

HYBRID, AGILE, AND FLEXIBLE WORKING

# **Rationale**

Stride Treglown believes that the definitions of hybrid, agile, and flexible working have evolved over the past few years and have different meanings for different people, often encompassing changes to working patterns. We think it is helpful to refine our language to find a common distinction between these different types of work. Traditionally the idea of flexible working was just about someone working fewer hours than was considered 'full time', and now as a company we offer many different ways for people to consider their working patterns for the purposes of:



This guidance is a way for you and Stride Treglown to find ways to help you meet your work life balance, and the needs of those of the company and of our clients. As an employee owned company we all come from a position of mutual respect and trust where we help each other to make our workplace a professional and inclusive environment. We all have a responsibility to our clients and each other to meet our work needs and deadlines.

All of this information is recorded, updated, and maintained within our Rapport3 system. It is important that your hours and periods of leave are recorded accurately in Rapport3 to allow your team and projects to be correctly resourced and the business to understand the success of our projects.

# What is the difference between Hybrid, Agile, and Flexible Working?

There are a variety of different ways for people to work in an agile or flexible manner at Stride Treglown.

We have many employees who have requested a variety of different contractual flexible working hours and even more who flex their day to meet their needs. Individuals will seek to change their hours for a variety of reasons and Office Managers and the HR team can help you consider your options.

**Agile working** is an informal change to working arrangements to allow us all to have a better work-life balance. These arrangements can vary depending on your personal situation and the needs of our teams. Agile working does not require a formal change to your working terms and conditions or pay. Agile working is discretionary based on your teams', clients', and the company's needs. Agile working could be discontinued if an individual isn't performing and is at the Board's discretion.

**Hybrid working** is balancing the needs of your work, tasks, and location. It is a term that has become more used during and after the Covid-19 pandemic. Hybrid working allows you to split your time between working in one of our offices or in a remote location, such as your home. The nature of the tasks you're doing may determine the best place for you to work: some tasks are better done in a team environment in a studio, and others may be best done working on your own.

**Flexible working** is a formal contractual change (signed letter) where working hours and pay are agreed after a more formal request is discussed and submitted with your Director or Regional Director and HR. Flexible working is open to all employees and the company will balance the needs of projects and work commitments when making its decision. We will make every effort to accommodate requests for flexible working, while ensuring that your duties can still be carried out effectively.



# Agile working options

## Communicating your whereabouts

As we are all working in a more agile way, it is important that our teams and other members of the company know our intentions and availability. If you are working a mixed week we would expect as a minimum you highlight in your calendar where you will be working (home, in the Bristol office, in the Cardiff office, on site etc.) at the beginning of the week. We all have access to each other's calendars and this way team members can align more easily. Please highlight holidays and flexi days as well. While things can change, this approach gives the potential for more understanding.

#### Core hours

As a business we ensure the office is open from 9am to 5:30pm during a normal working week. The majority of employees' contracts of employment are on the basis of having 'Core Hours' from 10:00am to 3:00pm. These hours can sometimes vary for some part time members of staff. Core hours allow us to understand when our colleagues are expected to be working in the office or contactable if working from home or travelling to and from site.

We do not expect individuals who are out of the office or on their lunch break to pick up a call immediately, but there is an expectation from colleagues and our clients that we respond to emails and phone calls in a timely manner during those core hours on days that we are working.



## Flexi-time

We understand that sometimes our lives and commitments can make a strict 9am to 5:30pm working day a challenge. Our flexi-time policy allows people to alter their start and finish times to meet personal commitments.

You can start earlier or later on any day but you will need to be working during our standard core hours, work between 6 and 9 hours per day, and work your contracted weekly hours (37.5 hours for a full time employee). You do not need to formally request flexi-time but it is advisable that you keep your team and team leader informed if you change your normal working patterns.



# Flexi-day

All full time and part time employees (except zero hours) can accrue a minimum of one working day of overtime (for full time employees that will equal 7.5 hours; for part time employees this can vary) over a calendar month which they can then take the following month. As part time hours can vary greatly please speak to your local office manager for details.

Requesting flexi-day leave for additional hours is optional and must be agreed in advance. Further details can found in our flexi-day policy on the intranet.



