision History

Version	Date	Revision Author	Summary of Changes
001	Pre 2026	O McGonagle	Original document
002	Oct 2026	R Wheeler	Moved to standard template. Wording updated to reflect current legislation.

Distribution and links

Applies to	All Employees
Corporate Website	https://corporate.bigyellow.co.uk/sustainability/governance-and-policies
Intranet	People & Talent - Documents - EMPLOYEE HANDBOOKS - All Documents
Related documents	Employee Handbook Wellbeing Policy Inclusivity, Diversity and Equality Policy Problem Solving Policy Code of Conduct

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Background

The Company recognises the benefits of flexible working and will be open to considering requests from employees who wish to work alternative working patterns.

Eligibility for Flexible Working

All employees, irrespective of their length of service or contract type, have the right to ask the Company for a change to their contractual terms and conditions of employment to work flexibly provided that:

- They have not made more than one other application to work flexibly under the right during the previous twelve (12) months.
- They do not have a current live request for flexible working.

Requesting to Work Flexibly

If an employee is only looking for an informal change to their working hours or conditions for a short period, this may be agreed with their Manager, subject to approval by the Area Manager and the People Department. The Company will allow them to revert to their original conditions after a specified period, or after the occurrence of a specific event, but subject to the needs of the business, the Company reserves the right to request that the employee returns to their original working conditions sooner.

As this informal change is not considered as a statutory flexible working request, the employee will be entitled to make two (2) statutory requests for flexible working within the next twelve (12) months.

Making a Statutory Request for Flexible Working

When making a request for flexible working, an employee will be required to do so in writing, setting out:

- The date of their application, the change to their working conditions that they are seeking and when they would like this change to begin;
- That they are making a statutory request and if they have made a previous request for flexible working, the date of that request;
- If the request is being made in relation to the Equality Act 2010, for example as a reasonable adjustment for a disability.

All requests for flexible working should be made to an employee's Manager and copied to the People Department.

The level of detail required by an employee when making a request to work flexibly will depend upon the desired changes to their existing working pattern. An employee does not have to explain how their request would affect the business, however, any information they can share about how the new pattern could work in practice may help their Manager consider their request.

When making their request, an employee should ensure that the proposed date of the change should allow time for the application to be fully considered and implemented.

Should an employee fail to provide all of the required information within their request, their Manager will advise them as to what they have omitted and ask them to resubmit their request when it is complete.

Considering a Request for Flexible Working

On receipt of a fully completed request for flexible working, an employee's Manager will arrange a meeting with them to establish whether their desired working pattern can be accommodated within the needs of the business.

The Company will deal with all requests in a timely manner to ensure that the consideration process (including any appeal) is completed within two (2) months of first receiving a request from an employee.

In circumstances where there is likely to be a delay in discussing an employee's request, they will be advised as to the reason / s for the delay and the expected date that the meeting will take place.

If for any reason, an employee's request for Flexible Working cannot be dealt with within the two (2) month period, the Company may extend this time limit, having sought the agreement of the employee.

During the meeting, the Manager and the employee will have an opportunity to discuss the desired work pattern in depth and consider how it may be accommodated. Both the Manager and the employee should be prepared to be flexible and discuss alternative working arrangements if the original working pattern cannot be accommodated. It may also be in the interests of both the Company and the employee to agree that an agreed working pattern will take place for a trial period, in order to assess its suitability.

Where the Company receives more than one request to work flexibly, requests will be considered in the order that they are received. Having approved a prior request, the Company will need to consider that the business context has subsequently changed and it will therefore need to look closely at the impact that a second request would have. In such circumstances, the Company will consider each case on its merits and may wish to have a discussion with all employees concerned to ascertain if there is any room for compromise or adjustment before coming to a decision.

An employee will have the right to be accompanied at any flexible working meeting by a work colleague or a trade union official.

An employee who has been requested to accompany a colleague will be entitled to take a reasonable amount of time off to fulfil this responsibility.

Where an employee or their chosen companion is not available to attend the initial date for a meeting, an alternative date will be arranged. If however an employee fails to provide a reason for their non-attendance at either an initial meeting or a meeting that has been re-arranged, the Company may consider their application to be withdrawn and will notify the employee in writing accordingly.

Responding to a Request for Flexible Working

Having considered the changes that an employee is requesting and weighed up the advantages, possible costs and operational implications of granting their request, the Company will confirm to the employee in writing of its decision to either:

- Accept the request and establish a start date and any other action; or
- Confirm any compromise agreed at the meeting, such as a temporary agreement to work flexibly; or
- Reject the request, but only after discussing it with the employee and considering alternatives. The Company will set out in writing the business reasons and how these apply to the application and explain the appeal process.

In circumstances where an employee's request is agreed, the Company will confirm in writing the changes to their terms and conditions of employment, together with the date on which these changes will take effect.

Where the Company is unsure as to whether the arrangements requested are sustainable in the business or how they may impact on other employees' requests for flexible working, it may agree flexible working arrangements for a temporary or trial period, rather than rejecting an employee's request. In such circumstances, the Company will confirm the arrangements in writing, together with review dates, during which both parties can discuss how the new arrangements are working and make any necessary adjustments.

An application for flexible working may only be refused for one of the following business reasons:

- The burden of any additional costs which is unacceptable to the Company;
- An inability to re-organise work amongst existing employees;
- An inability to recruit additional staff;
- The Company considers that the change will have a detrimental impact on quality or performance;
- The Company considers that the change would have a detrimental effect on its ability to meet customer demand;
- There is insufficient work during the periods that the employee proposes to work;
- The Company has planned structural changes and considers that the proposed flexible working arrangements may not fit with these plans.

Appeal Meetings

Whilst a Manager will always endeavour to provide an employee with clear reasons as to why a request to work flexibly cannot be accepted, there may be occasions where new information is available since the Company made its initial decision or the employee considers that their application was not handled reasonably.

In circumstances where an employee wishes to appeal against their Manager's decision, they should do so in writing, to the next level of Manager, not previously involved in the case.

The Manager at the next level will arrange to hold an appeal meeting as quickly as possible, following receipt of the employee's written appeal.

An employee may be accompanied at an appeal meeting on the same basis as the original meeting to discuss their request for flexible working.

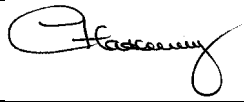
The Manager will inform the employee of the outcome of the appeal meeting in writing, ensuring that the whole process has been concluded within two (2) months of first receiving the original request for flexible working, unless an extension has been agreed with the employee.

If an appeal is upheld, the Manager will confirm in writing the changes to an employee's terms and conditions of employment, together with the date on which these changes will take effect.

Alternatively, if an employee's appeal is dismissed the Manager will confirm the reasons for their decision and will provide an explanation as to why the grounds for refusal apply in the circumstances. This explanation will constitute the Company's final decision and is effectively the end of the formal procedure within the workplace.

In the event that an employee still feels that their application has not been dealt with to their satisfaction following an appeal, they are encouraged to either speak to the Company informally or refer to the Company's Problem Solving Policy.

Sign off


C Hathaway Head of People, Talent and Development
October 2026