



## Homeworking and Hybrid Working Policy

V2.0 September 2025

ELCAP recognises the importance of helping our employees to balance their work and home lives by offering flexible working arrangements. Home or Hybrid working may be appropriate in certain circumstances either occasionally (to respond to specific circumstances or to complete particular tasks) and in some cases on a regular (full or part-time basis). In addition, occasional or temporary homeworking can, in certain circumstances, be a means of supporting employee's with caring responsibilities or accommodating a disability and permanent requests for change should be made under the Flexible Working Policy.

The aims of this Policy are to increase the rate of retention, reduce absence, attract new talent, promote work-life balance and reduce stress and travel costs. In supporting our employees with providing flexible working this will also improve the Company's efficiency, productivity and competitiveness. There are two types of homeworking to consider:

**Home:** working from home on a permanent, temporary or occasional basis.

**Hybrid:** working an agreed combination from your home and the Company premises on a permanent, temporary or occasional basis. Your place of work remains the Company premises.

This Policy sets out how ELCAP will deal with requests for home or hybrid working, and the conditions on which home or hybrid working will be allowed or in some circumstances required. If you are allowed or required to work from home at any time you must comply with this Policy.

This Policy does not form part of any employee's contract of employment and the Company may amend it at any time.

### Temporary, occasional home or hybrid working arrangements

There are a number of circumstances in which the ability to work from home on an occasional or temporary basis may be of benefit to you and the Company and you should set out clearly the reasons for making a request such as:

- when a child, elderly relative or dependent becomes unwell or arrangements for their care breaks down at short notice.
- when, despite being fit to work, travelling to the office is difficult (for example, due to recovery from an injury such as a broken leg).
- when public transport has been disrupted (for example by the weather or by a strike, that affects your travel arrangements).
- when a quiet, uninterrupted work environment will assist in dealing with a backlog of administrative tasks or in writing reports to a deadline,
- during any period when you are unable to work from the office such as during severe weather or global pandemic etc.

In the above circumstances working at home can be authorised, at the discretion of your line manager where, in their opinion:

- you have work that can be undertaken at home;
- you have the required equipment to work from home; and
- working at home is cost-effective and any increase in work that may be passed to your colleagues as a result is kept to a minimum.

Your line manager will, where necessary, liaise with senior managers to confirm arrangements.

In the event that you are suffering from a mild illness but are well enough to work we may also require you to work from home during your illness e.g. if you are suffering from mild symptoms associated with a contagious disease. This is to protect the health and safety of your colleagues and to prevent the spread of infections within the workplace.

In addition, if circumstances affect our ability to allow you to come into the workplace because of, for example, Government restrictions and/or H&S requirements, we may require you to work from home.

### **Permanent home or hybrid working arrangements**

After successful completion of your probationary period, if appropriate, you can make a flexible working request for a permanent change to home or hybrid working, which will be considered on its merits. However, not all roles or jobs are suitable for homeworking.

You may want to vary your working arrangements so that you may work from home permanently or for a fixed period, or you may wish to work from home for all (home) or part of your working week (hybrid). Any request to work from home must meet the needs of the business as well as your needs.

### **A permanent request for home or hybrid working is unlikely to be approved, if:**

- you need to be present on the Company's premises to perform your job (for example, because it involves a high degree of personal interaction with colleagues or third parties or involves equipment that is only available in the Company's premises).
- your most recent appraisal identifies any aspect of your performance as unsatisfactory.
- your line manager has advised you that your current standard of work or work production is unsatisfactory.
- you have an unexpired warning, whether relating to conduct or performance.
- you need supervision to deliver an acceptable quality and/or quantity of work.

If you wish to apply to work from home, you will need to be able to show that you can:

- a. work independently, motivate yourself and use your own initiative
- b. manage your workload effectively and complete work to set deadlines
- c. identify and resolve any new pressures created by working at home and
- d. adapt to new working practices including maintaining contact with your line manager and colleagues at work.

To be considered for permanent home or hybrid working you must submit a written request under

the Flexible Working Policy to your line Manager. Your application must state:

- the reasons for your request.
- why you consider your job to be suitable for homeworking and how you meet the criteria for homeworking as set out above.
- you should state the date from which you wish the arrangements to start and, if you wish to work from home for a fixed period, the date on which you want the arrangements to finish. You should try to give as much notice as possible and, in any event, make your application at least eight weeks before your proposed start date so that your request can be considered.
- whether you wish to work from home for all (home) or part of your working week (hybrid) and, if only part, which days you propose to work from home.
- how you would organise your work from home including how you would ensure the security of confidential documents and information, where appropriate.
- the extent to which you could be available to come into the workplace on days you are proposing to work from home, if needed, for example to cover if colleagues are off sick, to cope with high or unexpected levels of work or to attend meetings or training days.
- if different from your current hours of work, the hours of work that you propose will apply when you are working at home.
- how you envisage maintaining contact with your line manager, and how your work will be set, and progress monitored.

It may assist your application for homeworking if you first discuss your proposal with your line manager informally. This may identify potential problems with your application, such as a need to be in the workplace on occasions you had not considered, which your application can then address.

In considering your application your line manager may invite you to a meeting to discuss your proposals in line with the Flexible Working Policy. If your request is refused the Company will give you written reasons explaining why and you will then have the opportunity to appeal the decision under the Flexible Working Policy. The Company may also ask for you to agree to a home visit by the Health and Safety Officer to carry out a H&S Risk Assessment, install or service Company equipment, or to reclaim Company equipment on termination of your homeworking arrangement.