#### Flexible lunch times

Individuals across the company may flex their lunch time arrangements to accommodate physical activities (running, gym, yoga) or to meet other personal commitments. If you need to change the length of lunch breaks it is advisable to speak to your team leader to keep them informed. There will be an expectation that you make up the difference in time during the week. Individuals must take at least a 30min break each day if they work 6 hours or more. Lunch can flex from 30mins up to 1 hr 30mins



#### Studio agility and working out & about

We work hard to make our systems as similar as possible so our employees can sit at any desk, allowing them to work when they visit other studios and allowing project teams to form and reform around the business. As an extension of this we also have pools of company laptops which can be borrowed to perform some aspects of work outside of the office. This will allow you to be prepared for meetings, stay in contact with your team, and respond to requests for information while away from your office.



## **Hybrid and Remote working**

We want Hybrid working to be the norm for all of us, but it's not a contractual right and it's not an automatic given. There are basic principles that we need to apply and our Hybrid Working Policy sets out the expectations that we have. Mutual trust and communication are vital to making any hybrid arrangement work.

In most circumstances you should not be working from home if you're ill. We would prefer you to rest and recover at home rather than working while unwell. We have found individuals who continue to work while ill have a slower recovery rate and do not produce their best work.

# **Hybrid Working**

Our work is collaborative in nature, and best done together. As a result we believe that on average you should spend more time in the office than at home (although this can vary week to week depending on what you're doing). In order to balance the needs of the business, team and individual we encourage employees to use the following framework to think about their roles.

This grid can be used as a guide to think about how flexible your role is. Roles change and evolve over time so it is likely necessary to re-evaluate this periodically.

When considering where a role sits within the grid, think about:

- Do you need to regularly use or managed a fixed piece of equipment or facility?
- Do you provide a support service which is relied upon by others at certain times?
- Can you work independently?
- Do your tasks have a fixed timeframe?
- Do you give or receive regular mentoring or supervision?
- Does your work benefit from face-to-face meetings?

Some examples of how this grid might map onto roles can be seen later in this guidance document under the "working hours and patterns" section (Page 14).

The aim is for each of us to evaluate where we might fit on this grid, and use that as a starting point for a discussion with our teams so that we arrive at the best balance of location and time to complete the tasks that need to be done.

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flexible working times

# Agile working examples

(These examples do not require a change to your contract)

#### Flexi-time



Hayley takes it in turns with her partner to walk the family dog each morning. On alternate days Hayley travels in earlier or later to miss the traffic before or after work. Also, Hayley has to attend an early Thursday morning dental appointment. She can flexi her time to maximise her day. Though Hayley's hours vary they total 37.5 hours for the week.

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning start	07:30	09:00	08:00	09:30	07:30
Evening Finish	16:30	17:30	17:00	17:00	16:00
Total daily hours	8 hours	7.5 hours	8 hours	6.5 hours	7.5 hours

# Studio agility and working out & about



Pawel works across different sectors and offices on a variety of projects. Having the ability to work at any machine allows Pawel to work with colleagues across the office, or work on a company laptop on the train on the way to site or visiting our other offices.

Monday	Tuesday	Wednesday	Thursday	Friday
Manchester Office	Bristol Ground Floor	Bristol Top Floor	Train journey to London used Laptop	London Office and site visit

### Flexible lunch



Kerrie enjoys spending her lunch times running with her colleagues in preparation for the local half marathon. On occasions Kerrie needs to go slightly earlier to help organise a local running group. Having flexible lunch time hours helps Kerrie go for a run, get back, and change, and she keeps her Teams status and calendar up to date to show this. On her running days Kerrie leaves slightly later at the end of the day to make up for the additional 30 mins. Also, having an occasionally shorter lunch time allows Kerrie to get away to help run her community running group.

	Monday	Tuesday	Wednesday	Thursday	Friday
Lunch time	1hr 30mins	30mins	1 hour	1hr 30mins	1hr 30mins
Activity	Running (leave 30mins later than normal)	Leave earlier (after 4pm) to start running club	CPD	Running (leave 30mins later than normal)	Running (leave 30mins later than normal)

# Flexi-day



Kevin has a long weekend away with friends next month and has worked additional hours this month accruing more than 7.5 hours (Kevin's normal daily hours). Kevin can use the additional hours in the form of a flexiday to help supplement holiday leave.

