PINEAPPLE PARTNERS

Flexible Working Policy

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1. Purpose

Pineapple Partners supports flexible working wherever the job allows. Handled well, flexibility keeps good people, widens who can work for us, and is simply how a modern business should run. This policy explains the statutory right to request flexible working for our employees, and how we handle requests.

2. What flexible working covers

Flexibility can mean changes to hours, times or place of work, including: part-time working; compressed hours; flexitime around agreed core hours; staggered start and finish times; annualised hours, where contractual hours are calculated across a year; job sharing; term-time working; and hybrid or home working. Any combination can be requested.

3. The statutory right

Every employee has the right to request flexible working from the first day of employment. You may make up to two statutory requests in any 12-month period, and we must deal with a request, including any appeal, within two months unless we agree a longer period with you. A statutory request is made in writing, is dated, describes the change and the date you would like it to start, and states that it is a statutory request and whether you have made one in the last year.

4. How we handle a request

We will arrange a conversation promptly, you can bring a colleague, consider the request genuinely, and answer in writing. We will not refuse a request without first consulting you, and any refusal will rely only on the statutory business grounds: burden of additional costs; detrimental effect on ability to meet customer demand; inability to reorganise work among existing staff or

recruit additional staff; detrimental impact on quality or performance; insufficiency of work during the periods proposed; or planned structural changes. Where we cannot say yes to everything, we look for the version we can say yes to, a different pattern, or a trial period.

5. Trials, agreements and appeals

Where there is uncertainty, we prefer a trial period over a refusal. An agreed change is a permanent variation to your contract, confirmed in writing within 28 days, unless we have expressly agreed it is temporary. If your request is refused you may appeal in writing within 14 days, and the appeal will be heard by someone not involved in the original decision.

6. Fairness

Requests are considered on the needs of the role, never on who is asking. Employees who request or work flexibly suffer no detriment, and flexibility is factored fairly into workload, development and promotion decisions. Informal, occasional flexibility, the appointment, the school play, remains a matter of common sense between you and your manager and does not need this process.

7. Review

This policy is reviewed annually by the Executive Management Team.