If your application for home or hybrid working is accepted the agreed arrangements will be recorded in writing and may be subject to a trial period. On the completion of the trial period your line manager will meet with you to review the arrangements and if appropriate reasonable amendments or agree the arrangement can continue indefinitely without change.

### **Conditions and Rules relating to Home and hybrid working**

Any terms on which it is agreed that you may work from home either on a temporary or permanent basis will include the following:

- You are required to work your contractual hours when working from home in the same way you would if working from the Company premises. You are also responsible for ensuring that you take your rest breaks as detailed in your Contract.
- You will be required to attend the workplace on our reasonable request to accommodate the needs of the Company, such as to attend training or meetings.
- We reserve the right to terminate the homeworking arrangements, for example if your role changes such that home or hybrid working is no longer suitable, subject to giving you reasonable

notice. These arrangements will be subject to ongoing review.

- You will be subject to the same performance measures, processes and objectives that would apply if you worked on the Company premises.
- If you receive an unsatisfactory rating in your appraisal or are subject to a written warning for any reason your homeworking arrangements may be terminated immediately, and you will be expected to return to work on the Company premises.
- Your line manager will remain responsible for supervising you, they will regularly review your home or hybrid working arrangements and take steps to address any perceived problems. They will also ensure that you are kept up to date with circulars and information relevant to your work.
- You agree to attend the Company premises or other reasonable location for meetings, training courses or other events which you are expected to attend. You understand that when you do attend the Company premises, you may have to hot desk or share a desk with someone else.
- Working from home may affect your home and contents insurance Policy, mortgage, lease or rental agreement. It is your responsibility to make any necessary arrangements with your personal insurers, bank, mortgage provider or landlord before commencing homeworking.
- You agree to make arrangements for the care of any children or other dependents who rely on you for support or care when you are working from home.

## **Equipment**

If you are permanently based at home for all or part of the working week the Company will provide any equipment that it considers you reasonably require to have, to work from home, which will remain the property of the Company. The Company will make all necessary arrangements for and bear the cost of installing, maintaining and removing the equipment from your home. Where equipment is provided you must:

- use it only for the purposes for which it has been provided;
- take reasonable care of the equipment and use it only in accordance with any operating instructions and our policies and procedures; and
- make it available for collection by the Company or on its behalf when requested to do so.

If you are temporarily based at home or occasionally work from home the Company may not provide equipment to enable you to work from home. Any personal equipment that you are authorised to use for work purposes must comply with the Computers, Internet and E-Mail and Data Protection Policies and other terms as agreed with your Manager. You will remain responsible for your own equipment. The Company will not be liable for any loss, damage, repair or replacement of any personal equipment.

The Company are not responsible for the associated costs of you working from home including the costs of heating, lighting, broadband, electricity or phone calls. However, you should check and make your own personal claim to HMRC, if you are entitled to a deduction against your taxable income, for certain household expenses and/or travel costs.

## **Data Security and Confidentiality**

You are responsible for ensuring the security of confidential information in your remote working location, and when travelling to and from your workplace

All equipment and information must be kept safe. You should take all necessary steps to ensure that private and confidential material is secure at all times. Your line manager must be satisfied that all reasonable precautions are being taken to maintain confidentiality of materials and personal data in accordance with the [Data Protection Policy](#).

You may only use equipment which has been provided by or authorised by the Company. You agree to comply with the instructions given relating to software security and to implement all updates to equipment as soon as you are requested to do so.

When working from your remote working location you are required to:

- maintain a private space for confidential work calls;
- ensure that any display screen equipment is positioned so that only you can see it or a privacy screen is used;
- ensure no one else in your remote working location has access to confidential information stored on our equipment or your personal computer or other devices;
- ensure any wireless network used is secure and that your wireless network router has software security updates applied;
- lock any device in use for work whenever it is left unattended;
- keep all papers containing confidential information locked (for example in drawers or cupboards or filing cabinets) when not in use, and ensure that no one else in your remote working location has access to them; and
- shred or otherwise dispose securely of confidential information when it is no longer required and at all times comply with our instructions on document retention.

You must read and understand our policies relating to [Computers, Internet and E-Mail Policy](#) [Data Protection Policy](#), [Health and Safety](#) and regularly keep yourself informed of any changes in the most current version of the related policies.

If you discover or suspect that there has been an incident involving the security of information relating to ELCAP, clients, customers or anyone working with or for us, you must report it immediately to your Manager.

## **Health and Safety**

When working at home you must comply with the same health and safety duties as other employees working on Company premises. You must take reasonable care of your own health and safety and that of anyone else in your home who might be affected by your actions and omissions. You must attend and/or complete the relevant health and safety training/courses and undertake to use all equipment safely.

The Company retains the right to conduct risk assessments and to check your homework areas for health and safety purposes. The need for such inspections will depend on the circumstances including the nature of the work undertaken.

You must not have meetings in your home with clients or customers and you must not give clients or customers your home address or personal phone number.

You must ensure that your working patterns and levels of work both over time and during shorter periods are not detrimental to your health and wellbeing.

You must use your knowledge, experience and training to identify and report any health and safety concerns to your line manager immediately.

### **Request to return to work on the Company premises**

If you want to terminate your home or hybrid working arrangement, you must notify your manager in the first instance. The Company will only be able to accommodate your request if there is sufficient space and equipment for you to return to the Company premises.

### **Change in circumstances**

You must inform the Company of any significant domestic changes that may impact on your ability to work from home such as a change of address so that your home or hybrid working arrangements can be reassessed.

If the Company considers homeworking is no longer suitable due to your ability to perform or subject to a change in business needs this may result in the Company bringing your home or hybrid working arrangements to an end.