# Flexible working options

(usually requires change of employment contract)

#### Part time hours

These are some examples of where we have agreed flexible working arrangements including reduction in working hours:

- Studying at university (HND, Bachelors, Masters, and PhD study)
- Attending art based courses (fine art, wood work)
- Start their own business (without being in competition with Stride Treglown)
- Caring responsibilities
- Preparing for future retirement
- To aid physical and mental recovery
- Achieving a better work life balance

As a business we have employees working a variety of part time hours arrangements. We use Part Time hours to describe any contractual arrangement where an individual works fewer than 37.5 hours per week.



# Fewer days

# Reduced number of working days



Aisha has decided she would like to spend more time building her own home. She has arranged for the next 6 months to take Wednesdays as her non-working day as it has a reduced impact on her deadline schedule which usually falls towards the end of the working week.

Monday	Tuesday	Wednesday	Thursday	Friday
7.5	7.5	Non-working day	7.5	7.5



Huw has recently adopted with his partner and to help manage the childcare arrangements he has decided to take Wednesdays and Fridays as his non-working days. His partner has done the same with his employer to maximise child care arrangements. This also allows them to spend time together.

Monday	Tuesday	Wednesday	Thursday	Friday
7.5	7.5	Non-working day	7.5	Non-working day

### Fewer hours, 5 days a week



Burcu has enrolled on a master's programme that requires her to attend after work classes and seminars. To help manage her time she has chosen to continue working 5 days a week, but reduced her daily hours to come into the office a little bit later (after an evening at university) and arrives by 10am, but also the opportunity to leave earlier to attend classes.

Monday	Tuesday	Wednesday	Thursday	Friday
6	6	6	6	6

# Fewer days, different hours on different days



Duncan has a variety of personal commitments that require varying their hours, as well as working a short working week. Duncan has arranged a flexible arrangement with their team leader and regional director in advance for a set number of hours to be worked each week.

Monday	Tuesday	Wednesday	Thursday	Friday
4	Non-working day	5	4	5

For purposes of calculating Duncan's holiday and flexi allowance we would take his average daily hours; in this example 4.5 hours per day and totalling 18 hours per week.

# Compressed hours - Full time hours in 4 days per week



Cathy takes part in competitive zorbing and requires time to travel across the UK in preparation. She has chosen to work longer days to free up a non-working day at the end of the week to allow for travel. Cathy continues on a full time salary based on her 37.5 hours per week. Before moving to compressed hours Cathy discussed her options with the HR team to discuss the long term viability of working such long working days and agreed review periods to check it remained manageable for her. Cathy's e-mail signature notifies others of her non-working day.

Monday	Tuesday	Wednesday	Thursday	Friday
9 hours 20mins	9 hours 30mins	9 hours 20mins	9 hours 20mins	Non-working day



#### Zero hours

Zero hours contracts in recent years have received negative comments due to the way some organisations use them. We use zero hours, and we do so with a clear understanding and discussion with individuals about the advantanges and limitations of such contracts. We see zero hours contracts as a means to allow individuals to work for Stride Treglown when they have the time (e.g for example outside of university term time) and to remain a Stride Treglown employee. These contracts usually have a fixed term.

If individuals believe they can work a set number of days per week, we would recommend a part time contract rather than a zero hours contact. This will help them have a clear understanding of their financial income and guaranteed work.

Individuals on zero hour contracts do not have to make themselves available for work, but if they have stated they can work, there will be an expectation they attend work for their agreed hours / days. In a zero hour contract relationship we cannot guarantee work but will try and accommodate any requests from you to work.

When individuals move on to a zero hours contract they will retain access to healthshield but we will end their private medical insurance (should they have this benefit) and ask for the return of their company mobile phone and / or contract.

Holiday is calculated based on the number of hours an individual works on a zero hours contract. We can explain this in more detail while exploring the option of a change of contract. For those on zero hours we do not offer our flexi day system.

