

FLEXIBLE HOURS POLICY

1.1. FLEXIBLE HOURS

The Flexible Hours Company Policy outlines the provisions for employees who want to change their working hours, days or weeks. The employees will be permitted to obtain flexi-hours for genuine reasons including but not limited to parenting responsibilities, domestic issues, doctor appointments or other medical circumstances, as evaluated by the Human Resources Department and the respective Line Manager.

1.1.1. **Scope.** This policy applies to all the employees, who need an alternative arrangement with respect to their work schedules and who are eligible by nature of their job.

1.1.2. **What does it mean to have a flexible work schedule?** Flexible hours can refer to a number of different arrangements:

- **FLEXIBLE WORKING HOURS.** When employees choose to shift their everyday schedule by starting the day later or leaving earlier. The total of working hours doesn't change, however core working hours may be set by following the Procedure laid down hereunder. The employee shall be obliged to be present at the workplace during the required hours.
- **REDUCED HOURS.** When an employee works for less than the standard working hours either by fewer hours per day or by fewer days per week. In such cases salary is calculated depending on the new schedule approved.

Eligibility: To determine whether an employee is eligible for flexible arrangements, the following will be considered:

- The nature of the employee's job. For example, if the job requires attendance at specific hours or every day per week or has a full time workload, then the employee is not eligible for flexible working hours.
- The needs of the employee's team or department. For example, some departments may require employees to be present at work during business hours.
- The impact on colleagues. For example, if the department's operations are largely dependent on teamwork, then the employee is less likely to freely modify his/her working schedules.
- The duration of the arrangement. For example, an employee may have flexible hours on a specific time but may have to follow standard schedule at some other time.
- The impact on customers/external stakeholders. For example, no employee will be allowed to avail this policy if the flexible work arrangement will have a big impact on customer satisfaction.

1.1.3. **Procedure.** If an employee initiates the request for flexible schedule then the following procedure must be followed:

- The Employee files an official request with their Line Manager and Human Resource department explaining the reasons for their request.

- The Employee and their manager meet to discuss details of the arrangement and set specific goals and responsibilities. Their Line Manager approves/rejects their request after carefully considering the above criteria.
- Human Resources department grants its approval on the request.
- The decision must be revisited and discontinued if it negatively affects productivity or efficiency of the individual or the department.

In cases where the Line Manager does not approve of the employee's request, the employee will be duly notified and explained the reason for the decision taken.

Management Rights:

The Management of the company has the right to revert, change, amend, nullify or cancel all or any parts of this policy without prior notice.



Approved by
Head of Human Resources & Administration