

Our policy on:

Flexible Working

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Status: This document provides information on our Flexible Working policy and is for external use only. All colleagues and line managers can access all our people policies and guidance via Ask HR.

This policy applies to...

All UK colleagues on or aligned to Sainsbury's Terms and Conditions

Key points

- Flexible working can be beneficial for both colleagues and the business. We want to encourage an environment where all colleagues have flexibility at work. We have several options to support colleagues at times when they may need to adapt their working pattern on either a temporary or permanent basis.
- Colleagues can formally request a change to their working arrangements from the first day of employment. We will always aim to complete the process as soon as practically possible (but no longer than 2 months unless mutually agreed).
- We will consider all requests fairly. Requests will only be declined if there is a business reason to do so.

Types of flexible working

Different flexible working types can be considered based on colleagues' needs, including (but not limited to):

- Job sharing (2 colleagues share a role and split the hours)
- Part-time working (reducing contracted hours or days)
- Earlier or later start and finish times
- Changing usual working days
- Hybrid or home working (depending on role)
- Phased retirement

Informal arrangements and Smarter Working

Sometimes, only a small change or a temporary arrangement may be required, and if this is the case it can be discussed informally initially. There may be arrangements we can make without requiring a formal request process, such as shift swaps or a temporary change to scheduled availability. Colleagues may also be able to achieve the flexibility needed on when, where and how they work through our approach to Smarter Working. More information on Smarter Working is available for colleagues via our company intranet.

Under 18's or student visa holders may have restrictions on their working hours and these colleagues should speak to their manager before working flexibly informally to ensure that our legal obligations are met.

Term time and dual store working

We have some different contract types that may be suitable depending on personal circumstances, such as contracts for colleagues who work at a different location between home and University.

These contracts may have different implications for pay and benefits. Managers can refer to the Line Manager Guide to Flexible Working for information on these types of requests.

Other time away from work options

We have **other time away from work options** that may be suitable depending on colleague needs, such as career breaks, sabbaticals and parental leave. Colleagues can find more information in our Time Away From Work policy.

Working abroad

Due to complexities around working abroad, all UK colleagues must work from the UK (excluding business travel).

Formal requests

Colleagues can formally request a change to their contractual working arrangements (also known as a statutory request) from the first day of employment with us. We will consider all requests fairly, and we will always try to accommodate a request (or an agreed alternative) where we can while balancing business needs. We understand that circumstances can change, and so colleagues can make more than one request a year. As we have many flexibility options it may be beneficial to consider if any temporary arrangements or if a trial period can be agreed where suitable (depending on the circumstances) before pursuing further formal requests. If a previously declined request is re-submitted and the business reasons for declining remain unchanged, we will look to explore any alternative arrangements or flexibility options that could be accommodated. All requests are considered individually in the order they are received and outcomes for the same type of request (or similar) may not always be the same depending on business needs.

If colleagues have a formal flexible working arrangement in place and apply for another role internally, this will be discussed in the context of the new role/team during the recruitment process.

There may be circumstances where we need to review colleague working arrangements to meet our customer and business needs and managers will speak to colleagues if this is the case.

An accepted request may impact pay and benefits. Colleagues can check with their manager how these may be affected.

Making a formal flexible working request

Requests should include the following:

1. The date of the request
2. Details of the change requested
3. The start date
4. **Optional:** The reason for the request and the effect (if any) it would have on the business and how these effects could be dealt with (this is voluntary to include)
5. Confirmation that it's a statutory request and if and when a previous application has been made

Where the request would support a long-term health condition and/or disability, it may be more appropriate to discuss this as a workplace adjustment and we will discuss this with colleagues where this is the case.

The process will take no longer than 2 months to complete (including any appeals) unless otherwise agreed, and we will always aim to complete the process as quickly as practically possible.

There may be times where a request can be accepted without needing to hold a formal meeting. Managers will inform colleagues if this is the case and arrange for terms and conditions to be updated where relevant.

Colleagues can withdraw their request if they change their mind and should confirm this to their line manager in writing.

Discussing the request

A meeting may be arranged in a confidential space (in person or virtually) to understand more about the request. This may include discussing any suitable alternative arrangements or compromises such as an alternative working pattern or trial period, and colleagues should talk through any alternative options that could work for them. Colleagues can be accompanied by another colleague or Trade Union representative and, if they are under 18 or have a disability, they can bring a parent, guardian or support worker. If the chosen rep is not available, the meeting can be postponed for a maximum of 7 calendar days to a mutually agreed date.

If the colleague fails to attend 2 arranged meetings to discuss the request without good reason (e.g., sickness absence), then the request may be treated as withdrawn and this will be confirmed in writing.

Flexible working request outcomes

The request will be considered fairly and colleagues will be informed of the outcome in writing. Potential outcomes include:

- Accepting the request and agreeing a start date.
- Accepting the request with modifications, such as confirming a trial period or alternative arrangement as discussed during the request meeting.
- Declining the request, setting out the business reasons for doing so and the appeals process. Business reasons include:
 - Burden of additional costs.
 - Inability to reorganise work amongst existing colleagues or recruit additional colleagues.
 - Detrimental impact on quality, performance or ability to meet customer demand.
 - Insufficient work for the times proposed to work.
 - Planned structural changes.

If the request has been accepted (with or without modifications), colleagues will be provided with updated terms and conditions where relevant.

Appealing a declined request

Colleagues can appeal the decision within 7 calendar days (14 days in Northern Ireland) of receiving the outcome letter (or 7 days of the meeting for non c-graded Pineham colleagues). Colleagues must include the reasons why they don't

agree with the decision in the appeal letter. A meeting will be arranged with an independent manager and confirmed in writing. Colleagues can be accompanied by a colleague, a Trade Union representative or a parent/guardian support worker if they are under 18 or have a disability. The reasons for the appeal will be discussed along with any further questions and colleagues will be informed of the final outcome within 7 calendar days of the appeal meeting.

Further support

We recognise that flexible working can play an important role in supporting mental health and overall wellbeing, helping to improve work-life balance, and create the space needed to manage personal responsibilities and self-care. It is good practice for colleagues and managers to regularly check in on how their working arrangements and work-life balance are working for them, and raise any questions or support required with working flexibly. Our independent Employee Assistance Programme can also provide support. Colleagues and managers can contact our Ask HR teams for any questions about this policy or the associated line manager guidance.