If you are an existing member of staff who has been auto-enrolled on to our pension scheme we will continue to deduct payments when you move to zero hours unless you inform us otherwise.



#### **Contact time**

Individuals who have project running responsibilities and are working part time hours, may choose to have contact time added to their contract where they feel it is appropriate and helpful to manage their projects. Contact hours are usually a couple of hours a week which are added to the individual's time (and salary) to take phone calls and emails. These are used during their official non-working days.

If this is of interest to you please speak to your office manager or the HR team.

# **Summary of Flexible options**

Type of flexible working	Potential Benefits	Considerations
Flexi-time	Flexible start and end time around our core hours of 10:00am to 3:00pm.  Reduced travel time if outside of normal commuting hours.	We are all individuals of habit, if you need to change the pattern of your hours you need to inform your team and other colleagues.  Flexi time does not require explicit approval.
Flexi-day	Supplement holiday, weekends, or bank holidays with additional days, or a standalone day off.  Able to plan additional hours to accumulate a flexiday.	Ensure that you have worked additional hours (7.5 hours of additional hours for full time employees) over a month.  Speak to your team leader prior to booking your flexiday.  Please remember that you could be asked in a busy period (project deadlines, etc.) to reschedule your flexiday to help with resourcing pressures.
Part time hours	Suit individuals who wish to lessen their hours for work / life and personal commitments	Consider the reduction in your pay, holidays, pension, and other pro-rata benefits.
Zero hours	Flexibility to meet temporary and changeable workload and personal commitments.  Would suit individuals who want occasional earnings rather than guaranteed hours / salary, and can work flexibly as and when needed.	We do not seek exclusivity of your time. However, we do not have to offer work, nor do you have to accept if work is offered. Once you have committed to a phase of work you are contractually bound to complete it.
Contact time	To help part time workers maintain oversight and involvement with clients on non-working days.	How many hours could you manage and would need?  Will this impact on the reason you choose to work part time?

# Working hours and patterns

There are many ways we can alter our working patterns or contracts to manage our work and life commitments.

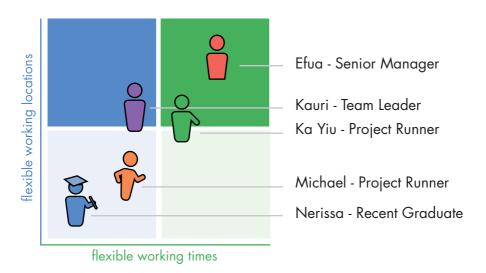
However, the nature of our business, the service we provide and the projects we work on mean that it is sometimes necessary to work additional hours. Through agile and flexible working, we hope to provide flexibility where we can, to enable you to claim back extra time spent working.

In the first instance we would recommend using flexitime (Page 4) to vary your hours to meet those demands or claim some of that time back via our flexiday system (Page 4).

If the additional working is pre-planned, we can also use Time off in lieu (TOIL) which needs to be agreed in advance with your Director or Regional Director. Further details of TOIL can be found in our Working Hours Policy.

We believe that working excessive additional hours should be an exception rather than a routine occurrence. Wherever possible, we endeavour to match team resource to workload to minimise the risk of this happening and to maintain a healthy work-life balance. Those who habitually work longer hours are encouraged to progressively reduce them to normal levels for their own personal wellbeing. We will work with you to achieve this.

The following examples of working patterns could be illustratively mapped onto the flexible times and locations grid as follows:



# Recent Graduate working more time in studio to allow for better communication and learning together



Nerissa is a recent graduate who has just started with Stride Treglown. She's new to the industry and recognises she has lots to learn from her colleagues and that this is best done in the studio. She enjoys seeing what everyone else is up to and likes to join in with lunchtime CPDs, design reviews, and technical workshops. Nerissa works 37.5 hours a week but has agreed with her team leader that she can flex her hours on a Monday to accommodate her volunteering commitments when she helps out at the local foodbank once a week. She ensures she's available during the core hours of 10:00am and 3:00pm on that day and then makes up her weekly hours across the rest of the week

Nerissa is always clear with her team and team leader where she'll be and when she'll be available. Because Nerissa uses Revit intensively and needs more guidance as a recent graduate and a new member of the team she's agreed with her team leader she'll work in the studio Tuesday to Friday, but from home on a Monday as the foodbank is only a mile from her house.

