



Working flexibly

Balance helps you thrive inside and outside of work. Here's how we'll support you when you want flexibility

To be your best at work you need balance. It helps you inspire yourself and others in the workplace. This policy gives high level details of our flexible culture. For more details see **How we work – the policy**. This policy applies to all UK M&G plc employees.

Our Approach

We're proud of our flexible and family-friendly culture. Having a degree of flexibility to manage our work life balance can help you thrive inside and outside of work prioritising your personal life, responsibilities, commitments with your working life.

We have a 35 hour working week split across five days as standard. We require colleagues to work the majority of their contracted hours from their contractual location. Some (but not all) office based roles are suitable for colleagues to work from their home address from time to time.

We expect both colleagues and managers to work together constructively to agree individual working patterns giving each other reasonable notice where a change may be required. You may be required to attend an M&G office on a specific day. It's about trust, communication and flexibility on all sides.

Contractual Location

We value 'better together' relationships at work and expect the vast majority of our colleagues will spend the majority of their working week in a M&G office location with some time at their home address. This does not require a change in contractual location. Any colleague who chooses to work from home for part of their week is expected to meet the requirements of the **Home Workers Policy**. Within that policy there are the following definitions:

Contractual Office Worker - A role where the development, performance and engagement of the role holder will benefit from regular face to face (office based) collaboration. Your working pattern may vary week to week between the office and your home but you would typically be expected to work from an M&G office for the majority of your contracted hours. This definition will apply to the vast majority of roles within M&G.

Contractual Homeworker - A role where the development, performance and engagement of the role holder will not in any way require or benefit from any form of regular face to face (office based) collaboration. At most the role holder may be required to attend face to face (office based) collaboration 2-4 times a year. This definition will apply to a small number of roles within M&G as an exception.

Both colleagues and managers are asked to consider the above definitions when discussing any potential colleague request to become a contracted homeworker. Even if a working pattern is agreed whereby a colleague spends the majority of their time working from their home address that does not mean it is appropriate to change their contractual location from an M&G office location to their home address.

Overview of working flexibly

We expect colleagues and managers to work together to agree an approach that works for our customers, you and your wider team and we don't anticipate colleagues needing to raise a formal flexible working request when agreeing their typical working pattern with their line manager.

We have a 35-hour working week as standard and the majority of our colleagues spend the majority of their working week in an M&G office with the remainder working from home. Unless you have agreed a permanent contractual change, we would expect you to spread your hours across five working days. Other than that, it's down to you and your manager to agree on a working pattern that works for our clients, you and your wider team. You don't need to formally record your hours on a weekly basis.

There are roles in our organisation where working flexibly will be harder for your manager to accommodate, your job may be focused on markets opening or you may need to be on site to support a customer helpline.

Trust, communication and flexibility are required on all sides. Some examples:

- You may work a really long day on Tuesday and agree a later start on Wednesday or to log-off early on Friday afternoon
- You might normally work in the office on a Monday, Tuesday and Wednesday but for whatever reason when juggling work and home-life you want to swap your days in the office or even work one less day in the office that week.
- Your manager may need you to work an extra day in the office due to a customer meeting or perhaps to help training a colleague and they should be able to expect you to be flexible with reasonable notice.
- You might have an afternoon sports day, a medical appointment or perhaps you want to collect the little one from nursery. You could agree to head off early and log on from home later or start earlier the next day
- If you've had a tough week of deadlines and put in some extra hours you could agree with your manager to work fewer hours during a quieter week

Finally, we can't stress enough the importance of taking breaks. See the **How we work** policy for more detail

Formal requests

If you would like to request a contractual change to your working hours and/or pattern you should make a formal flexible working request on **Workday**. You can do this from your first day in employment and make up to two requests in any 12 month period. Provide details of the change you are looking for and how you could manage any potential impact on your team or your role. Be flexible with your approach. If we are unable to accommodate your request what other working patterns could help?

Your completed flexible working request will be reviewed by your manager and they'll arrange a meeting to talk it through. We value relationships and conversations so where possible any hearing will be scheduled on a day where you typically work from an M&G office, however you may be required to attend the office on an additional day to allow the hearing to be held face to face. We'll aim to meet with you within two weeks to explore your request and how it could work. We'll discuss the changes and talk through the implications. A note taker may be present and you can bring a colleague, the colleague support adviser or trade union representative for support. You must let us know in advance who will be accompanying you. If practical, we'll do our best to agree to your request or consider alternatives that might work too. If we decline or offer a compromise we will always explain the reasons why. We may also trial the changes for approximately three to six months to give all parties an opportunity to test the new way of working before a final decision is reached.

We'll write to you with the outcome and if relevant any changes to your salary or benefits which are pro-rated if your hours change. We'll explain the reason for the decision and give you five working days to appeal. The appeal will normally be held by an independent manager with a note taker if required. You can bring a colleague, the colleague support adviser or trade union representative for support and must advise us in advance if you wish to be accompanied. The outcome of the appeal will be final. We will conclude the process within two months from the original date you submitted your request, unless otherwise agreed with you.

What next?

Conversations are important to understand how to get comfortable with flexibility. You're empowered to seek out where the complications may be in order to find something that really works so we can keep winning together. To request a formal flexible working pattern, log on to **Workday**.

Please note, this policy reflects the current position under any relevant UK law. Should the law change, then this policy may change to reflect that. The policy is non-contractual and may be amended at any time. It applies to all UK employees in M&G plc.