	Mon	Tues	Wed	Thurs	Fri
Location	Home	Studio	Studio	Studio	Studio
Hours	10:00am to 3:00pm	7.5 + additional hours	7.5 + additional hours	7.5 + additional hours	7.5 + additional hours

# Project runner working later to responding to client request



Michael is leading a complex stakeholder engagement process on a tight programme. His client calls unexpectedly mid-week and asks for an additional design option for their next client meeting in just two days' time. Michael knows this will mean working some additional hours for the next couple of days to keep the project on track. Anticipating that the end of the week will be quieter once he has delivered his client presentation, he agrees with his team leader that he will work a little later to complete the task, then flex his hours and have a slightly shorter day on Friday when the pressure has passed. Michael understands that his working week is sometimes naturally longer than 37.5 hours and he is enjoying the challenge of his project.

Michael's team leader suggests he should work on his presentation in the studio with his team, rather than from home as he usually does midweek, so they can brainstorm and collaborate most effectively on the new option.

	Mon	Tues	Wed	Thurs	Fri
Location	Home	Studio	Studio	Studio	Studio
Hours	Normal hours	7.5 + additional hours	7.5 + additional hours	7.5 + additional hours	Shorter day

# **Project runner using Hybrid working**



Ka Yiu is part of a five-person team delivering a brand-new school to a tight programme. She works a 37.5hr week. She has a young family and her partner also works full time. They share childcare and school runs between them. She has a one-hour drive to the studio on the days she comes in to collaborate with colleagues in the studio.

On Mondays and Wednesdays, Ka Yiu needs to pick up her son at 3:30pm from the nursery near her home and so on these days she works at home.

Ka Yiu aims for 7.5hrs a day and makes sure she is always contactable between the core hours of 10:00am and 3:00pm (excluding her lunch break where she runs three times per week) so her clients and her fellow team members can discuss project issues together and ensure a consistent service is provided. Because Ka Yiu is in the studio for the remaining three days of her week, her team leader is happy she's able to meet her project commitments with this working pattern. When Ka Yiu comes into the studio, she's able to join her team's regular design reviews in person, resolve detailing issues, catch up with her colleagues and take in a lunchtime CPD. Sometimes her office days go over 7.5 hours, and Ka Yiu is happy with that balance.

Ka Yiu's an early riser and does her best work first thing, so when she works from home she can start early at 6:30am as there's no need to commute. She's agreed with her team leader that she'll take an hour for lunch, and finish at 3pm in time for the afternoon nursery run. Ka Yiu has a reliable broadband connection at home and likes being productive at home when the house is quiet.

	Mon	Tues	Wed	Thurs	Fri
Location	Home	Studio	Home	Studio	Studio
Hours	7.5 hours Finish at 3pm	8.5 hours	7.5 hours Finish at 3pm	8.0 hours	7.5 hours

# Team leading responsibility / together-alone tasks



Kauri has responsibility for running several complex projects. They look after a large internal team and understand how important it is the team is properly supported, understands tasks, priorities, deadlines, and that the team's work meets the required high standards. Kauri is therefore based in the studio for three to four days a week so that they can lead their regular design workshops, attend client meetings and keep in touch over a coffee or two with their team. Kauri makes sure there is time set aside on their studio days to check-in with the team in person to make sure they are all coping with respective workloads.

Kauri intends to work from home for around two days per week in order to focus quietly on reviewing drawings, planning, dealing with project admin, and working on a business change project that they're delivering with others in the business. Kauri keeps their diary in Teams up to date so that colleagues understand where and when they'll be working and how they can be reached if support and guidance are wanted. Colleagues know that Kauri's Teams status is an accurate representation of how available they are.

	Mon	Tues	Wed	Thurs	Fri
Location	Home	Studio	Home	Studio	Studio
Hours	Project admin and Business Change Project	Meet team members for coffee and catch up	Review drawings	Regular Design Workshops	Client Meeting

# Senior Manager with business and 'head-of' responsibility



Efua is a head of sector with cross-region responsibility. She also works closely with her job runners to oversee numerous large projects and manage several key accounts. Efua enjoys keeping in regular contact with her national clients and uses a blend of video calls and in-person business development meetings to keep in touch. Efua is in demand as a sector specialist speaker at national conferences and seminars.

Efua sets aside a day a week to catch up with her clients and to prepare material for upcoming talks and seminars. This work is best done without interruption, so she typically works from home to complete these tasks, starting at 9:30am on those days so she has a little more time with her family before work starts. She diligently uses her shared calendar to let her team know where she is.

Efua is sometimes away overnight before delivering seminars or meeting clients, so she'll book out a pool laptop and is able to work remotely on her train journey or from her hotel room.

Efua trusts her regional job running teams to progress projects without her, but recognises the value of spending some time with them in the studio. She bases herself in there for at least one day a week to ensure there's always time to support her team in person, feed into resource discussions, understand how they're coping, help prioritise competing demands and provide updates on new opportunities and sector intelligence.

	Mon	Tues	Wed	Thurs	Fri
Location	Home	Home	Remote  - Sector conference	Remote  - Sector conference	Studio
Hours	Conference prep	Conference prep and contacting clients	Travel and delivering Seminar	Travel and client meetings	Team catch up and debrief

# Other changes to hours or working patterns



### Career breaks (sabbaticals)

Individuals across Stride Treglown have requested sabbaticals to allow them to have a break in their career, while maintaining employment continuity. During career breaks people usually use of a mixture of holiday and unpaid leave. Sabbaticals typically last anything between a month to a whole year.

If you're thinking of taking a sabbatical, bear in mind that we would require a longer period of notice to ensure that we can adequately resource your leave. Please do not make any commitments such as booking flights etc. until the break has been approved by the Board as we might not be able to meet your request.



### **Health Adjustments**

When we return from prolonged absence due to medical needs we should take time to consider how we wish to work on our return, and into the future.

#### Phased returns:

If you have been away from work for a prolonged absence it may be advisable to return for a few hours a week over a two week period. It will allow you to acclimatise back into work and to pick up more project work during your return. Your local Office Manager and the HR team can advise you prior to your return.



#### Alternatively

As part of your recovery your doctor may suggest working part time hours on a temporary, prolonged or permanent basis. This is usually recorded on your "Fitness to Work" note. Should this be advised, or you wish to consider this please speak to your Office Manager or the HR team. Also, please see information in this document about Part Time hours.

# Other changes to hours or working patterns



## **Retirement planning**

There is no longer a statutory / fixed retirement age and individuals can decide when they wish to retire. Many individuals choose to reduce their hours as they approach retirement rather than just leaving work altogether. It is important to set goals prior to retirement:

- Potentially reduce hours (if you wish to do that)
- Identify a future finishing date working for Stride Treglown
- Continue in a zero hours capacity for a period of time afterwards

Individuals also set themselves new goals outside of work which may include travel, voluntary work for charities or paid work with advisory groups or professional bodies.

If you are planning to retire in the next five years please do speak to your local Office Manager and the HR team to discuss your plans. We also suggest that you speak to your pension provider(s) regarding your planned retirement around 5 years prior to when you anticipate your retirement date.



#### **Annual leave**

It is important that you take time away from work to help you de-stress, enjoy time away or on your hobbies and home life or spend time with family and friends. We ask that you book your holiday in advance to allow your teams the opportunity to resource appropriately while you are away.

We always endeavour to meet your requests for leave. There may be circumstances when your leave coincides with important deadlines and the team may ask you to reconsider your holidays dates, especially if these are booked at short notice. Therefore, we ask you to speak to your team and team leader prior to booking flights and accommodation.



#### **Parental Leave**

If you have advance notice of needing to take time off with your child, you may be entitled to take parental leave.

There are four types of parental leave;

- Paternity
- Maternity
- Shared Parental Leave
- Adoption Leave

There are further details on the intranet or please speak to your Office Manager or the HR team.

#### STRIDE TREGLOWN

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